

Your Playbook on How to Support Children, Youth, & Families During & After a Wildfire

*Written By & Created for Those Who Work in
Schools & Non-Profit Organizations*

Authors and Acknowledgements:

This playbook was created through a collaborative effort among many individuals and community groups. Thank you to everyone who made this project possible.

The Boys and Girls Clubs of the North Valley (BGCNV) team members - Rashell Brobst, Chief Executive Officer; Scott Dinitis, Human Resources Director; and Erin Kennedy, Director of Case Management - played a critical role in developing ideas and interview questions, recruiting community members for interviews, sharing resources and examples, and providing feedback through each step of the creation of this playbook.

Lindsey Nenadal, Ph.D., and her undergraduate research team - Sierra Zaragoza, Courtney Peria, and Tori Thayer - in the Department of Child Development at California State University, Chico closely collaborated with the BGCNV team, interviewed community members, analyzed data, and created this playbook.

Community members who supported the children, youth, and families in local schools and non-profit organizations during and after the Camp Fire provided the time, energy, and insight that is shared in these pages. Multiple community members contributed to this playbook, some of whom include:

- Mikey Latner, Founder and Executive Director, Project:Camp
- Mike Lerch, Principal, Cedarwood Elementary School
- Meagan Meloy, Director, School Ties & Prevention Services, Butte County Office of Education
- Jess Mercer, Trauma Informed Education Specialist
- Melissa Miller, Former Director, Boys and Girls Clubs of the North Valley
- Matt Reddam, LMFT, School and Community Wellness Advisor, Butte County Office of Education
- Casey Taylor, Executive Director, Achieve Charter Schools

Please visit <http://lnenadal.yourweb.csuchico.edu> for a digital version of this playbook. This is a resource for communities and we are available for consultation and support. If you have questions, comments, or would like additional help, please email or call us at: Lindsey Nenadal (lnenadal@csuchico.edu), Rashell Brobst (RBrobst@bgcnv.org), Scott Dinitis (SDinitis@bgcnv.org), Erin Kennedy (ekennedy@bgcnv.org), or Boys and Girls Clubs of the North Valley (530- 899-0335).

This version of the playbook (Version 2) completed on August 25, 2023.

Introduction

Background:

Wildfire season is a common and worrisome time each year for many within the United States and around the world. The goal of this playbook is to provide guidance to those who work with children, youth, and families in the event of a fire or the threat of a fire in or near their community.

The idea for this playbook came from the Boys and Girls Clubs of the North Valley, who helped support numerous children, youth, and families during and after the Camp Fire in Northern California in 2018. The Camp Fire, named after Camp Creek Road where the fire started, destroyed nearly 19,000 structures, resulted in 85 fatalities ¹, and displaced around 50,000 people ². The fire was active for 17 days, but due to the extensive damage, it took almost a month for some residents evacuated due to the Camp Fire (and even longer for others) to finally be able to return and see what, if anything, was left of their homes and their town ³.

The Boys and Girls Clubs of the North Valley provided many of their own scripts, social media postings, and other items as examples and starting points for readers of this playbook. Additional tips and suggestions within this playbook were gathered from local community members and leaders who also supported children, youth, and families during and after the fire.

Sources:

1. Cal Fire. (2022, October 24). *Camp Fire Incident*. CA.GOV.
<https://www.fire.ca.gov/incidents/2018/11/8/camp-fire/>
2. Chase, J., & Hansen, P. (2021). Displacement after the Camp Fire: Where are the most vulnerable? *Society & Natural Resources*, 34(12), 1566–1583.
<https://doi.org/10.1080/08941920.2021.1977879>
3. Johnson, L. (2018, December 6). *Return to Paradise: 27 days after the Camp Fire, residents allowed in to see the ruin*. San Francisco Chronicle.
<https://www.sfchronicle.com/california-wildfires/article/Return-to-Paradise-27-days-after-the-Camp-Fire-13445908.php>

Introduction

How to Use This Playbook:

This playbook is designed to be an interactive space where readers can jot down ideas as they read through the pages. The following components will help readers navigate this document:

- *Active links:* If viewing this playbook online, you can click on the tabs on the right side of the document (e.g., Donations, Resources) to go directly to that section. Additionally, there are active hyperlinks throughout the document to take you directly to helpful resources and websites.
- *Icons:* A series of icons highlight different components in each section.



Examples



Other Helpful Tips



Resources



To-Do Lists



Your Own Work Space

- *Work Space:* Throughout the playbook, there are designated spaces for you to write down your own notes and ideas.

Please note - The tips and suggestions provided in this playbook are based on the experiences of individuals who served children, youth, and families during and after a wildfire. Please follow disaster preparedness guidelines, listen to local authorities, and use your discretion as to the safety, timeliness, and appropriateness of the suggestions before implementing them in your own role and/or community.

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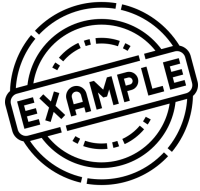
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Logistics: Immediate Response

Logistics: Immediate Response

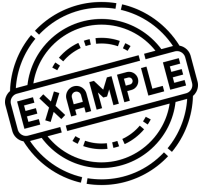


EXAMPLE OF AN IMMEDIATE RESPONSE TO A WILDFIRE

Below are some of the steps the Boys and Girls Clubs of the North Valley immediately took in response to the Camp Fire in their community.

- **Immediate response to support children, youth, and families:**
 - Immediately put previous crisis training to use
 - Mobilized a group of staff members to go to the evacuation center to support evacuation center staff and volunteers
 - Helped identify children at the evacuation center that were separated from their families, provided comfort by connecting them with staff members they knew and loved, and provided games and activities to keep them occupied while they waited to be reunited with family
 - Contacted parents and guardians to reunite them with their children
 - Mobilized professional crisis counselors on the day of the fire to be there for Club members
 - Coordinated and provided food to families the day of the fire
 - Found shelter for medically fragile families and others for whom the mass emergency shelters were not an option

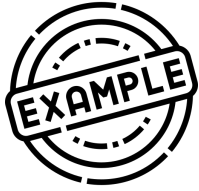
Logistics: Immediate Response



EXAMPLE OF AN IMMEDIATE RESPONSE TO A WILDFIRE CONTINUED

- **Immediate response to support staff:**
 - Set up a space to act as a food pantry (with new basic needs items, clothing items) that could be accessed at any time
 - Provided gift cards to stores like Target, Walmart, and Grocery Outlet that staff could request as needed
 - Guaranteed three weeks of full pay for staff that were directly impacted by the fire to ensure that they didn't need to worry about pay and or needing to work for the first few weeks after the fire
 - Offered staff who were directly impacted by the fire the opportunity to work, as many wanted to have some normalcy and felt like helping the community was helping them heal
 - Held a critical response meeting with staff members that:
 - Created a safe space to share information and resources, reassure them of organizational support regarding pay/jobs/wellness etc., listen to thoughts and concerns, and provide a place to grieve and process the devastation of their community and living spaces
 - Was facilitated with leadership team members, an outside certified crisis coach, and a therapist
 - Provided each staff member with a reusable water bottle, gift cards, & brand new uniforms
 - Paired up board members and volunteers to support individual staff needs

