

Florida Region of Narcotics Anonymous

Disaster Preparedness, Response & Recovery Plan

Revision 01.2026

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Prepared by: Fellowship Development Team

For the most current version, visit: naflorida.org

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1. Background

Florida experiences frequent and varied natural and human-made disasters including hurricanes, tropical storms, flooding, tornadoes, severe thunderstorms, wildfires, fires, explosions, and toxic chemical incidents. These events can disrupt meeting locations, communication infrastructure, and regional services.

In this plan, a large-scale disaster is one that exceeds the response capability of local jurisdictions and may require state and/or federal involvement.

New Considerations for 2026

- Extended and more complex hurricane seasons and overlapping weather events
- Greater dependence on mobile and internet-based communication (and the need for backups when networks fail)
- Virtual and hybrid meeting capability as a standard continuity option
- Protection and recovery of digital service assets (email lists, websites, cloud storage, online meeting accounts)

Before a disaster, the Region prepares its members by providing information including this disaster plan. Regional trusted servants and attending members may be the critical link during a real disaster by having multiple methods to access support based on the connections built during non-emergency times. During a disaster, the Region's priorities are the safety of the NA community and on potential and actual impacts as they develop. After a disaster, focus shifts to assessing the operational capacity of the Region and assisting the Areas and Home Groups as they recover from the disaster.

2. Purpose

The purpose of a Regional Service Committee is to be supportive of its Areas and Groups and their primary purpose by linking together the Areas and Groups within its Region, helping Areas and Groups with their basic situations and needs, as well as encouraging the growth of the fellowship.

This plan is intended for use by NA Groups, Areas, and our Regional Service Committee to aid our fellowship in serving our primary purpose and recovering as quickly as possible after a natural or human-caused disaster.

This plan includes:

- Roles and responsibilities of the Florida Region during disaster preparedness, response, and recovery
- Regional resources available pre- and post-disaster
- Suggestions and guidance to Areas and Home Groups on recommended tasks and timelines
- A resource guide for disaster-related information and services
- Digital communication strategies and virtual meeting protocols for emergency continuity

3. Disaster Response

Upon notification of an emergency or declaration of a disaster, the Fellowship Development (FD) Leader is the single point of accountability for execution of this plan.

Primary Emergency Contacts

- FD Team: fd@naflorida.org
- FD Leader: fdleader@naflorida.org
- FD Co-Leader: fdcoleader@naflorida.org

Regional Trusted Servants

- All Members: allmembers@naflorida.org
- All RCMs: rcms@naflorida.org
- All seated at RSC business: rscfloor@naflorida.org
- Admin Team: admin@naflorida.org
- Secretary Team: secretaryteam@naflorida.org
- Delegate Team: delegateteam@naflorida.org
- Treasury Team: treasuryteam@naflorida.org
- Fellowship Development Team: fd@naflorida.org
- Public Relations Team: pr@naflorida.org
- Human Resource Panel: hrp@naflorida.org
- Regional Service Office: rso@naflorida.org
- Technology Coordinators: it@naflorida.org
- Technology Resource Panel: trp@naflorida.org
- Corrections Workgroup Office: cwo@naflorida.org
- Facilitator: facilitator@naflorida.org
- Hospitals and Institutions (H&I) Resource Coordinator: hic@naflorida.org
- Public Relations (PR) Resource Coordinator: prc@naflorida.org
- Technology Resource Coordinator: itc@naflorida.org
- Human Resource Panel (HRP): hrp_leader@naflorida.org
- Regional Delegate (RD): rd@naflorida.org
- Regional Secretary: secretary@naflorida.org
- Regional Treasurer: treasurer@naflorida.org
- Florida Regional Convention NA (FRCNA): info@frcna.com

Florida Regional Service Office (RSO)

- 2222 South Combee Road, Suite 6, Lakeland, FL 33801
- Phone: 1.863.683.8224 or 1.866.NAFLRSO (623.5776)
- Fax: 1.863.683.8184
- Email: flarso@floridarso.org

The FD team will make every effort to contact Regional Committee Members (RCMs) in affected Areas and determine their status using multiple channels (phone, email, text, WhatsApp, and appropriate social platforms) utilizing the contact information in the NAFlorida database as well as all other avenues.

Regional Response Priorities

- Account for member safety and support communication between Areas and Groups
- Maintain continuity of meetings (relocation, virtual, or hybrid) and critical services where feasible

- Assess operational impacts to the Region, Areas, and Home Groups
- Coordinate resources (literature, technology support, trusted servant coordination) to help Areas resume services
- Document actions and lessons learned for annual plan updates

4. Regional Pre-Disaster Planning

The following areas should be considered for planning purposes and the FD Leadership team should coordinate discussion annually to ensure each trusted servant on the admin team understands their expected actions and roles. These are broken down below.

a) Financial Information

Authorized check signers: Facilitator, Co-Facilitator, Secretary, and Alternate Delegate. The Treasurer is not an authorized check signer.

