

*Memorandum of Understanding*

*between*

*American Red Cross Bluegrass Chapter*

*and*

*Fayette County Emergency Management*



**American  
Red Cross**



**LEXINGTON FAYETTE  
EMERGENCY MANAGEMENT**

## **I. Purpose**

The purpose of the Memorandum of Understanding (MOU) is to document the relationship between the American Red Cross Bluegrass Chapter and Lexington-Fayette Urban County Government on behalf of Lexington–Fayette County Emergency Management. This MOU provides the broad framework for providing humanitarian services and for the cooperation and support between the American Red Cross and Lexington-Fayette County Emergency Management in assisting individuals and families impacted by disasters, natural or manmade.

## **II. Scope**

This MOU describes situations and responsibilities where the American Red Cross agrees to provide resources and/or provide manpower for mission support to Fayette County. The situations are diverse but focus primarily on contingency operations caused by a disaster's impact to the area of responsibility.

## **III. General**

The Fayette County Emergency Operations Center (EOC), (859) 258-3784, is the point of contact for all requests for ARC support. Requests outside of the EOC will be referred to the Lexington-Fayette Division of Emergency Management.

## **IV. Independence of Operations**

Each party to this MOU will maintain its own identity in providing service. Each organization is separately responsible for establishing its own policies and financing its own activities.

## **V. Organization Descriptions**

The American Red Cross is part of a worldwide movement that offers neutral and impartial humanitarian care. The American Red Cross is led by volunteers and guided by its Congressional Charter and the Fundamental Principles of the International Red Cross and Red Crescent Movement. The Red Cross provides relief to victims of disasters and helps people prevent, prepare for and respond to emergencies. The ARC is closely integrated into community response efforts, including efforts of federal, state and local and non-governmental organizations. Our goal is to work with all partners to lead a well-integrated, effective and efficient response to every disaster.

The Red Cross provides services to those in need regardless of citizenship, race, religion, age, sex, national origin, disability, sexual orientation, veteran status or political affiliation.

## ***Definition***

Emergency management is the managerial function charged with creating the framework within which communities reduce vulnerability to hazards and cope with disasters.

## ***Vision***

Emergency management seeks to promote safer, less vulnerable communities with the capacity to cope with hazards and disasters.

## ***Mission***

Emergency management protects communities by coordinating and integrating all activities necessary to build, sustain, and improve the capability to mitigate against, prepare for, respond to, and recover from threatened or actual natural disasters, acts of terrorism, or other man-made disasters.

## ***Principles***

Emergency management must be:

1. **Comprehensive** – emergency managers consider and take into account all hazards, all phases, all stakeholders and all impacts relevant to disasters.
2. **Progressive** – emergency managers anticipate future disasters and take preventive and preparatory measures to build disaster-resistant and disaster-resilient communities.
3. **Risk-driven** – emergency managers use sound risk management principles (hazard identification, risk analysis, and impact analysis) in assigning priorities and resources.
4. **Integrated** – emergency managers ensure unity of effort among all levels of government and all elements of a community.
5. **Collaborative** – emergency managers create and sustain broad and sincere relationships among individuals and organizations to encourage trust, advocate a team atmosphere, build consensus, and facilitate communication.
6. **Coordinated** – emergency managers synchronize the activities of all relevant stakeholders to achieve a common purpose.
7. **Flexible** – emergency managers use creative and innovative approaches in solving disaster challenges.
8. **Professional** – emergency managers value a science and knowledge-based approach based on education, training, experience, ethical practice, public stewardship and continuous improvement.