Logistics: Immediate Response



EXAMPLE OF AN IMMEDIATE RESPONSE TO A WILDFIRE CONTINUED

- **Immediate response at a Boys and Girls Club site (sites in the directly impacted area could not be used):**
 - Activated staff, board members, and volunteers to make calls
 - Contacted via email and phone all Club member families to find out where they had evacuated to, assess their shelter and medical needs, determine their need for open Club hours, and just listen
 - Opened site for critical services 4 days after the fire
 - Shifted our standard after-school program to an all-day (10 hours a day), fully staffed Club including programming, pet therapy, and ongoing crisis counseling available for all 850 local Club members during the three weeks that schools were shut down
 - Provided for immediate necessities in the form of gift cards, clothes, shoes, hygiene items, and a food pantry
 - Purchased N95 face masks to shield our kids, staff, and families from toxic smoke
 - Worked with a contractor to seal the buildings and install weather-stripping and industrial air filters to keep our facilities smoke free
 - Provided bottled water and laundry services
 - Offered stability, familiarity, hope, and a place for kids to just be kids in a time of extreme uncertainty and crisis

Logistics: Immediate Response



TO-DO LIST: ASSIGN EMERGENCY ROLES WITHIN YOUR SCHOOL OR ORGANIZATION AHEAD OF TIME (IF POSSIBLE)

Before a wildfire occurs, assign and review emergency roles with staff (knowing that the roles and people may change depending on the situation). These roles may include:

- ☐ Answering and making phone calls to staff and/or families
- ☐ Asking for, receiving, organizing and dispersing donations
- ☐ Contacting and/or collaborating with other community organizations
- ☐ Creating and posting information to social media page(s)

It's important to note that during and after a wildfire, staff may be asked to be flexible and fill roles and complete tasks that may be different than what they are used to doing. Find ways to acknowledge and appreciate this flexibility.



YOUR WORK SPACE

What are some assigned roles you may need in an emergency? Who might be able to fill those roles?

Logistics: Immediate Response



TO-DO LIST: CONTACT STAFF & FAMILIES

One of the first things you will do during and/or after a wildfire is make sure your staff and families are safe. To do that, you will want to have an updated contact list and a plan for how you will contact everyone.

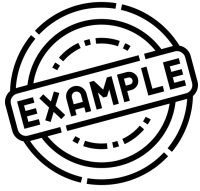
Before a wildfire:

- ☐ Frequently update your contact list for staff and families.
- ☐ Keep your contact list in a safe and confidential format that is accessible from anywhere (e.g., saved to a cloud).

During and/or after a wildfire:

- ☐ Collaborate with other schools or organizations that serve the same population to share contact information in a safe and confidential manner, if needed.
- ☐ If possible, do not have survivors make the phone calls.
- ☐ If possible, bring in others from your network to help with making calls (e.g., board members, volunteers).
- ☐ Provide those who are making the phone calls with a script (see example on the following pages). Have a paper or digital log to keep track of who and when people were called and to take notes (see example on the following pages).
- ☐ When contacting families, use a rating scale to identify the level of need (e.g., 1 indicating the least amount of need to 10 indicating the most amount of need). Use that scale to help match resources to those in the most need, as well as to create a list of follow-up calls to make to families.

Logistics: Immediate Response



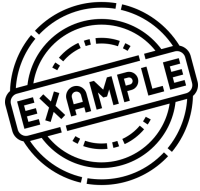
EXAMPLE OF A SCRIPT TO USE WHEN CONTACTING STAFF

Example provided by the Boys and Girls Clubs of the North Valley

Note - The Boys and Girls Clubs of the North Valley had a designated staff member make these calls and record responses in a log (see example of the log on the following pages) to ensure follow-up support and needs would be met.

Hello this is (your name) with the (your organization's name). We want to ensure that you are safe, understand where you are staying right now, and if you need support finding a place to stay. Do you have any immediate needs and is there anything we can support with? We have our Clubs open for you and people that can step up to meet various needs you might have. We also want to give you a chance to share and just talk if you would like. Overall, I and our (your organization's name) family just want to check in and support you. We hope this finds you as safe as possible as we all navigate this uncharted territory.

Logistics: Immediate Response



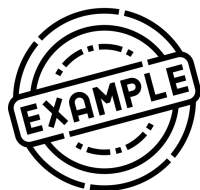
EXAMPLE OF A SCRIPT TO USE WHEN CONTACTING FAMILIES

Example provided by the Boys and Girls Clubs of the North Valley

Note - The Boys and Girls Clubs of the North Valley had a designated team of staff, board members, and volunteers make these calls and record responses in a log (see example of the log on the following pages) to ensure follow-up support and needs would be met. Over 400 families were called.

Hello this is (your name) with the (your organization's name). We want to ensure that you are safe, understand where you are staying right now and if you need support finding a place to stay. Do you have any immediate or medical needs, and is there anything we can support with? We want to make sure we have your accurate information to stay in contact with you. We also are wondering if child care support is a need as we are mobilizing our staff and community support to open our Chico facilities for full-day youth services. We are here for you and if you want a safe space to just talk please come on by 601 Wall St. Overall I and our (your organization's name) family just want to check in and support in any way we can. We hope this finds you as safe as possible as we all navigate this uncharted territory.

Logistics: Immediate Response



EXAMPLE OF A TEMPLATE TO TRACK INFORMATION WHEN CONTACTING AND/OR SUPPORTING FAMILIES

Example provided by the Boys and Girls Clubs of the North Valley

Name			
Children under 18 living with you on (date of fire)			
Additional adults living with you since (date of fire)			
Address was			
Email			
Phone number			
Current household size			
Employed or unemployed			
Permanent or temporary housing			
Relocating or staying			
School youth attend			
Medical needs			
Have you received any financial assistance from... (check all that apply)			
Current and IMMEDIATE needs			

Logistics: Immediate

Logistics: Recovery

Donations

Self-Care & Collaborative-

Tip Sheets for Families

Trauma: Resilience &

Your Work Community

Resources



This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Logistics: Immediate Response



TO-DO LIST: KNOW OF POSSIBLE SHELTER OPTIONS

Having a safe place for staff and families to go during (and potentially after) a wildfire is a necessity. Consider the following:

- ☐ Is your school or organization able to provide shelter during an emergency?
 - ☐ If yes, are you able to provide shelter during the daytime, overnight, or both?
 - ☐ If yes, who can use your shelter (e.g., the children/youth you serve, families, community members)?
 - ☐ If no, where can you refer people to go for shelter?
- ☐ If you are able to provide space, what might you need in order to create a place suitable for children and youth to be for long periods of time? Are you able to provide:
 - ☐ Activities
 - ☐ Bedding
 - ☐ Charging cords/stations
 - ☐ Laundry services
 - ☐ Meals
 - ☐ Showers

Logistics: Immediate Recovery

Logistics: Recovery

Donations

Self-Care & Collaborative-Care

Tip Sheets for Families

Trauma: Resilience & Healing

Your Work Community

Resources

[illegible]

Logistics: Immediate Response



TO-DO LIST: IDENTIFY POTENTIAL PEOPLE & ORGANIZATIONS WITHIN YOUR OWN NETWORK THAT CAN HELP

Identify people and organizations you may have within your own network that you can contact for resources, support, and collaboration opportunities. Potential partners in your network may include:

- ☐ Local schools, school districts, and/or school associations like California Charter School Association (CCSA)
- ☐ Local non-profit agencies or organizations
- ☐ Your board members and donors
- ☐ Other connections outside of your local community



YOUR WORK SPACE

Who are some potential resources within your own network?