Financial preparedness actions:

- Maintain regular backups of financial statements and essential documents (cloud and secure offsite storage)
- Maintain an emergency procedure for banking access and continuity
- Maintain a secondary location for blank checks and deposit slips (secured and limited access)

Banking Information (to be maintained and updated annually):

- Bank Name(s): _____
- Account Numbers: _____
- Branch Emergency Contact Information: _____

b) Technology & Communications

- Maintain an updated, multi-method contact database for RCMs and key trusted servants (phone, email, text-capable numbers, and backups)
- Ensure cloud backups exist for critical service data (websites, email lists, HRP records, financial files, meeting lists)
- Maintain website and email service hosting information, administrative access procedures, and recovery steps
- Maintain an emergency volunteer list with an “ev” designation (skills, availability, and contact methods)
- Test primary virtual meeting platform (Zoom – 3 accounts) and maintain at least one backup platform (freeconferencecall.com)
- Ensure key administrators (itc, itarc, fdleader, fdcoleader) can update meeting information from mobile devices if needed
- The FD Leadership team should be prepared to coordinate or perform all IT activities in the event of the incapacitation of the Technology Resource Coordinator.
- Fellowship Development will update the plan on an annual basis to incorporate new technologies, procedures, contact information, etc.

Technology Resource Coordinator responsibilities (maintained securely):

- Current hardware inventory and critical service dependencies

- Software documentation and licenses
- User ID/password information stored securely and accessible under emergency procedures
- Website and email service hosting/administrator information
- Monthly backups of HRP databases and other critical records
- Virtual meeting platform account management and continuity procedures

AD/RD Team:

- Collaboration: The Regional Delegate/Alternate Delegate (RD/AD) team will collaborate with other Regions in the Southeast Zonal Forum to share resources in an emergency, to maintain operations, and ensure the care of NA members we serve. The RD/AD team will provide FD with a list of emergency contacts and contact information for our bordering Regions

c) Meeting Continuity

If physical meetings are impossible, virtual or alternative meeting locations will be used. Groups and Areas are encouraged to plan for multiple meeting modes (in-person, virtual, and hybrid).

Virtual meeting protocols:

- Pre-established video conferencing accounts and meeting links for Areas/Groups
- Backup meeting platforms and host/co-host assignments
- Digital meeting formats and guidelines stored in accessible locations (cloud + offline copy)
- Online literature access procedures and/or digital literature options for emergencies
- Virtual H&I meeting capability where institutions permit

RSC meeting continuity: If an in-person Regional Service Committee meeting is not possible, the RSC will convene virtually using established protocols using the published methods on naflorida.org.

d) Emergency Decision-Making Authority

Appointment and extent of decision-making authority during a disaster (fill-in annually):

Name	Regional Position	Telephone	Email
Primary	Facilitator	_____	facilitator@naflorida.org
Alternate	Co-Facilitator	_____	cofacilitator@naflorida.org

Delegated authority (initial 60-day period immediately following a disaster):

- Relocating or virtualizing RSC meetings
- Emergency procurement needed to maintain essential services
- Financial and banking transactions required for continuity
- Regional response to Area requests for support
- Activation of emergency communication protocols

e) Plan Maintenance

This plan will be reviewed and updated annually by the Fellowship Development team. Annual updates include:

- Verification of contact information for trusted servants and key service points

- Review of financial continuity procedures and storage locations
- Technology system updates and credential recovery procedures
- Virtual meeting platform testing and access checks
- Integration of lessons learned from recent disasters and exercises
- Emergency communication drill (recommended at least annually before hurricane season)
- Continuity practice exercises to test preparedness

5. Regional Post-Disaster

Immediate Priorities (0-72 hours)

- Account for member safety; encourage Areas/Groups to establish check-ins
- Assess communication capability and activate emergency communication protocols
- Initiate contact with impacted RCMs and Area leadership to determine status and immediate needs
- Assess impacts to RSO and critical regional functions; publish continuity instructions as possible

Short-Term Recovery (3 days - 2 weeks)

- Re-establish meetings: relocate, move online, or adopt temporary schedules as needed
- Restore meeting list updates (web + printed where possible) and helpline/phone line continuity
- Coordinate literature distribution and emergency resupply for Areas/Groups
- Re-establish H&I services where possible and appropriate
- Coordinate with PR for public-facing updates (meeting availability, helpline, website)

Long-Term Recovery (2 weeks and beyond)

- Support ongoing Area recovery efforts and service structure continuity
- Document lessons learned and incorporate improvements into annual planning
- Review and update emergency contact lists, digital access procedures, and continuity checklists
- Conduct post-event review with impacted Areas and the RSC as feasible

6. Suggestions for the Area Service Committee

a) Communication Plan

Use a multi-channel approach and avoid reliance on a single method.