## **VI. Methods of Cooperation**

The Red Cross Chapter and Lexington-Fayette County Emergency Management desire to expand their mutually-beneficial relationship. This MOU describes situations and responsibilities where the

A) ARC agrees to provide resources and/or manpower to coordinate disaster planning and response activities as follows:

1. **Food, Shelter and Emergency Supplies:** During a disaster, the first priority of the ARC is to ensure that people have a safe place to stay, food and emergency supplies. ARC works with government and community partners to open shelters where residents will find comfort with a meal, recovery information and a place to rest. The ARC may provide supplemental food and water to Lexington-Fayette County Emergency

Management upon request from the EOC, as resources are available. In the event emergency shelters are established, ARC shall provide Lexington-Fayette County Emergency Management with ARC subject matter experts to each designated shelter for support either via phone or in person, as resources are available. Additionally, ARC shall provide Lexington-Fayette County Emergency Management with requested clean-up kits, comfort and health kits, cots and blankets upon request from the EOC, as resources are available. For emergency workers and people returning to their homes, the ARC mobilizes emergency response vehicles from which disaster workers distribute food, water and essential clean-up items that might not be immediately available in the community.

- 2. Welfare Information:** Disaster often disrupts regular communication channels and can separate families. Through the ARC's nationwide network of chapters, family members may request welfare information regarding their loved ones. The ARC "Safe and Well" website enables people within a disaster area to let their families and friends outside of the affected region know that they are all right. Clients register on "Safe and Well" at [www.redcross.org/safeandwell](http://www.redcross.org/safeandwell). During large-scale disasters, individuals without internet access can call 1-800-RED-CROSS to register. The American Red Cross worldwide Service to Armed Forces (SAF) Emergency Communication Network operates 24 hours a day, 365 days a year to service members and their families. When a military family experiences a crisis, the Red Cross is there to assist by providing emergency communications. The Red Cross relays urgent messages containing accurate, factual, complete and verified descriptions of the emergency to service members stationed anywhere in the world, including ships at sea, embassies and remote locations. The Toll Free number is 1-877-272-7337.
- 3. Client Casework and Recovery Planning and Assistance:** The ARC provides individual client services through casework to people with disaster-related needs, with particular attention to those who have experienced significant damage or loss of their homes. This casework process helps the worker to assess the client's immediate needs and connect the client with financial assistance, resources, and other items to meet those needs. The ARC may or may not provide direct financial assistance. The caseworker also engages the client in a brief planning process which can help identify action steps for the client to follow in the first few days or weeks after a disaster. ARC caseworkers protect client confidentiality and work closely with other organizations and groups to ensure clients have access to all available resources.
- 4. Disaster Health and Mental Health Services:** After an emergency, injuries can ensue, essential prescription medications can be lost and the shock and stress of sudden loss can overwhelm a person's normal coping skills. The ARC deploys licensed health and mental health professionals who are trained and equipped to provide assistance at the time of a disaster. Disaster health services professionals can provide emergency first aid and medical assessment, triage and replacement of emergency medications with item distribution, financial assistance or referrals to community partners. Disaster mental health professionals provide mental health assessments, crisis intervention and a sympathetic ear to those in need. The ARC may provide Lexington-Fayette County

Emergency Management mental health workers, as resources are available.

5. **Personnel (volunteer) and Emergency Response Vehicle (ERV) Support:** During a disaster, the ARC understands that the availability of required mission essential personnel to support the installation can become an issue. As a contingency, ARC may provide Lexington-Fayette County Emergency Management a requested ERV, or other feeding resources, and personnel (volunteer) support upon request from the EOC, as resources are available.

#### B) Services related to the National Response Framework

1. The ARC is a co-lead for the mass care component of Emergency Support Function #6 of The National Response Framework. In this role, the ARC engages in a variety of activities to support states in their planning, coordinating, and executing of mass care programs and strategies.
2. The ARC also takes a leadership role in working with other non-governmental organizations and private companies that provide services during a disaster.

#### C) Organization

1. The ARC is a single corporation, chartered by the United States Congress to provide humanitarian services. Its national headquarters, located in Washington, DC, is responsible for implementing policies and procedures that govern ARC activities and provides administrative and technical oversight and guidance to the chartered units, which include chapters and blood service regions. Each chapter has a certain authority and responsibility for carrying out ARC disaster preparedness and response activities, delivery local ARC services, and meeting corporate obligations within the territorial jurisdiction assigned to it. Each chapter is familiar with the hazards of the locality and surveys local resources for personal, equipment, supplies, transportation, emergency communications, and facilities available for disaster relief. The chapter also formulates cooperative plans and procedures with local government agencies and private organizations for relief activities should a disaster occur.

