

THE SALVATION ARMY

EMERGENCY DISASTER SERVICES GUIDEBOOK



DOING
THE MOST
GOOD™

A COMMITMENT TO SERVE

The Salvation Army is one of the nation's largest federally recognized emergency disaster services agencies, providing relief to 1-2 million disaster survivors and first responders each year in the United States. 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:

- Hurricanes Gustav and Ike (2008)
- Hurricanes Katrina and Rita (2005)
- 9/11 Terrorist Attacks (2001)

In addition to domestic relief work, humanitarian aid following international disasters is provided by The Salvation Army in the impacted country or through The Salvation Army World Service Office (SAWSO).

Recent major disasters include:

- Japan Earthquake and Tsunami (2011)
- Pakistan Floods (2010)
- Haiti Earthquake (2010)
- Indian Ocean Tsunami (2005)



THE SALVATION ARMY'S ROLE

As a relief organization within the National Voluntary Organizations Active in Disaster (NVOAD), The Salvation Army was involved in the development of the Federal Emergency Management Agency's (FEMA) National Response Framework. When initiating a disaster relief operation, the Army's first aim is to meet the basic needs of both survivors and first responders. Even at this level, The Salvation Army ministers act as a means of expressing God's love to those in need. The Salvation Army's primary goals are to offer:

- Material comfort
- Physical comfort
- Spiritual and Emotional support

All Salvation Army disaster response services are managed locally, by people who live and work in the communities they serve. This means:

- The Salvation Army is well-equipped to meet specific needs of communities.
- The Army has ready access to food, water, clean-up materials and equipment to move quickly into impacted areas.
- Long-term recovery and rebuilding are a major part of efforts to make communities whole again following a significant disaster.



THE SALVATION ARMY DISASTER RESPONSE HISTORY

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 in 1900, literally destroying the coastal city and killing more than 5,000 people.

SAN FRANCISCO EARTHQUAKE APRIL 18, 1906

The Salvation Army again responded to a major natural disaster in the spring of 1906, when an 8.25 magnitude earthquake rocked San Francisco, leading to three days of fires and 3,000 or more deaths.

GREAT ALASKAN EARTHQUAKE AND TSUNAMI MARCH 27, 1964

The Great Alaskan Earthquake, with a magnitude of 9.2, was the largest earthquake in North American history and killed 131 people as a result of the quake and subsequent tsunami. Throughout southeast Alaska, The Salvation Army provided families with food, hydration, clothing, rescue equipment, mobile homes and repair services.



QUAKE OF '89 OCTOBER 17, 1989

More than 2,000 Salvation Army corps members were available to provide assistance following the 7.1 magnitude earthquake in San Francisco, which included working with the National Park Service to transform the San Francisco Conservation Corps into an evacuation center. The earthquake killed 63 people, injured 3,757 and left up to 12,000 people homeless.

HURRICANE ANDREW AUGUST 24, 1992

Hurricane Andrew was the first named and only major hurricane of the 1992 Atlantic season, yet caused up to \$34 billion in damages in Florida. The Salvation Army responded with immediate action, supplying more than 40 canteens with food and hydration, and acted as a leading nonprofit relief organization, coordinating efforts 125 workers from other relief organizations.

9/11 TERRORIST ATTACKS SEPTEMBER 11, 2001

The Salvation Army was the first relief agency to reach Ground Zero, reporting within a half-hour following the first plane crash at the World Trade Center site. The Salvation Army served relief workers at the WTC site for more than 9 months; leaving only when operations at Ground Zero officially concluded in May, 2002.

SAN DIEGO WILDFIRE OCTOBER 25, 2003

During the wildfires in San Diego, CA, The Salvation Army turned the Ray and Joan Kroc Community Center into a shelter to assist 100 survivors daily. The Salvation Army also positioned multiple canteens on the front lines, and served breakfast, lunch and dinner on a 24-hour basis to police and fire officials, in addition to providing pastoral counseling.

INDIAN OCEAN TSUNAMI DECEMBER 26, 2004

A full time presence in the region since the 1890s enabled The Salvation Army to provide immediate disaster relief to affected individuals within hours of a catastrophic tsunami that caused widespread devastation and killed nearly 200,000 people in coastal communities in East Asia.