Logistics: Immediate Response



TO-DO LIST: SHARE THE RESOURCES YOU HAVE TO OFFER

It is important to share what your school or organization is able to offer to the community during this time.

- ☐ Add your school or organization (and the services you offer) to resource lists that can be shared in the community.
- ☐ Table or assist at a Local Assistance Center.
- ☐ Create an information page to share with the community that states what your school or organization is doing to support children, youth, and families during and/or after the wildfire.



YOUR WORK SPACE

Where are some potential places you can share your information in the community?

Logistics: Recovery

Logistics: Recovery



TO-DO LIST: CONTACT FAMILIES IN THE WEEKS & MONTHS AFTER A WILDFIRE

In the weeks and months after a wildfire, it is helpful to continue to check-in and offer updated resources to the families you serve.

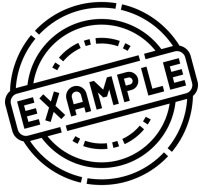
- ❑ Provide those who are making the phone calls with a script (see example on the following pages).
- ❑ Continue to add updated information to the paper or digital log you used when making initial phone calls during and immediately after the fire (see [example of a log](#) in the *Logistics: Immediate Recovery* section).



YOUR WORK SPACE

What might you want to include in a script that could be used when making calls to families in the weeks and months after a wildfire?

Logistics: Recovery



EXAMPLE 1 OF A SCRIPT TO USE WHEN FOLLOWING UP WITH FAMILIES AT A LATER DATE

Example provided by the Boys and Girls Clubs of the North Valley

Hi there. My name is _____ and I am a Disaster Case Manager. I'm calling today to follow up with you regarding case management and to answer any questions you might have.

First, I want to check in and let you know we are here to support. Are you familiar with what Disaster Case Manager can help with? Our team of case managers really helps individuals figure out next steps. We help you identify your greatest needs and through the assessment of your income, insurance, and current situation, we can help you navigate resources that might be available to you for relocation, rehoming, or rebuilding. Is there a specific need that you were hoping for us to help with today? (OFFER APPROPRIATE RESOURCES HERE)

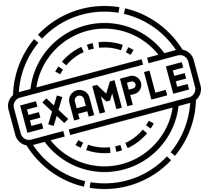
(TWO OPTIONS FOR CLOSING OUT CALLS):

1. It sounds like you are really looking for an easy referral. I am happy to take care of that referral for you, let's make an appointment to do that over the phone next week. What is your availability?
2. It sounds like you are going to need some help navigating the rebuild/relocation process. I am going to make a note to keep you on the community queue for the time being and someone will reach out to you as soon as possible.

Thanks for being patient during this process. We know it can be frustrating to wait and we are working hard on our end to help as many individuals as possible, as quickly as possible.

We will be getting back to you very soon. Have a nice day and stay safe and healthy. Goodbye.

Logistics: Recovery



EXAMPLE 2 OF A SCRIPT TO USE WHEN FOLLOWING UP WITH FAMILIES AT A LATER DATE

Example provided by the Boys and Girls Clubs of the North Valley

Hello (Name of Client),

This is (your name) with the (your organization's name). We are reaching out to all of our families that were impacted by the fire to encourage them to apply for the Wildfire Assistance Program.

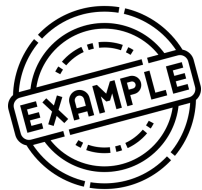
It's an advance on the settlement. You don't have to have a lawsuit and anyone who was older than 18 on the day of the fire is eligible to apply for assistance.

The deadline to apply is 11/15/19 so you need to act fast. By applying for the assistance program you can receive \$2,500 for renters and \$5,000 for homeowners. The documentation you will need to apply is your ID, FEMA number, Social Security numbers for everyone in your household, and proof of residency at your affected address (this could be a utility bill from the month of Oct/Nov 2018 or your lease/mortgage documents). It's pretty simple to apply and you can do it from your phone.

The website is www.norcalwildfireassistanceprogram.com. Feel free to reach out if you have any questions or need help navigating the website. Call ____ at ____.

Also, look for a confirmation email from the Assistance Program (the confirmation emails have ended up in spam folders). Take care.

Logistics: Recovery



EXAMPLE 3 OF A SCRIPT TO USE WHEN FOLLOWING UP WITH FAMILIES AT A LATER DATE

Example provided by the Boys and Girls Clubs of the North Valley

Hello (Name of Client),

This is (your name) with the (your organization's name). We are reaching out to all of our current families that have been impacted by the fire. Specifically, we are looking to identify those families that are still in need of resources and support. Have you or anyone in your household been waiting for a Disaster Case Manager through Butte 2-1-1? Disaster Case Managers exist to help anyone impacted by the fire in their recovery.

Have you contacted Butte 2-1-1 for any resources recently or in the last 6 months? Are you still in need of assistance around that specific need or did your request get answered

Are you aware that The Boys and Girls Club has 2 Disaster Case Managers on staff specifically to serve Boys and Girls Club families? Would you like for one of our Disaster Case Managers to contact you in order to help you in your recovery?

Thank you so much for your time someone will be in touch with you shortly.

Logistics: Recovery

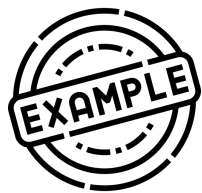


TO-DO LIST: INFORM OTHERS ABOUT WHAT IS HAPPENING IN YOUR SCHOOL OR ORGANIZATION

It is helpful to let families, as well as the larger community, know what is happening and/or what resources are available through your school or organization during and after a wildfire. Consider the following:

- ☐ Does your school or organization currently have social media accounts? If so, who has access to post on these accounts?
- ☐ Are children, youth, and families staying at local emergency shelters? If so, consider sending staff there to inform families of your services and potentially provide age-appropriate programs at the shelter.
- ☐ Are there other ways you could spread awareness of what services your school or organization is providing in response to the fire?
- ☐ Are you able to organize a resource round-up/fair with agencies & resources?
- ☐ What types of messages might you want to share with others during or after an emergency? (See examples on next page.)

