



QUARTERLY ALARM NEWSLETTER

VOLUME 1, ISSUE 2 - MARCH 2020

WPA EMERGENCY DISASTER SERVICES NEWSLETTER GETS A NAME

What is a newsletter without a name? It's just a... piece of paper with some words on it. The newsletter will now be referred to as the "Quarterly Alarm." As a reminder, please send any story ideas to Tom Perez at Thomas.Perez@USE.SalvationArmy.org or to Kody Crosson at Kody.Crosson@USE.SalvationArmy.org.

This is YOUR newsletter and we want to make sure we have an opportunity to share all the work that you do in and outside of The Salvation Army.

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Pictured: Fleet Operations Manager Bill Hardy, Manager Fred Champion, Assistant Director Kody Crosson, Director Michael Riemer, Westmoreland County Crew Chief Clint McCutcheon, and Valero CEO Joe Valero

A NEW CANTEEN IS BORN

Over the course of the last three years, Director Michael Riemer and Assistant Director Kody Crosson saw a need for a shift in the vendors and shops being utilized to maintain the larger mechanical aspects of WPA's EDS fleet. "Canteens are a very complex and intricate vehicle with many components that require a high level of expertise to adequately maintain," said Riemer.

It was becoming increasingly difficult to get a canteen back from the current shops within a reasonable amount of time. "Having a canteen out of the queue for even a week can greatly lessen our response capabilities and opens ourselves up to not being able to provide coverage for a large disaster while maintaining local operations," said Crosson. Fortunately, Riemer came up with a solution to start using a company in Delmont located in Westmoreland County. He was referred to them by a professional colleague from his previous profession of law enforcement.

It was immediately obvious, during our first visit, that Valero was equipped and ready to tackle any challenge that we would throw at them. Since 2017,

we have been throwing them issues from full generator replacements to retrofitting current canteens with updated cabinetry. "They don't only hit the mark, they exceed it. We have zero generator issues since following their preventative maintenance schedule," said Riemer. Over the years it has become apparent that Valero should be considered to build the next canteen. Valero has been around since 1949, evolving from a gas station service center with mechanical maintenance on site. Over the decades, Valero has built the strongest of reputations and has evolved beyond repair operations and added upfitting and custom manufacturing of technology-enhanced vehicles for government, corporate, police, EMS, fire and personal use, as well as corporate and personal luxury vehicles.

The new canteen ideas all started at EDS Headquarters with three different planning meetings made up of volunteers, staff, and Salvation Army Officers. The first phase was to realize current vulnerabilities and issues with the current fleet, the second was to look at cost, and the third was to determine a needs vs. wants list to present to Valero.

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After a preliminary building plan with the Valero team, things were in the works! A few highlights of the new truck are listed below. The new canteen will be housed at EDS Headquarters in Greentree and will immediately go into service upon completion. It will likely be completed in the next 6-8 weeks. June's Quarterly Alarm will take an in-depth look at the canteen and highlight some calls that it will be on.

- 2019 Ford E-450 with keyless remote entry and power locks/windows
- New safety equipment (self-contained entry steps to rear, 360-degree security camera, backup camera)
- Power awning with automatic wind sensor (auto retract from high winds)
- (2) 7KW Onan generators
- Code 3 emergency light package
- LED lights (interior/exterior)
- Cradlepoint Wi-Fi
- Lower overall height
- 48" vendor window with three separate windows
- Induction cooktop (electric/no propane/high efficiency)
- Box work area designated heater
- (2) additional crew jump seats
- Self-locking cabinets with snug seal (less noise)
- Additional interior storage

"We feel honored to assist The Salvation Army in their mission to help people in need." -CEO, Joe Valero

FROM THE SALVATION ARMY TO THE UNITED STATES ARMY



Volunteer Terrance "Terry" Whitehead has been a volunteer for The Salvation Army Emergency Disaster Services for over two years. He is always willing and ready to pitch in when and where he can. Terry is most recognizable, outside of his great work, for his dedication to respond to emergencies on his bicycle. "Terry is extremely dedicated to the work we do. He is the type of guy that would go out of his way to help anybody," said Thomas Perez, Deputy Director of Operations and Volunteers.

