

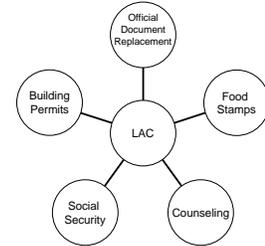
Local Assistance Center (LAC)

Runner Training

LAC Just-In-Time Training

Mission

- LACs provide a centralized location for services and resource referrals for disaster-caused needs, assistance and guidance following a disaster or significant emergency.



Runner Position Description

- Provide Information
 - Answer questions and deliver messages to intended recipients.
- Assist
 - Assist LAC Management.
 - Assist LAC staff with the setup/breakdown of their station and with backup support.

Runner Position Description

- Distribute
 - Distribute and collect Customer Surveys and return them to Administrative Support.
 - Distribute updated maps, lists of agencies represented at the LAC, and bulletins to the public and LAC residents.

Quick Tips

- Sign in
- Obtain Runner Vest
- Check in with LAC Manager
- Go the extra mile and practice good customer service
- Review Runner Checklist

Good Luck

- Remember, Runners provide information, assistance, and distribution services at LACs.
- If Runners encounter a difficult situation, they should seek help from the Ombudsman or LAC Manager.
- At the end of the shift sign out and return the vest.
- Thank you for your commitment.