

2010



THE SALVATION ARMY

EMERGENCY DISASTER SERVICES GUIDEBOOK



DOING
THE MOST
GOOD™

A COMMITMENT TO SERVE

A federally recognized response agency, The Salvation Army is one of the nation's largest providers of emergency disaster service.

- With a fleet of more than 700 emergency service vehicles nationwide, including mobile feeding canteens and kitchens, The Salvation Army provides service to 1-2 million U.S. disaster survivors and first responders each year.
- A network of warehouse facilities across the country stockpiling food, water and other disaster resources allows The Salvation Army to respond to disasters immediately and at the point of need.
- The Salvation Army responds to dozens of natural and man-made disasters across the country each year – few of which ever receive significant public attention. Major, national responses in recent years include:
 - 9/11 Terrorist Attacks (2001)
 - Hurricanes Katrina and Rita (2005)
 - Hurricanes Gustav and Ike (2008)
- In addition to domestic relief work, The Salvation Army through its Salvation Army World Service Office (SAWSO) also provides humanitarian aid following international disasters including:
 - Indian Ocean Tsunami (2005)
 - Haiti Earthquake (2010)



As with all Salvation Army service, disaster response is ultimately managed at the local level – by people who live and work in the communities they serve.

- This unique approach means The Salvation Army is well-equipped to meet the specific needs of the local community for as long as necessary.
- Immediate relief efforts may include food and hydration, emergency shelter, cleanup and spiritual and emotional care.
- In addition to immediate response, The Salvation Army often engages in long-term recovery and rebuilding efforts to make communities whole again following a major disaster.

As always, The Salvation Army's ability to provide certain long-term disaster programs is predicated on the support of the American public.

- A \$10 donation feeds a disaster survivor for one day
- A \$30 donation provides one food box, containing staple foods for a family of four, or one household cleanup kit, containing brooms, mops, buckets and other cleaning supplies
- A \$100 donation can serve snacks and drinks for 125 survivors and emergency personnel at the scene of a disaster
- A \$250 donation can provide one hot meal to 100 people or keep a hydration station operational for 24 hours
- A \$1,000 donation keeps a Salvation Army canteen fully operational for a full-day
- For additional information, please visit www.salvationarmyusa.org

110 YEARS OF SERVICE

GALVESTON HURRICANE: SEPTEMBER 8, 1900:

The Salvation Army's first major disaster response effort in the United States followed the devastating hurricane that impacted Galveston, TX. Army officers from across the country responded to help clean, feed and shelter thousands of survivors.

SAN FRANCISCO EARTHQUAKE: APRIL 18, 1906:

In its first national fundraising effort, The Salvation Army responded to an 8.25 magnitude earthquake which rocked San Francisco, leading to three days of fires and more than 3,000 deaths. Salvation Army personnel established feeding stations and shelters throughout downtown San Francisco and into Oakland.

- ✓ 30,000 individuals fed
- ✓ \$15,000 donated (more than \$350,000 in 2010 dollars)

9/11 TERRORIST ATTACKS: SEPTEMBER 11, 2001:

The Salvation Army was the first relief agency to reach Ground Zero, reporting within a half-hour of the first plane crash at the World Trade Center. The Salvation Army served relief workers at the WTC site for over 8 months; leaving only when operations at Ground Zero officially concluded in May, 2002.

- ✓ 3.2 million meals served
- ✓ \$90 million donated

HURRICANE KATRINA: AUGUST 29, 2005:

The Salvation Army responded to the immediate needs of survivors following Hurricane Katrina in the largest domestic response effort in Salvation Army history. Since 2005, the Army has continued to assist Gulf Coast residents impacted by Katrina, coordinating long-term cleanup and restoration efforts, developing job and other training programs and providing financial and social work assistance.

- ✓ 5.6 million meals served
- ✓ \$382 million donated

HURRICANE GUSTAV AND IKE: SEPTEMBER 1 AND 13, 2008:

The Salvation Army responded to Hurricane Gustav and Hurricane Ike during the 2008 Atlantic hurricane season, providing shelter and food to thousands of Gulf Coast residents forced to evacuate their homes.

- ✓ 5.1 million meals served
- ✓ Nearly \$13 million donated

HAITI EARTHQUAKE: JANUARY 12, 2010:

The Salvation Army, which has been in Haiti since 1950, responded immediately to the 7.0 magnitude earthquake that killed an estimated 230,000 people. SAWSO provided food, water, shelter and medical attention in the immediate aftermath of the disaster and continues long-term recovery operations in Port-au-Prince and other cities.

- ✓ More than \$20.5 million donated as of May 2010
- ✓ More than 10 million meals packaged and delivered to Haiti



PREPAREDNESS, RESPONSE AND RECOVERY

The Salvation Army is recognized by federal, state and local governments as an organization able to provide relief services to areas impacted by natural or man-made disasters within the National Voluntary Organizations Active in Disaster (NVOAD) and the Federal Emergency Management Agency's (FEMA) National Response Framework. The Army operates in three phases when responding to a disaster.

PHASE 1 – EMERGENCY PREPAREDNESS:

The Salvation Army ensures its own ability to respond quickly and efficiently to a disaster while working to educate other disaster professionals and the public at large about how to prepare for an emergency situation. Preparedness activities include:

- ✓ **Maintaining Internal Infrastructure:** The Salvation Army maintains a fleet of more than 700 emergency response vehicles including mobile kitchens, and operates hundreds of warehouse facilities nationwide, containing food, water and medical supplies.
- ✓ **Disaster Training:** The Salvation Army routinely sponsors events to educate first responders and the public about emergency preparedness and response.

PHASE 2 - IMMEDIATE EMERGENCY RESPONSE:

Salvation Army personnel and resources will congregate at pre-determined staging areas, entering the impacted area once government first-responders indicate that it is safe to do so. Response activities include:

- ✓ **Food/Hydration service:** The most visible and common of The Salvation Army's disaster services is meals and drinks for survivors and emergency workers. Food and drink may be prepared and served at communal feeding sites or from one of the Army's mobile units/canteens.
- ✓ **Emergency shelter:** The Salvation Army may provide shelter for survivors in a facility identified by the local emergency management personnel.
- ✓ **Cleanup:** The Salvation Army will often provide survivors with supplies while personnel and volunteers may also assist directly with cleanup efforts.



- ✓ **Emergency communications:**
Through The Salvation Army Team Emergency Radio Network (www.SATERN.org) and other amateur radio groups, the Army provides communications when more traditional networks, such as telephones, are not operating.
- ✓ **Spiritual and Emotional Care:**
Throughout a major disaster, Salvation Army clergy (officers) provide spiritual comfort and emotional support.

PHASE 3 - LONG-TERM DISASTER RECOVERY:

While continuing to provide immediate response services, the Army will often coordinate with government officials to develop and execute long-term strategic disaster recovery plans. These activities may include:

- ✓ **Restoration and rebuilding:**
Coordination of volunteer rebuilding teams and establishment of warehouses to distribute reconstruction supplies.
- ✓ **Disaster social services:**
The Salvation Army provides direct financial assistance to disaster victims through a system of trained caseworkers.
- ✓ **In-kind donations management:**
During a disaster, The Salvation Army may establish warehouse and distribution centers to deliver donated goods directly to disaster victims.



WWW.SALVATIONARMYUSA.ORG