Terry went into the United States Army Reserves in September of 2019 and is currently completely training to be mechanic. He has been in contact with the EDS staff and is already working on some ways he can bring what he learned in the U.S. Army back to The Salvation Army. Thank you for your service Terry and we look forward to your return!

WPA ASSISTS PUERTO RICO & VIRGIN ISLANDS DIVISION

A significant earthquake struck the southwest corner of Puerto Rico in the early morning of January 7, 2020. Due to the frequency of the continuing aftershocks, the residents of Puerto Rico were extremely fearful that their houses may collapse. Over the next six weeks, Western Pennsylvania Division deployed Director Michael Riemer dual roles as Finance and Administration along with Planning Chief, Assistant Director Kody Crosson as Incident Commander, and Major Ida Perez as Emotional & Spiritual Care specialist. Crosson said, "The initial response was to meet the basic needs of humans that we can take for granted every single day".

The deployment consisted of acting as the lead planning agency for the Federal Emergency Management Agency (FEMA), so they could begin to understand the magnitude of the affected areas. Aftershocks were continual during the entirety of everyone's deployment. Over 2,200 were recorded. It was a unique deployment that required a lot of planning due to how widespread the disaster was geographically. The teams on the ground also wanted to make sure that the rural and mountainous areas were addressed. Puerto Rico will continue to be in our prayers as they enter long-term recovery.



Pictured Left: Major Ida Perez prepares items inside the PR EDS Warehouse
Pictured Top Middle: Kody Crosson beside a PRVI canteen



Pictured Top Right: Michael Riemer in FEMA Victim Assistance Center
Pictured Bottom Right: A house with a collapsed foundation in Lajas, PR

DIRECTOR'S CORNER



In 2019, EDS served an unprecedented 31,228 people, including over 7,000 first responders. There were 267 emergency calls and 141 community outreach events including homeless feedings and hydration stations. In addition, EDS assisted on a tornado response in Dayton, Ohio by sending personnel and equipment to the disaster site for a five-week period. I want to take this time to thank the wonderful work that is accomplished every single day. I also want to challenge every volunteer that is reading this to bring in one more person to assist in EDS. If we all pitch in, we can begin to raise our volunteer numbers. In my last nine years, this has been the lowest number of volunteers to date and it is very concerning for a large-scale response and sustainability. Here is to another great year!

-Mike Riemer, EDS Director

2020 STATISTICS SNAPSHOT



18

emergency responses



3

special events

EASTERN TERRITORY BRINGS DISASTER FOOD SERVICE & CANTEEN OPERATIONS COURSE TO WPA



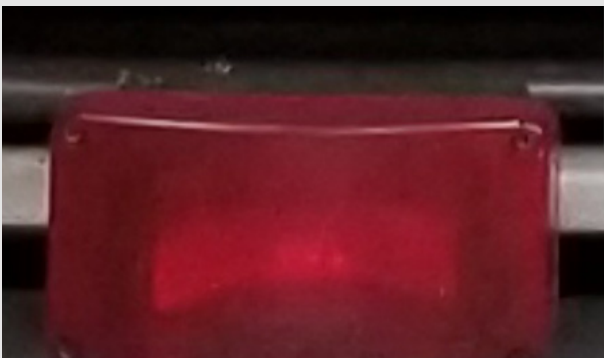
The Disaster Food Service & Canteen Operations course is designed to teach principles of canteen operations and mindfulness of food service during disasters. Eastern Territory EDS Coordinator, Bobby Myers taught the class to a little over 20 people made up of staff, volunteers, interns, and officers. The course was very well received and taught important aspects of placement of canteens on disaster sites, understanding cold zones vs. hot zones, spontaneous food donations, and went over all the disaster vehicle types that are used during a disaster.

