

*Know your team and let your team know the agency.
Good internal communication makes your team feel valued and tightens its bond to your agency.*

Value every member of your team.

- Know your staff, volunteers and board members, and make sure they know each other. No matter the size of your agency, a strong internal network supports a strong community impact.
- Know your CAFB contacts as well as contacts from other agencies you're partnered with, and communicate regularly.
- Allow communication to flow up as well as down by creating an anonymous suggestions box for team members to use.

Make your mission top priority.

- Make sure every member of your team can say the mission of your agency.
- Live your mission and encourage your team to do the same. This means going beyond simply handing food to clients – lift their spirits with your positive attitude!
- Use your mission on all internal documents and consider creating a sign or poster stating the mission to hang in your agency.
- Tell your story with photographs, and post them on a bulletin board, in frames or on some other display in your agency.

Create a standard approach to training your team.

- Treat all team members equally, and give them equal support.
- Use trainings, open houses and team meetings to recognize the work of your team and provide information about regular operations and changes.

Be prepared for crises at all times.

- Crises within and outside of your agency will affect your work, so plan ahead.
- Create a generic plan that can be modified for multiple situations, and keep it electronically. In your plan include:
 - ✓ Contact list of response team members, including work, home and cell numbers.
 - ✓ Explanation of specific responsibilities for each member.
 - ✓ Contact list of local emergency personnel, officials and other authorities.
 - ✓ Contact list of key media personnel and plan for giving message to media.
 - ✓ Description of crisis communication network, including phone pyramid.
 - ✓ Inventory of potential disasters specific to your area and circumstances.
 - ✓ Suggested follow-up plan.
- Monitor your environment – among clients, within the community and nation-wide. This helps you anticipate potential crises and take action appropriately.
- Keep close ties with your community supporters so they are more inclined to help when crises occur.