HURRICANE KATRINA AUGUST 29, 2005

The Salvation Army responded to the immediate and long-term needs of survivors following Hurricane Katrina, one of the costliest and most deadly storms in U.S. history. Huge sections of coastline in Alabama, Louisiana and Mississippi were utterly devastated and approximately 1,600 individuals lost their lives. The Army served 5.6 million hot meals and 8.2 million snacks, sandwiches and drinks in the largest disaster response operation in the organization's history.

HURRICANE GUSTAV SEPTEMBER 1, 2008

Hurricane Gustav made landfall in the United States as a strong Category 2 storm on September 1, 2008. Throughout the Gulf Coast, more than 3 million people evacuated their homes, seeking shelter with The Salvation Army and other relief organizations.

HURRICANE IKE SEPTEMBER 13, 2008

Hurricane Ike, the third most destructive hurricane to ever make landfall in the United States, hit Galveston, Texas as a Category 2 hurricane, killing 112 people. Salvation Army officers, employees and volunteers provided immediate response to storm survivors and first responders.

HAITI EARTHQUAKE JANUARY 12, 2010

A 7.0 magnitude earthquake impacted major population centers in Haiti, leaving approximately 230,000 people dead and 1 million people homeless. The Salvation Army, which has had a significant presence in Haiti since 1950, responded immediately providing critical lifesaving services such as food, water, shelter and medical attention to survivors in the country's capital of Port-au-Prince.

2011 TORNADO OUTBREAK APRIL AND MAY 2011

The Salvation Army responded to massive tornado outbreaks that killed nearly 500 people in the Midwestern and Southern United States during the spring of 2011, providing nearly 1 million meals and 50,000 hygiene kits to thousands of survivors and emergency workers throughout the region. The Army's work is just beginning in Joplin, MO, Tuscaloosa, AL and elsewhere which will take months or even years to recover.

TODAY

The Salvation Army continues to work closely with federal, state and local authorities to assist in responding to natural and man-made disasters wherever and whenever they occur.



PHASE 1 EMERGENCY PREPAREDNESS:

The Salvation Army recognizes the critical importance of being prepared for disasters and takes steps to ensure its own ability to respond quickly and efficiently to a disaster while also working to educate others about how to prepare for and respond to an emergency situation. Preparedness activities include:

- ✓ **Maintaining Internal Infrastructure:** The Salvation Army maintains a fleet of emergency response vehicles, including mobile canteen and kitchen units and manages hundreds of warehouse facilities throughout the country, stockpiling food, water and medical supplies.
- ✓ **Disaster Training:** The Salvation Army sponsors events to educate first responders and the public about emergency preparedness and response.



PHASE 2 - IMMEDIATE EMERGENCY RESPONSE:

The Salvation Army's response varies from place to place based upon a community's situation and the magnitude of the disaster. Emergency response services are activated on short notice according to an internal notification procedure coordinated with federal, state and local governments. Salvation Army personnel enter the impacted area only once government first-responders have indicated that it is safe to do so. Immediate response activities include:

- ✓ **Food/Hydration service:** Food and drink may be prepared and served at communal feeding sites or from one of the Army's mobile feeding units/canteens to survivors and emergency workers.
- ✓ **Emergency shelter:** The Salvation Army may provide shelter in a facility identified by the local emergency management personnel, including municipal shelters or Salvation Army buildings.
- ✓ **Clean-up:** In addition to distributing clean-up supplies such as mops, brooms, buckets, shovels, detergents and tarps, The Salvation Army also spearheads and participates in local clean-up efforts.
- ✓ **Emergency communications:** Through The Salvation Army Team Emergency Radio Network (www.SATERN.org) and other amateur radio groups, The Salvation Army helps provide emergency communications when more traditional networks, such as telephones, are not operating. The SATERN network has helped thousands of individuals locate loved ones during times of disaster.



- ✓ **Spiritual and Emotional Care:** The Salvation Army provides spiritual comfort and emotional support upon request to survivors and emergency workers, immediately following a disaster and continues to do so through long-term recovery efforts. Salvation Army counselors, who are often ordained as clergy (officers), may offer a "ministry of presence," or prayer and help from the Bible. Other activities may include comforting the injured and bereaved, conducting funeral and memorial services or providing chaplaincy service to disaster workers and emergency management personnel.