Intern Adam Kitta said, "It was very helpful learning about different canteens that I have heard about, but never actually had a chance

to use. I think if I am deployed, the knowledge I learned from this class will help me get acclimated much quicker". WPA thanks Bobby for bringing this new class to WPA. he class will be part of the courses offered moving forward.

Pictured: Bobby Myers watches as Volunteer Jacob Elias presents during an exercise.

NAME THIS OBJECT



In each newsletter, this section will contain a close-up photo of an EDS-related item. If you think you know what this object is, email Assistant Director Kody Crosson. The first person to guess correctly will receive an EDS mug and bragging rights! The object will be revealed in next quarter's issue along with the winner's name.

Last Quarter's Object: Brown Hot Box





EDS WORD SEARCH

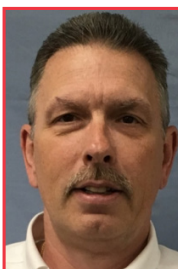
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ALARM
ASSISTANCE
BOOTH
CAMBRO
CANTEEN
DEPLOYMENT
DISASTER
EMERGENCY
EMOTIONAL

HOTBOX
LOVE
NEWSLETTER
PRAYER
RECOVERY
RELIEF
RESPONSE
SALVATION



EMERGENCY DISASTER SERVICES WESTERN PENNSYLVANIA DIVISION STAFF



Michael Riemer, Director

Mike oversees the WPA Division's EDS program. He directs and coordinates staff to manage the many different tasks required to keep EDS in full motion including logistics, operations, fleet maintenance, community relations, and training.

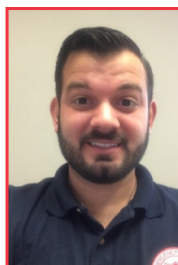
(412) 922-4808 x 109 // (412) 861-6046
Michael.Riemer@USE.SalvationArmy.org



John (Jack) Hlafcsak, Business Administrator

Jack oversees billing for anything EDS related. He also manages the EDS Resale Shop and all ordering should be done through him or the EDS store website. He works Wednesday through Friday.

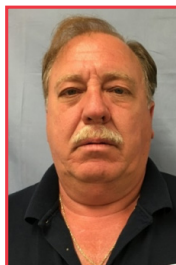
(412) 922-4808 x 107
John.Hlafcsak@USE.SalvationArmy.org



Kody Crosson, Assistant Director

Kody works alongside the Director and assists in logistics, operations, training, monthly statistics, corporate reporting, fleet maintenance, project management and coordinates with various EDS teams throughout the Division.

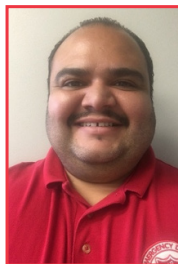
(412) 922-4808 x 106 // (412) 861-3483
Kody.Crosson@USE.SalvationArmy.org



Reid Scharding, Facilities Supervisor

Reid assists in mechanical issues with the EDS fleet. He also supervises the EDS Warehouse. He can assist with troubleshooting issues with the canteens. He works Monday through Wednesday.

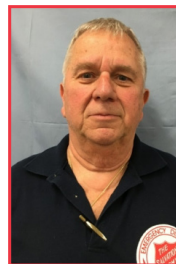
(412) 922-4808 x 120 // (412) 722-4178
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Thomas Perez, Operations & Volunteers Coordinator

Tom oversees operations, volunteer recruitment, training, and coordination of EDS teams during fire rehabilitation. He has materials and resources that can greatly assist in your EDS recruitment efforts.

(412) 922-4808 x 108 // (412) 715-2499
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William Hardy, Fleet Operations Manager

Bill maintains the paperwork for the EDS fleet. He should be contacted for inspection issues, winter storage procedures of the canteen, and any vehicle-related issues. He works Wednesday through Friday.

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