Logistics: Recovery



EXAMPLES OF SOCIAL MEDIA POSTS MADE IN THE WEEKS AFTER THE FIRE

Examples provided by the Boys and Girls Clubs of the North Valley

BGC families, supporters and partners, if you are being evacuated or need a safe place to check in, charge your phone and connect our team is available at our Chico Teen Center 628 Wall St. 530-879-5653 or 530-899-0335. If you have an open case please contact your case manager Erin, Miranda or Jennifer. Stay safe, remember your 6 P's, we are here for you.



Boys & Girls Clubs of the North Valley

November 16, 2018 · 🌐

ATTENTION ALL BGCNV MEMBERS/FAMILIES:

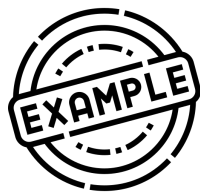
If you have been displaced due to the Camp Fire and are in another city or state, check with the Boys & Girls Club in the area as they will welcome you with open arms and hearts!

We have had several members end up in Nevada and New Mexico who have found a safe place to be a kid within another Club.



NOTICE

Logistics: Recovery



EXAMPLES OF SOCIAL MEDIA POSTS MADE IN THE MONTHS AFTER THE FIRE

Examples provided by the Boys and Girls Clubs of the North Valley



FREE COMMUNITY EVENT
For Those Who Are Camp Fire Survivors

Camp Fire Community Resource Round-Up

We Are Moving Forward

*Organizations who have
committed so far:*

Boys & Girls Club - SPONSOR
Torres Shelter
Ample Health
BOCCE - School Ties
E Center Head Start
Alliance for Workforce
Butte County Public Health
Anthem
Aunt Bertha
Butte Child Abuse Prevention
Council
Housing agencies
More to Come.....

THE WHY... Are you struggling
with finding the needed
resources to move forward in
your personal and family
recovery?

Do you hear about resources,
but not know where and how to
engage?

We recognize so many people
don't know where to start when
they need specific help. So we
as local service providers are
coming together in one space
so you can find the support
and help you need!

For More Information:
CoC Coordinator
Jennifer Gripps
jennifer.gripps@buttehousing.com
530.717.2138

Or
Erin Kennedy
Case Manager BGCNV
ekennedy@butte.org
530.899.0335 ext.2221



Butte Countywide Continuum of Care
Households with Children Committee
INVITES YOU TO
Camp Fire Resource Round Up

March 12, 2019
6pm to 8pm
Boys and Girls Club
Chico Campus for Kids

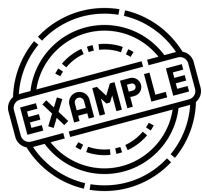
There is NO COST to You to Attend
We Will Provide:
**FREE Dinner for the first 200 attendees and
their children & FREE Childcare**

Fifth Sun Clothing Giveaway!
& Other Agency giveaways!
**Please Drop Off Kids for the
Free Childcare at 601 Wall St.**

**Resource Round-Up Event is at 628 Wall St,
Chico CA**

You will be asked to Self-Affirm You Are Were Living In the Burn Zone Area
on November 8, 2018 when you arrive at the Round-Up

Logistics: Recovery



EXAMPLES OF SOCIAL MEDIA POSTS MADE IN THE MONTHS AFTER THE FIRE

Examples provided by the Boys and Girls Clubs of the North Valley

Boys & Girls Clubs of the North Valley
September 13, 2019 · 🌐

Do you need help navigating the resources available to you after the Camp Fire?
Join us for the Camp Fire Community Resource Round-up on Saturday, September 21st at Terry Ashe Recreation Center & Park in Paradise from 9am to 12pm. This is an opportunity to meet with over 20 local agencies who can help you as we continue to heal and rebuild from the Camp Fire. Thank you to our partners Anthem Blue Cross Blue Shield North Valley Community Foundation and GreaterGood.org for help! See more

CAMP FIRE COMMUNITY RESOURCE ROUND-UP

Do you need help navigating the resources available to you after the Camp Fire?
Join us for this FREE event and CONNECT with LOCAL resources that may be able to help!

**SATURDAY SEPT. 21, 2019, 9AM-12PM AT
PARADISE RECREATION AND PARK DISTRICT
TERRY ASHE CENTER 6626 SKYWAY RD.**

IN PARTNERSHIP WITH:
Anthem Blue Cross, GreaterGood.org, North Valley Community Foundation

Boys & Girls Clubs of the North Valley
September 24, 2019 · 🌐

Our second Camp Fire Community Resource Round Up was a great success. We are grateful to all our dedicated agencies that connected with 84 households (233 local family members) to offer much needed resources. Together we are helping our community members transition to the next step in their recovery. Thank you to our sponsors: Anthem Blue Cross Medi-Cal, GreaterGood.org, North Valley Community Foundation and United Way of Northern California!

Boys & Girls Clubs of the North Valley
Nonprofit Organization

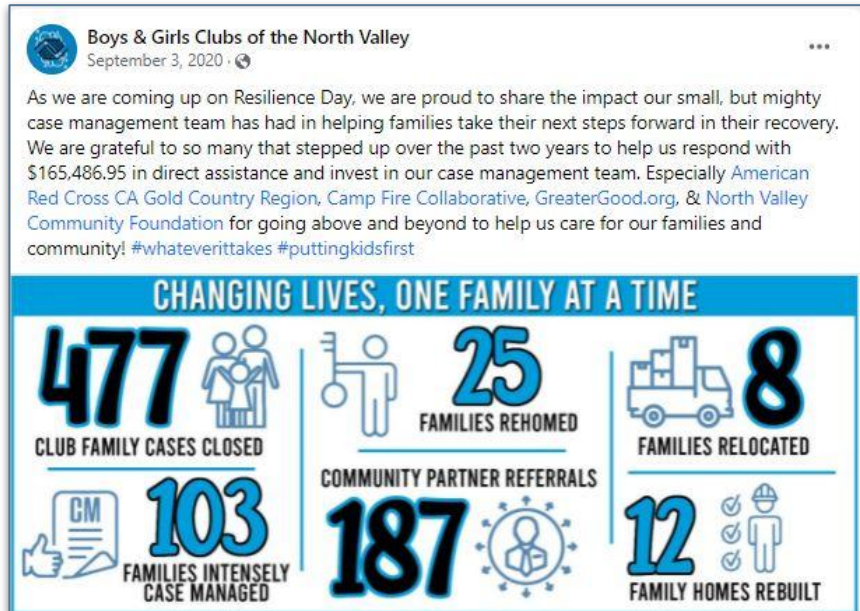
Send message

Logistics: Recovery



EXAMPLES OF SOCIAL MEDIA POSTS MADE IN THE YEARS AFTER THE FIRE

Examples provided by the Boys and Girls Clubs of the North Valley



Donations

Donations



TO-DO LIST: HOW TO ASK FOR & HANDLE DONATIONS

Individuals and groups within and outside of the community may want to donate items to your school or organization. While donations can be helpful, they can also be very overwhelming*. Consider doing the following to help make donations manageable:

- ☐ Designate someone to be in charge of asking for, receiving, and distributing donations.
- ☐ Make a list of what kind of donations your school, organization, and/or families may need (see examples on next page) and where donations should be dropped off.
 - ☐ If asking for used items (e.g., clothing), specify the condition (e.g., “new” or “gently used”).
 - ☐ Share your list on social media (e.g., Facebook, Instagram).
 - ☐ Be okay with politely declining donations that don’t fit in these parameters.
- ☐ Redirect unnecessary donations to other community organizations or schools that may find them necessary.
- ☐ Make a plan for how to disperse donations (i.e., “pop-up shops” where families can choose what items they need).
- ☐ Decide where you will store or redirect surplus donations.
- ☐ On social media, share how monetary donations are being used by your school or organization (see examples on following pages).
- ☐ Use a script when calling potential donors (see example on following pages).

