

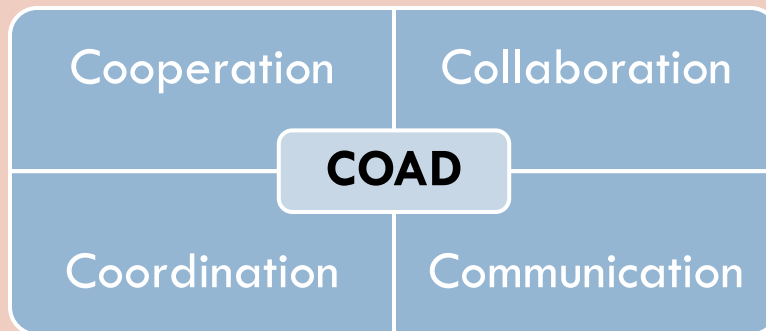
# COAD



For Emergency Management Directors

Community Organizations Active in Disasters - Make one Call for Help!

The COAD is a network of Non-government Organizations ready to support emergency response and recovery, based on 4 principles:



**Make One  
Phone Call  
for Help!**

**Michael  
Nelson  
413-485-8627**

**COADs provide EMDs with a single point of contact for community organization/volunteer coordination.**

COADs include faith-based organizations, the American Red Cross, Salvation Army, elder service agencies, the Food Bank of Western Massachusetts amateur radio operators and many others.

COAD services include debris removal, emergency food, volunteer management, animal care, social service support, donation management and transportation.

# ABOUT COADS

- Two COADs: Berkshire County and Pioneer Valley (Franklin, Hampshire, Hampden Counties)
- The COADs coordinate/ member agencies respond
- COAD agencies will not self-deploy
- Local IC/EMD can request COAD assistance: Call **413-485-8627**
- COADs coordinate with ESF-7 desk at MEMA (when staffed)

## Services

- ❑ Animal care
- ❑ Elderly and child care services
- ❑ Debris removal
- ❑ Financial assistance: insurance claim assistance
- ❑ Food for victims or responders
- ❑ Goods: clothing and household goods, furniture
- ❑ Health Care
- ❑ Housing: overnight shelter
- ❑ Spiritual, emotional, and mental health support for victims and responders
- ❑ Professional services
- ❑ Repair/Rebuilding
- ❑ Services for special populations e.g. translation and interpretation
- ❑ Transportation of goods and people
- ❑ Volunteers: volunteer management and donations management