Recommended elements:

- Primary contact person with backups (at least one alternate) assigned to all Home Groups and other ASC attendees. This person should have email, a smartphone, and be technologically savvy.
- Group text/messaging capability (SMS + a messaging app)
- Contact list including special note of members who are Fire Fighters, Ham radio operators, medical personnel, or who have taken and/or participate in the CERT (Community Emergency Response Team) or have taken any of the FEMA Incident training
- Community list of organizations active in your area for emergency management
- Email distribution list with backup addresses

- Private/closed social media or messaging group for emergency coordination
- Out-of-area contact for continuity when local networks are down

Within 72 hours (or as soon as safe), the RCM or Alternate RCM should reach out to Region to begin the reestablishment of communications by sharing the items listed below as well as any necessary updates (Home Group changes/location changes/Website issues/responsibility changes):

- Email: _____
- Phone: _____
- Text: _____
- Social/Chat Group: _____
- Video Call Platform: _____

b) Meeting Continuity

- Maintain pre-established online meeting rooms and ready-to-use digital formats
- Identify backup meeting locations (at least two) and outdoor options where appropriate
- Train trusted servants and members on accessing virtual meetings and using hybrid equipment
- Establish a process for rapidly updating meeting information (website, local hotlines, printed postings)

c) Public Relations (PR) Emergency Protocol

Major disasters can create long-range disruptions. Restarting meetings is only the beginning; public information often needs to continue for months after a disaster. Refer to the Public Information Handbook and coordinate with the Regional PR Coordinator.

- Update meeting information promptly on local meeting lists and naflorida.org where possible
- Use local radio/TV/news and community bulletin boards if online access is limited
- Provide PSAs as soon as media channels are functional and continue as needed (4-6 months is typical after major events)
- Coordinate consistent messaging: meeting continuity, helpline information, and where to find updated schedules

d) Hospitals & Institutions (H&I) Emergency Protocols

H&I members and facilities can be particularly vulnerable during disasters. Consider:

- Maintain printed or electronic backup records for facilities served (addresses and emergency contacts)
- Assign responsibility for contacting facilities post-event; prioritize contact where safety allows
- Expect evacuations, lockdowns, and restricted access; follow facility direction and NA safety guidance
- Where permitted, prepare for virtual meeting options and alternative literature delivery protocols

7. Suggestions for the Home Group

a) Group Communication Plan

Establish one primary contact person (and at least one backup) for communication among group members.

- Maintain a current phone tree and/or group messaging channel

- Maintain an email distribution list
- Maintain a private group page or chat channel for rapid updates (if used)

b) Meeting Flexibility

Plan for multiple meeting options:

- Primary physical location
- Backup physical locations (minimum two)
- Virtual meeting capability
- Hybrid meeting technology (if feasible)
- Outdoor meeting spaces identified where appropriate

Meeting Continuity Checklist:

- Virtual meeting platform tested and access instructions shared
- Digital meeting format prepared and accessible (cloud + offline copy)
- Literature access plan established (physical + digital options)
- Backup facilitators trained and able to host/co-host
- Method to post meeting changes at the meeting location (signage, notes, hotline update)

c) Disaster Supply Kit (Physical + Digital)

Physical supplies:

- Current Regional Directory (or printed local list)
- State and local maps (paper)
- Up-to-date contact list for group members
- Extra copy of meeting format, Little White Book, Basic Text, and other key literature
- Note pad and pens (for leaving notes on doors/locations)
- Flashlight with spare batteries; portable lighting; basic first aid items as appropriate

Digital supplies:

- USB drive with meeting formats and key documents
- Portable WiFi hotspot (where available)
- Tablet or laptop for virtual meetings (optional)
- Power banks and charging cables
- QR codes or short links for virtual meeting access and meeting list updates