PHASE 3 - LONG-TERM DISASTER RECOVERY

Depending on the magnitude of the disaster, The Salvation Army may continue providing immediate response services well into the recovery process. Often, the Army will coordinate with local, state and federal entities to implement long-term disaster recovery plans. These activities include:

- ✓ **Restoration and rebuilding:** Coordination of volunteer rebuilding teams and establishment of warehouses to distribute reconstruction supplies such as lumber and sheetrock.
- ✓ **Disaster social services:** The Salvation Army provides direct financial assistance to survivors through trained caseworkers. This assistance is provided for essential living supplies, emergency household needs and disaster-related medical or funeral expenses.
- ✓ **In-kind donations management:** As one of the nation's leaders in collecting, sorting and distributing donated goods, The Salvation Army may establish warehouse and distribution centers to deliver donated goods directly to disaster survivors.



THE SALVATION ARMY

National Headquarters
615 Slaters Lane
Alexandria, VA 22314

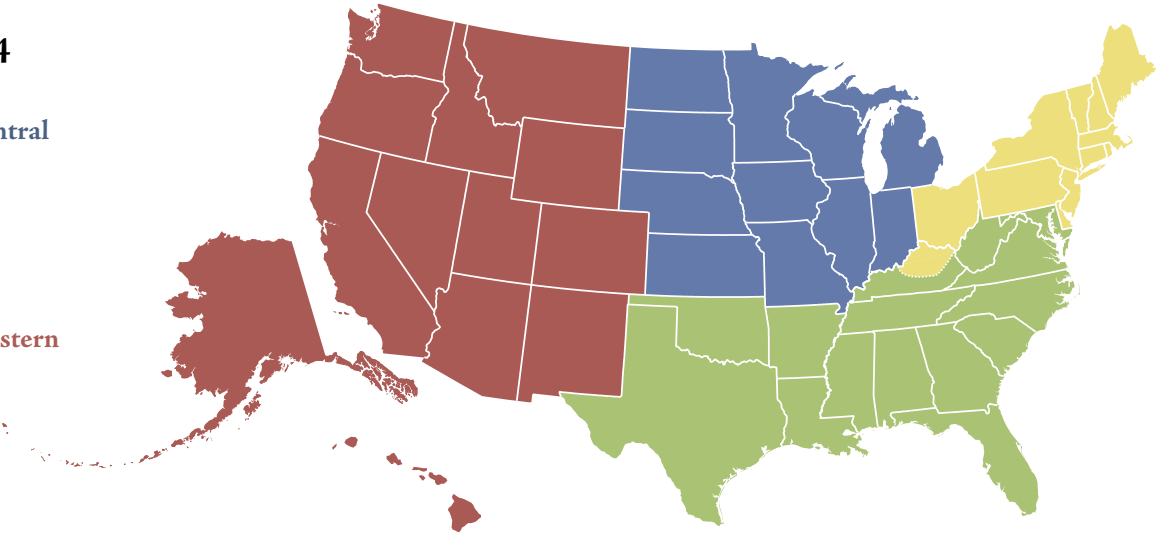
SALVATION ARMY TERRITORIES OF THE UNITED STATES

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Des Plaines, IL 60016
(847) 294-2000

**The Salvation Army Western
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180 East Ocean Blvd.
Long Beach, CA 90802
(562) 436-7000

**The Salvation Army Eastern
Territory Headquarters**
440 West Nyack Road
West Nyack, NY 10994
(845) 620-7200

**The Salvation Army Southern
Territory Headquarters**
1424 Northeast Expressway
Atlanta, GA 30329
(404) 728-1300



The Salvation Army's ability to provide disaster relief services is only as strong as the support of the American public.

- \$10 feeds a disaster survivor for one day
- \$30 provides one food box, containing staple foods for a family of four
- \$100 can serve snacks and drinks for 125 survivors and emergency personnel
- \$250 can provide one hot meal to 100 people
- \$1,000 keeps a Salvation Army canteen fully operational for a full-day



For additional information, please visit
www.salvationarmyusa.org.



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WWW.SALVATIONARMYUSA.ORG