*Read more about this on [NPR’s: Thanks, But No Thanks: When Post-Disaster Donations Overwhelm](https://www.npr.org/2013/01/09/168946170/thanks-but-no-thanks-when-post-disaster-donations-overwhelm) (<https://www.npr.org/2013/01/09/168946170/thanks-but-no-thanks-when-post-disaster-donations-overwhelm>)

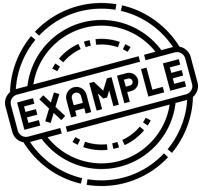
Donations



EXAMPLES OF DONATIONS TO REQUEST

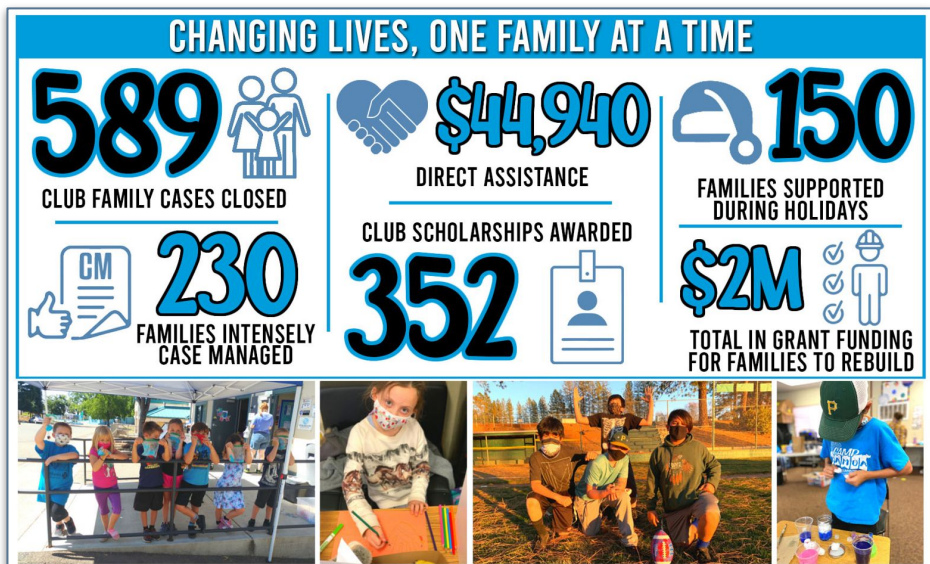
- **Gift cards**
 - Clothing stores (e.g., Ross)
 - Gas
 - Grocery stores
 - Houseware stores (e.g., Target, Walmart)
 - Pharmacies (e.g., CVS, Walgreens)
- **Fire specific donations**
 - Box fans to make air filters
 - Do-it-yourself filter fan at www.montanawildfiresmoke.org/diy-fan-filter.html
 - Please review filter fan safety guidelines at www.epa.gov/air-research/research-diy-air-cleaners-reduce-wildfire-smoke-indoors
 - N95 Face masks
- **Food and drinks**
- **Clothing**
- **Personal items & medical products**
 - Deodorant
 - Diapers and diaper wipes
 - Phone chargers and battery pack chargers
 - Over-the-counter medications
 - Reading glasses
 - Toilet paper
 - Toothpaste and toothbrushes
- **Shelter**
 - Open homes/vacant spaces
 - Vouchers for hotels
- **Educational/recreational supplies**
 - Art supplies
 - Pre-packaged snacks
 - School supplies (e.g., pencils, crayons, paper)
 - Sports equipment

Donations

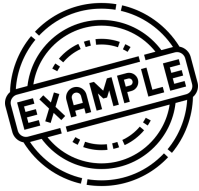


EXAMPLES OF SOCIAL MEDIA POSTS ABOUT DONATIONS

Examples provided by the Boys and Girls Clubs of the North Valley



Donations



EXAMPLES OF COMMUNICATION MATERIALS FOR DONORS

Examples provided by the Boys and Girls Clubs of the North Valley

As the Camp Fire began its destructive path through Paradise, Magalia and the surrounding areas of Northern California the Boys & Girls Clubs of the North Valley leaped into action. Our Club went from a fun & safe after school space to an Emergency Crisis & Trauma Response Support System for 22 staff & 500 displaced Club kids.

PUTTING KIDS FIRST

How We Are Helping

- Bring them HOME: Emergency Response**
 - Emergency Response Team:** Staff mobilized into action using specialized crisis training
 - Communication:** Connected with Club kids & their families
 - Provided a Safe Space:** Opened our doors for 10 hours a day for kids to just be kids with onsite counseling support
 - Meals:** Served 3 meals and a snack for 200+ kids a day
- HEAL the Trauma: Relief Efforts**
 - Triage:** Met immediate daily needs of kids, trauma responsive care with a focus on resiliency & return to normalcy to 481 Paradise Club youth
 - Financial Support:** Filled gaps such as groceries, clothing, cash, etc.
 - Recovery Support:** Assisted with paperwork for FEMA & insurance
 - New Sites:** Expanded services in Durham, Chico, Magalia & Oroville for displaced kids
- Create HOPE: Call to Action & Rebuild**
 - Capacity:** Increase to serve an additional 300+ displaced kids
 - Transportation:** Increase rides from school to the Club & field trips
 - Staffing:** Retain displaced staff, hire additional staff & volunteers
 - Support Services:** Offer consistent daily year-round programs, more trauma training & onsite mental health services for staff and Club kids

HELP US, HELP THEM!
Invest & Donate Today
bgcnv.org | 530.899.0335

BOYS & GIRLS CLUBS OF THE NORTH VALLEY
Serving Butte & Glenn Counties
601 West St.
Chico, CA 95926

PUTTING KIDS FIRST

WHATEVER IT TAKES

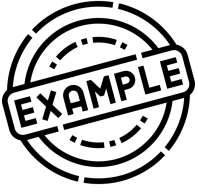
After 8 months, here is how the Boys & Girls Clubs of the North Valley has been and will be caring for local youth during the out-of-school time to get them back on track and adjusting to their new "normal".