8. Suggestions for the Individual Member

a) Personal Preparedness

- Call your sponsor or support group members and maintain a simple check-in plan
- Know multiple evacuation routes and identify emergency shelters and medical facilities
- Maintain a personal emergency supply kit and follow local emergency management guidance
- Keep a paper copy of key phone numbers in case devices fail

b) Digital Preparedness

- Install virtual meeting platform apps used in your Area (and keep credentials accessible)
- Back up your emergency contact list to a secure cloud account and keep an offline copy
- Enable local emergency alerts (Wireless Emergency Alerts, county alert apps)
- Maintain offline access to meeting information if possible

c) Communication Plan

Multiple ways to stay connected (fill-in):

- Primary phone number: _____
- Backup communication method/device: _____
- Email accessible from multiple devices: _____
- Emergency group/channel joined: _____
- Out-of-area emergency contact: _____

9. Disaster Resources

Disclaimer: Narcotics Anonymous is not affiliated with any of these agencies or their facilities.

Federal Resources

- American Red Cross: [redcross.org](https://www.redcross.org)
- FEMA: [fema.gov](https://www.fema.gov)
- Ready.gov: [ready.gov](https://www.ready.gov)
- National Voluntary Organizations Active in Disaster: [nvoad.org](https://www.nvoad.org)

Florida State Resources

- Florida Division of Emergency Management: [floridadisaster.org](https://www.floridadisaster.org)
- Florida 511 (Traffic/Evacuation): [fl511.com](https://www.fl511.com)
- Special Needs Shelters: [snr.flhealthresponse.com](https://www.snr.flhealthresponse.com)

Communication Resources

- Emergency Alert System (EAS): monitor local radio/TV
- Wireless Emergency Alerts (WEA): automatic cell phone alerts
- Social media updates (as available): follow official state/local emergency management accounts

Technology & Meeting Tools

- Video conferencing: Zoom, Google Meet, Microsoft Teams (or Area-approved platform)
- Messaging: WhatsApp, Telegram, Signal (or Area-approved platform)
- Weather: National Weather Service, Weather Underground, AccuWeather (or your preference)

Recommended Emergency Apps (examples)

- FEMA App - real-time alerts and emergency information
- Red Cross Emergency App - emergency alerts and safety information
- Zello Walkie Talkie - push-to-talk communication when cell towers are down
- What3Words - precise location sharing for emergency services

Appendix A: Quick Reference Checklists

A1. FD Leader / FD Team Checklist

- Activate emergency communication plan; attempt contact with impacted RCMs via multiple channels
- Coordinate with Facilitator/Co-Facilitator on emergency decision-making needs
- Coordinate with Technology Resource Coordinator on website/email/virtual meeting continuity
- Coordinate with PR Resource Coordinator on public updates and PSA distribution
- Coordinate with RSO and Treasurer on financial/literature distribution continuity
- Capture actions taken and issues encountered for lessons learned

A2. Area Service Committee Checklist

- Account for trusted servant safety and establish check-in cadence
- Publish temporary meeting changes (relocation/virtual) through available channels
- Assess H&I and facility status; communicate responsibly and follow safety guidance
- Identify immediate needs (literature, communications support, meeting locations) and notify FD

A3. Home Group Checklist

- Confirm meeting place status; post signage if closed/moved (if safe)
- Activate group contact plan and share updated meeting information
- Move meeting online or to a backup location as needed
- Update Area meeting list/hotline contact with changes

Appendix B: Public Service Announcement (PSA) Template

Use this template when coordinating with local radio/TV/news outlets or posting public updates.

NA Emergency Action Public Service Announcement

- Radio/Media Outlet: _____
- Phone: _____
- Address: _____
- Organization: _____ (Area of Narcotics Anonymous)

Due to reasons beyond our control, the regular meeting of Narcotics Anonymous has changed the meeting time and/or location to: _____.

For the most current meeting information, visit naflorida.org or contact the local helpline:

_____. If virtual meetings are available, access information is posted at:
_____. Recovery is what happens at NA meetings - we're here to help.

Appendix C: Fill-In Worksheets (Banking, Contacts, Inventory)

C1. Regional Banking Worksheet

Update annually and store securely with the FD Leader and Treasurer (per regional procedures).

- Bank Name(s): _____
- Account Numbers: _____
- Branch Address: _____
- Branch Emergency Contact: _____
- Online Banking URL/App: _____
- Emergency Access Procedure Location: _____

C2. Technology & Service Inventory (abbreviated)

- Website hosting provider + admin contacts: _____
- Domain registrar + credentials recovery process: _____
- Email service provider + admin contacts: _____
- Shared storage location(s) (cloud) + admin contacts: _____
- Virtual meeting platform(s) + primary admin: _____
- Backup communication channel(s): _____

C3. Annual Review Record

Revision prepared by: _____ Date: _____

Approved/acknowledged by FD: _____ Date: _____