#### D) Mutual Understanding:

1. Both parties will coordinate their respective disaster relief activities to maximize services to the community and avoid duplication of efforts in the following ways:
  - a. Maintain close coordination, liaison and support at all levels with conferences, meetings and other means of communication. Include a representative of the other party in appropriate committees, planning groups and task forces formed to mitigate, prepare for, respond to, and recover from disasters and other emergencies. Develop joint standard operating procedures for notification during disaster and emergency situations.
  - b. Develop and maintain agreed upon credentialing and/or installation access to provide

disaster services.

- c. During disasters and emergencies, keep each other informed of the human needs created by the events and the services they are providing. Share current data regarding disasters, to include statistical information, historical information, emerging needs and trends, damage assessments, among others, disaster declarations and service delivery.
- d. Work together to develop plans to secure resources to facilitate delivery of services to people with disabilities and/or functional and access needs during a disaster.
- e. Actively participate in reviewing and carrying out responsibilities outlined in the state, local and Lexington-Fayette County Emergency Operations Plans.
- f. During the time of disaster and readiness, keep the public informed of the parties' cooperative efforts through the public information offices of the ARC and the public information office of Fayette County.
- g. Advocate for programs and public policy/decisions, when appropriate, designed to mitigate disaster damage and loss of life in Fayette County.
- h. Actively seek to determine other areas, projects, and services within the ARC and Fayette County where the cooperation and support will be mutually beneficial with jointly defined goals and objectives.
- i. Use or display the name, emblem, or trademarks of the other organization *only* in the case of defined projects and *only* with the prior, express, written consent of the other organization.
- j. Make training, educational and other developmental opportunities available to the other party's personnel and explore joint training and exercises. Encourage all staff and volunteers to engage in training, exercises and disaster response activities, as appropriate.
- k. Explore opportunities for collaboration to provide community, family and citizen disaster preparedness with Fayette County.
- l. Allow the use of each other's facilities, as available and if agreed upon in writing, for the purpose of preparedness training, meetings and response and recovery activities.
- m. Widely distribute this MOU with the ARC and the Lexington-Fayette County Emergency Office and administrative offices and urge full cooperation.

2. Fayette County Emergency Management will:

- a. Provide work space and whenever possible, other required support for the ARC liaison personnel assigned to Fayette County EOC.
- b. Facilitate the ARC's use of federal and/or state-owned facilities for shelters and service delivery sites whenever possible. The terms and conditions of such use will be set forth in separate agreement.
- c. In accordance with applicable laws and regulations, support the ARC and work together, as appropriate, to acquire necessary resources and identify funding sources that increase state and ARC capacity to respond to disasters and emergencies.



3. The ARC will:

- a. Provide liaison personnel to Lexington-Fayette County EOC during a disaster or emergency situation, as appropriate at the request of the Director of Emergency Management or their designee..

**VII. Qualifications of Caveats**

- 1. This MOU does not create a partnership or a joint venture and does not create any financial commitments from one party to the other. Neither party has the authority to bind the other to any obligation. It is not intended that this MOU be enforceable as a matter of law in any court or dispute resolution forum.
- 2. The sole remedy for non-performance under this MOU shall be termination, with no damages or penalty.

**VIII. Periodic Review and Analysis**

Representatives of the Red Cross Chapter and Lexington-Fayette Emergency Management will, on an annual basis on or around the anniversary date of this MOU, jointly evaluate their progress in implementing this MOU and revise and develop new plans or goals as appropriate.

**IX. Term and Termination**

This MOU is effective as of the date of the last signature below and expires on 03/ /2016, three years from the signature date. The parties may extend this MOU for an additional period not exceeding five years, and if so shall confirm this in writing. It may be terminated by written notice from either party to the other at any time.