- RESPONDING to Families' Needs**
 - Temporary Locations:** Expanded services in Durham, Chico, Magalia and Oroville for kids that have been displaced.
 - Case Management:** Building relationships with our families to triage and help meet immediate needs, and connect them with local resources.
 - Creating Stability:** Helping families settle into their new life while we focus on ensuring our youth have what they need to succeed.
- REBUILDING Programs & Services**
 - New Sites:** 3 Clubs in Paradise & Magalia and 1 Club expansion in Chico.
 - Transportation:** Increased access from schools to Clubs and field trips.
 - Staff Training:** Trauma responsive care, resiliency skill building, mental health first aid, positive youth development and programming practices.
 - Therapeutic Programming:** Helping youth positively cope and work through their losses, anger, trauma, triggers and everyday challenges.
- COMMITMENT to Long-Term Healing**
 - Restoring Hope:** Consistent, predictable year-round programs and mentoring with trauma trained staff and onsite mental health services.
 - Increasing Collaborations:** Partnering with the Camp Fire Long-Term Recovery Group to return our families to their pre-fire housing status.
 - New Beginnings:** Focusing on our future looking for long-term solutions and benefits that will build us back better and stronger.

HELP US, HELP KIDS!
Donate Today
bgcnv.org | 530.899.0335

BOYS & GIRLS CLUBS OF THE NORTH VALLEY
Serving Butte & Glenn Counties
601 West St.
Chico, CA 95926

Donations



EXAMPLE OF SCRIPT TO USE WHEN CONTACTING POTENTIAL FOUNDATIONS

Example provided by the Boys and Girls Clubs of the North Valley

Hello,

This is (your name) with the (your organization's name). We have been doing some research and have identified you as a potential foundation that helps with disaster relief efforts. Our organization has been significantly impacted by the Camp Fire which occurred in November of last year, destroying the town of Paradise, CA. We are looking for partners interested in helping us in the relief and recovery efforts. Are you currently looking to support disaster relief efforts? If so, what is your process? Thank you.

(INSERT INFORMATION YOU WANT TO SHARE ABOUT YOUR SCHOOL OR ORGANIZATION, INCLUDING:

- WHAT YOUR ORGANIZATION WAS LIKE PRE-DISASTER
- WHAT YOU HAVE DONE TO RESPOND TO THE DISASTER
- WHAT YOU NEED IN TERMS OF SUPPLIES, MONETARY SUPPORT, IN-KIND SUPPORT, ETC.
- YOUR ONGOING RECOVERY & SUPPORT EFFORTS)

Logistics: Immediate

Logistics: Recovery

Donations

Self-Care & Collaborative-Care

Tip Sheets for Families

Trauma: Resilience & Healing

Your Work Community

Resources



- Remember that families may not have a place to store miscellaneous items.
- Refer to the organization or school you are donating to see what is and isn't needed.



Use this space to jot your ideas about what donations your school or organization may need, who to ask for donations, and ways to organize donations.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Self-Care & Collaborative- Care

Self-Care & Collaborative-Care



TO-DO LIST: PROVIDE CARE OPPORTUNITIES FOR STAFF, CHILDREN, YOUTH, & FAMILIES

You must create time for self-care and collaborative-care (doing acts of care with others) during times of high stress. Review the following lists to see what may work for you, your staff, and/or the families you serve. Also, if possible, ask others what would benefit their wellness.

- ❑ **Ideas and activities for staff:**
 - ❑ Activities such as meditation, yoga, massage, mindfulness exercises, etc.
 - ❑ Have frequent individual and/or group check-ins focused on staff wellbeing
 - ❑ Ensure time to debrief is included in your meetings
 - ❑ Provide gift cards (e.g., for a cup of coffee) or gift baskets with self-care related items
 - ❑ Provide extra coverage to relieve staff members for short or long periods of time (e.g., time to take a break when feeling overwhelmed, time off to deal with personal needs related to the fire)
 - ❑ Team unity sessions
 - ❑ If applicable, supply staff with new uniforms

Self-Care & Collaborative-Care



TO-DO LIST: PROVIDE CARE OPPORTUNITIES FOR STAFF, CHILDREN, YOUTH, & FAMILIES

- ❑ **Ideas and activities for all ages:**
 - ❑ Art therapy
 - ❑ Drum circle
 - ❑ Pet therapy
 - ❑ Equine-assisted therapy
 - ❑ Floating spas
 - ❑ Go for a walk
 - ❑ Go to the movies
 - ❑ Individual therapy
 - ❑ Massage therapy
 - ❑ Music therapy
 - ❑ Online meditation applications (e.g., [Calm](#))
 - ❑ Spend time outdoors
 - ❑ Forest Bathing
 - ❑ Therapy animals
 - ❑ Yoga

Self-Care & Collaborative-Care



TIPS ABOUT CARING FOR YOURSELF & OTHERS

Self-care can be difficult in the midst of an emergency and it is important to try to do the following:

- Take care of yourself first so that you have the energy, strength, and capacity to help care for others.
- Try to set and maintain work-life boundaries.
- Be sensitive to others' experiences and needs. People respond and react in many ways during and after an emergency. Providing support for others will not be a one-size-fits-all approach and different people will need different things. Try to stay flexible.
- If offering self-care services to children, youth, families, and/or staff, provide both individual and group options and make participation optional.



YOUR WORK SPACE

What are some other self-care activities that you might want to offer to staff, children and youth, and/or families?

Tip Sheets for Families

Tip Sheets for Families



RESOURCES TO HELP PARENTS & GUARDIANS SUPPORT THEIR CHILDREN & YOUTH

The following resources can help support parents and guardians navigate hard conversations with children and youth.

- **Online resources:**

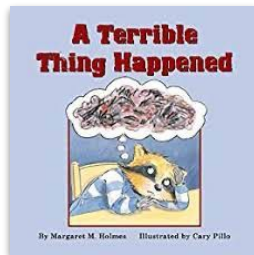
- *Child Mind Institute: Helping Children Cope After a Traumatic Event* at <http://childmind.org/wp-content/uploads/Child-Mind-Intitute-Parents-Guide-Traumatic-Event.pdf>
- *The National Child Traumatic Network: Parent Guidelines for Helping Children Impacted by Wildfires* at https://www.nctsn.org/sites/default/files/resources/parents_guidelines_for_helping_children_impacted_by_wildfires.pdf
- *The National Association of School Psychologists: Helping Children After a Wildfire: Tips for Parents and Teachers* at <https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-safety-and-crisis/natural-disaster-resources/helping-children-after-a-wildfire-tips-for-parents-and-teachers>
- *Sesame Street in Communities: Traumatic Experiences* at <https://sesamestreetincommunities.org/topics/traumatic-experiences/>

Tip Sheets for Families

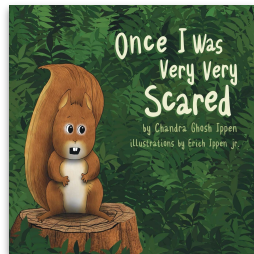


RESOURCES: BOOK LIST

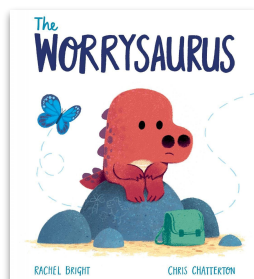
The following books can be used as a starting point to help support parents and guardians enter hard conversations with children.



- *A Terrible Thing Happened* by Margaret M. Holmes. Summary: Sherman Smith saw the most terrible thing happen. At first he tried to forget about it, but something inside him started to bother him. He felt nervous and had bad dreams. Then he met someone who helped him talk about the terrible thing, and made him feel better.



- *Once I Was Very Very Scared* by Chandra Ghosh Ippen. Summary: A little squirrel announces that he was once very, very, scared and finds out that he is not alone. Lots of little animals went through scary experiences, but they react in different ways. Turtle hides and gets a tummy ache, monkey clings, dog barks, and elephant doesn't like to talk about it. They need help, and they get help from grown-ups who help them feel safe and learn ways to cope with difficult feelings.



- *The Worrysaurus* by Rachel Bright. Summary: It's a beautiful day and Worrysaurus has planned a special picnic. But it isn't long before a small butterfly of worry starts fluttering in his tummy . . . Can Worrysaurus find a way to chase his fears away and have fun? The perfect book to help every anxious little dinosaur let go of their fears and feel happy in the moment.

Tip Sheets for Families



RESOURCES: GAME LIST

The following games can help support parents and guardians navigate emotional processing with children and youth.



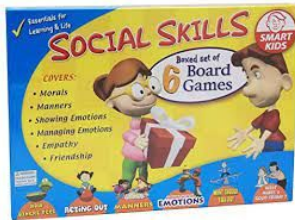
- *Emotional UNO* can be adjusted to fit any age group. While playing the regular game of UNO, each player has to go around and identify an event that either makes them anxious/sad (blue), lonely (green), angry (red), or happy (yellow) depending on the color of card they choose. This promotes emotional expression and identification.
- *Pear (Positive Engagement and Response) Conversation Cards*: An activity used to initiate open and positive communication in a fun, non-intimidating way.
- *Emotional Roller Coaster*: This fun, anger management game helps children: learn how to cope and calm down when angry, use mindfulness and breathing exercises to stay grounded, explore what makes them angry, improve their ability to express themselves, and understand that if one coping strategy doesn't feel right to them, they can try another. Everyone is different, and there is no one-size-fits-all solution to managing anger. Yet, when we take the time to learn about ourselves and our emotions, we can find what works. Hop on the Emotional Roller Coaster, hold on tight, and experience a journey made to learn and delight.

Tip Sheets for Families

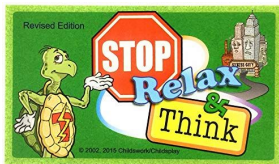


RESOURCES: GAME LIST CONTINUED

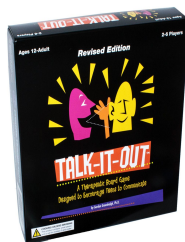
The following games can help support parents and guardians navigate emotional processing with children and youth.



- **Social Skills**: There are no right or wrong answers in these six unique board games! Each game has players discuss the solutions to socially challenging situations. Together the group decides upon the best action encouraging all players to communicate, listen and participate in the game. The games target six important issues that students often struggle with: morals, manners, empathy, friendship, showing emotions, managing emotions. Ages 6 - 10.



- **Stop Relax & Think**: In this entertaining card game, players learn the value of patience and cooperating with others to win. Designed for impulsive or inattentive children, the game contains three suits of cards and players must try to collect twelve cards to complete each suit. The Feeling cards help children understand their own feelings and the feelings of others. The Relaxing cards teach specific relaxation techniques. The Thinking cards teach children to think about their problems or concerns before they act on them. For 2 - 4 players. Ages 6 - 12.



- **Talk It Out**: Created by Gordon Greenhalgh, Ph.D. This specially designed game gets teens talking, and supports the therapeutic process by addressing cognitive, emotional, and behavioral issues that affect adolescents. Questions posed are thought-provoking, imaginative, and sure to engage even the most resistant teen. 2 - 6 players. Suitable for teens.

Trauma: Resilience & Healing

Trauma: Resilience & Healing



TIPS ABOUT TRAUMA

Experiencing a wildfire can be a traumatic experience for many individuals. Please review the tips below:

- It is important to understand what trauma can do to the body, brain, and decision-making skills. It can be helpful for schools and organizations to receive trainings focused on trauma before a traumatic event, such as a wildfire, occurs.
- People experience and react to traumatic events in different ways (e.g., some want to talk, others do not). Stay flexible and responsive to different needs and reactions. When offering support groups, make participation optional.
- Parents/guardians can also be impacted by a traumatic event and you may see some new behaviors from them as well.
- Create a safe trauma-informed space for children and youth. See *WestEd: Creating Trauma-Informed Learning Environments* at <https://www.wested.org/resources/trauma-informed-learning-environments/>
- Those who were not directly exposed to a traumatic event can still experience emotional duress. See *The National Child Traumatic Stress Network: Secondary Traumatic Stress* at <https://www.nctsn.org/trauma-informed-care/secondary-traumatic-stress>
- Provide staff with examples of how to talk to others who have experienced a traumatic event. See *Mental Health First Aid: Five Ways to Support Someone Who Has Experienced a Traumatic Event* at <https://www.mentalhealthfirstaid.org/2019/11/five-ways-to-support-someone-who-has-experienced-a-traumatic-event/>
- Seek professional support and advice for yourself or others if needed (see [Resources](#) section).
- Learn about The Self-Healing Communities Model and consider how it might benefit your community after a wildfire. See *Robert Wood Johnson Foundation: Self-Healing Communities* at <https://www.rwjf.org/en/insights/our-research/2016/06/self-healing-communities.html>

Trauma: Resilience & Healing



RESOURCES: TRAININGS & CURRICULA TO CONSIDER FOR TRAUMA TRAINING & PROGRAMMING

The following trainings and curricula are examples that help staff address and understand trauma resilience and healing with youth. Please see additional resources focused on trauma on pages 53.