**X. Signatures**


**American Red Cross Bluegrass Chapter**

**Lexington-Fayette County Emergency Management**

**By:**

  
 \_\_\_\_\_  
 Signature

**By:**

  
 \_\_\_\_\_  
 Signature

**Name:**

Karen Haley  
 \_\_\_\_\_  
 Print Name

**Name:**

Patricia L. Dugger  
 \_\_\_\_\_  
 Print Name

**Title:**

Disaster Services Coordinator  
 \_\_\_\_\_  
 Print Title

**Title:**

Director Lexington-Fayette  
 Emergency Management  
 \_\_\_\_\_  
 Print Title

**Date:**

5/ 28 /2013  
 \_\_\_\_\_

**Date:**

3/ 6 /2013  
 \_\_\_\_\_

**Lexington Fayette Urban County Government Lexington, KY**

**By:**

\_\_\_\_\_  
 Signature

**Name:**

\_\_\_\_\_  
 Print Name

**Title:**

\_\_\_\_\_  
 Print Title and Date

## ATTACHMENT A – Organization Contact Information

### Primary Points of Contact

The primary points of contact in each organization will be responsible for the implementation of the MOU in their respective organizations, coordinating activities between organizations, and responding to questions regarding this MOU. In the event that the primary point of contact is no longer able to serve, a new contact will be designated and the other organization informed of the change.

### Relationship Manager Contact

American Red Cross Chapter		Lexington Fayette County Emergency Management	
<b>Contact</b>	Sarah Terry	<b>Contact</b>	Patricia L Dugger
<b>Title</b>	Director of Disaster Services	<b>Title</b>	Director
<b>Office phone</b>	859-253-1331 x:305	<b>Office phone</b>	859-425-2490
<b>Mobile</b>	859-227-2624	<b>Mobile</b>	859-621-0439
<b>e-mail</b>	sarah.terry@redcross.org	<b>e-mail</b>	patd@lexingtonky.gov

### Operational Contact

American Red Cross Chapter		Lexington Fayette County Emergency Management	
<b>Contact</b>	Karen Haley	<b>Contact</b>	Steve Jackson
<b>Title</b>	Disaster Service Coordinator	<b>Title</b>	Operations Manager
<b>Office phone</b>	859-253-1331 x:305	<b>Office phone</b>	859-258-3786
<b>Mobile</b>	859-227-7458	<b>Mobile</b>	859-621-2969
<b>e-mail</b>	Karen.haley@redcross.org	<b>e-mail</b>	sjackson@lexingtonky.gov

### Organization Information

American Red Cross Chapter		Lexington Fayette County Emergency Management	
<b>Department</b>	Disaster Services	<b>Division</b>	Emergency Management
<b>Address</b>	1450 Newtown Pike Lex. KY 40511	<b>Address</b>	115 Cisco Rd Lex KY 40504
<b>e-mail</b>		<b>e-mail</b>	
<b>Website</b>	<a href="http://www.redcross.org/ky/lexington">http://www.redcross.org/ky/lexington</a>	<b>Website</b>	Bereadylexington.com



## ATTACHMENT B

### Code of Conduct for The International Red Cross and Red Crescent Movement and NGOs in Disaster Relief

#### Principle Commitments:

1. The Humanitarian imperative comes first.
2. Aid is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone.
3. Aid will not be used to further a particular political or religious standpoint.
4. We shall endeavor not to act as instruments of government foreign policy.
5. We shall respect culture and custom.
6. We shall attempt to build disaster response on local capacities.
7. Ways shall be found to involve program beneficiaries in the management of relief aid.
8. Relief aid must strive to reduce future vulnerabilities to disaster as well as meeting basic needs.
9. We hold ourselves accountable to both those we seek to assist and those from whom we accept resources.
10. In our information, publicity and advertising activities, we shall recognize disaster victims as dignified human beings, not hopeless objects.

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More information about the code of conduct can be found at <http://www.ifrc.org/publicat/conduct/>

#### The Code Register

The International Federation is keeping a public record of all those NGOs who register their commitment to the Code. The full text of the Code including a [registration form](#) is published by the International Federation and is available upon request. (Telephone +41 22 7304222, Fax +41 22 7330395).

Non-governmental Organizations who would like to register their support for this Code and their willingness to incorporate its principles into their work should fill in and return the registration form.