- *Aggression Replacement Training (ART)*, such as <https://aggressionreplacementtraining.com>
- *Adverse Childhood Experiences (ACEs) Training*, such as <https://www.acesonlinelearning.com>
- *Change Company's Interactive Journaling* at <https://www.changecompanies.net/interactivejournaling/>
- *Growth Heartset Training*, such as <https://www.educarefoundation.com/overview>
- *Mental Health First Aid Training* at <https://www.mentalhealthfirstaid.org>
- *No Limit Generation Training* at <https://nolimitgen.org>

Logistics: Immediate Recovery

Logistics: Recovery

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Self-Care & Collaborative-Care

Tip Sheets for Families

Trauma: Resilience & Healing

Your Work Community

Resources

[illegible]

Your Work Community

Your Work Community



TIPS ON HOW TO SUPPORT THE COMMUNITY WITHIN YOUR WORKPLACE

When a wildfire occurs, changes and challenges may occur in your workplace. See the tips below to help navigate this difficult time:

Ideas on how to support those in your work community:

- Hold regular staff meetings to check in on one another, discuss how your workplace is responding, and talk about the needs of the children, youth, and families you serve.
- When directly impacted by a wildfire, staff may need time to take care of their personal lives (e.g., file insurance claims). Think about how your organization can add emergency paid time off for your staff members, if possible.
- If staff were directly impacted by the wildfire and no longer have access to work uniforms or other work materials and resources, provide them with new items.
- Continuing to work in a community impacted by a wildfire may feel too challenging for some individuals. If possible, let staff know that it is okay to leave their positions if they don't feel equipped to stay.

If you need to merge two or more work communities together (e.g., one site closes and staff transfer to a different site), consider the following:

- If you are combining two separate sites into one, make sure that everyone is clear on their role within the combined work space.
- Create a time and space for community building activities.
- Have regular check-ins and debriefs with staff to ask how they are doing and how you can continue to support them during this time.

Your Work Community



TO-DO LIST: WELCOMING CHILDREN, YOUTH, & FAMILIES BACK INTO YOUR SPACE

- ☐ Focus on building strong relationships with families.
- ☐ Children, youth, and families may want to share about their experiences during and after the wildfire. Provide suggestions to staff about how to respond in difficult conversations.
- ☐ Create a safe trauma-informed space for children and youth to be during and after a wildfire. (See [resource](#) in *Trauma: Resilience & Healing* section).
- ☐ Have mental health services available for children, youth, parents, and staff (e.g., counselors, school psychologists, crisis team). If possible, have services available throughout the day and incorporate this team into your work community.
- ☐ If you are not able to meet in person with children and youth soon after a wildfire, come together virtually to connect and possibly do an activity (e.g., morning meetings at school).
- ☐ Try to bring everyone together to do some community bonding before jumping back into a normal schedule (e.g., host a lunch for families).
- ☐ When children and youth come back, have staff greet them at the door.
- ☐ Take time to focus on social and emotional learning and community building with children and youth. Pay attention to their needs and incorporate normal activities (e.g., academic lessons) back in at an appropriate time to begin to bring some sense of normalcy and routine.
- ☐ Continue to build connections with other schools and organizations in your community to find ways to support all children, youth, and families.

Logistics: Immediate

Logistics: Recovery

Donations

Self-Care & Collaborative-Care

Tip Sheets for Families

Trauma: Resilience & Healing

Your Work Community Resources



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Resources

Resources



RESOURCES TO HELP WITH IMMEDIATE NEEDS

There are many local, state, and federal resources available during and after a wildfire. The following resources can help with basic needs, such as food, shelter, clothing, financial support, and case management specific to disasters.

- Explore local resources, such as:
 - Community or grocery store foundations
 - County government entities
 - Early education agencies
 - Emergency shelters
 - Food banks
 - Local groups (e.g., Rotary Club, Elks & Moose Lodge)
 - Local Assistance Center or Disaster Recovery Center
 - Transportation services
- Find additional local resources at:
 - Call or dial 2-1-1 at <https://www.211.org>
 - *findhelp.org* at <https://www.findhelp.org/>
- *Boys & Girls Clubs of America* at <https://www.bgca.org>
- *Break a Difference* at <https://www.breakadifference.org/>
- *Greater Good* at <https://greatergood.com/>
- *Project:Camp* at <https://projectcamp.co>
- *Salvation Army* at <https://www.salvationarmyusa.org/usn/>
- *Supplemental Nutrition Assistance Program (SNAP)* at <https://www.fns.usda.gov/snap/supplemental-nutrition-assistance-program>
- *Tzu Chi USA* at <https://tzuchi.us>
- *United Way* at <https://www.unitedway.org>
- *World Central Kitchen* at <https://wck.org>

Resources



RESOURCES TO HELP WITH SOCIAL, EMOTIONAL, & MENTAL HEALTH NEEDS

The following resources can help with social, emotional, and mental health needs of children and adults.

- Explore local resources, such as:
 - Art intervention, like *Rainforest Art Project* at <https://www.rainforestartproject.org/> or *Jess Mercer* at <https://www.jessmercer.com/>
 - Music therapy, like *Haley Music Therapy* at <https://haleymusictherapy.com/>
 - Therapy dog service group, like *Pet Partners* at <https://petpartners.org>
- *Children's Resilience Initiative* at <https://www.nvcf.org/thrivecri>
- *IsraAID* at <https://www.israaid.org>
- *Mindful Littles* at <https://mindfullittles.org/>
- *The National Center for School Crisis and Bereavement* at <https://www.schoolcrisiscenter.org/director/>
- *Substance Abuse and Mental Health Services* at <https://www.samhsa.gov/>
- *The National Child Traumatic Stress Network* at <https://www.nctsn.org/>
- *Trauma Recovery Network* at <https://www.emdrhap.org/content/trn/find-trn-associations/>

Resources



RESOURCES TO SUPPORT INDIVIDUALS WHO HAVE EXPERIENCED A TRAUMATIC EVENT

The following resources can help individuals support others who have experienced a traumatic event.

- *Children's Resilience Initiative* at <https://www.nvcf.org/thrivecri>
- David Schonfeld at *The National Center for School Crisis and Bereavement* at <https://www.schoolcrisiscenter.org/director/>
- *Sesame Street in Communities: Traumatic Experiences* at <https://sesamestreetincommunities.org/topics/traumatic-experiences/>
- *Substance Abuse and Mental Health Services* at <https://www.samhsa.gov/>
- *The National Child Traumatic Stress Network* at <https://www.nctsn.org/>
- *Toxic Stress: Center on the Developing Child at Harvard* at <https://developingchild.harvard.edu/science/key-concepts/toxic-stress/>
- *Trauma Resource Institute* at <https://www.traumaresourceinstitute.com>

Resources



RESOURCES TO SUPPORT LONG-TERM RECOVERY

The following resources can support your organization and families in their long-term recovery from disaster.

- Explore local resources, such as:
 - Community foundations
 - Long Term Recovery Group
 - Town and county partners
 - Volunteer Organizations Assisting Disaster (VOAD)
- *Adventist Health Foundation* at <https://www.adventisthealth.org/giving/give-to-a-hospital-foundation/>
- *American Red Cross* at <https://www.redcross.org>
- *Catholic Charities USA* at <https://www.catholiccharitiesusa.org>
- Foundations that Support Disaster Relief Efforts
- *Greater Good Charities* at <https://greatergood.org>
- *Mennonite Disaster Services* at <https://mds.org>
- *Salvation Army* at <https://www.salvationarmyusa.org/usn/>
- *Samaritan's Purse* at <https://www.samaritanspurse.org>
- *Tzu Chi USA* at <https://tzuchi.us>
- *United Way* at <https://www.unitedway.org>

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