

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.

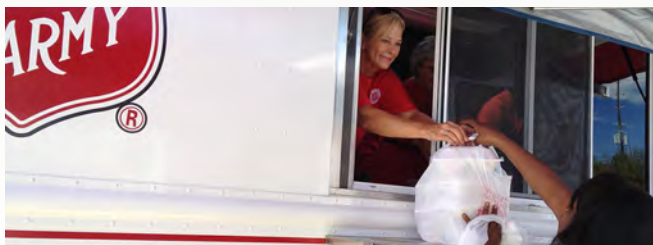
Major responses domestically include:

- Oklahoma Tornadoes (2013)
- Boston Bombing (2013)
- West Texas Explosion (2013)
- Hurricane Sandy (2012)
- Colorado Wildfires (2012)

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 internationally include:

- China Earthquake (2012)
- Japanese Tsunami (2011)
- Pakistan Floods (2010)
- Haiti Earthquakes (2010)



As a relief organization, 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.

- 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.

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

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. 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 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 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 of 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 (WTC) 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 individuals following a catastrophic tsunami that caused widespread devastation and killed nearly 200,000 people in coastal East Asia.

RESPONSE HISTORY

HURRICANE KATRINA

AUGUST 29, 2005

The Salvation Army responded to the immediate and long-term needs of survivors following Hurricane Katrina. Huge sections of coastline in Alabama, Louisiana and Mississippi were 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 made landfall in the United States, in Galveston, TX 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 populations in Haiti, leaving approximately 230,000 people dead and 1 million homeless. The Salvation Army, which has had a significant presence in Haiti since 1950, responded provided critical lifesaving services such as food, water, shelter and medical attention to survivors in the capital of Port-au-Prince.



2011 JOPLIN TORNADO

MAY 22, 2011

The single deadliest tornado since 1947 struck Joplin, MO on May 22 and remained on the ground for more than 30 minutes. The historic tornado took the lives of 158 individuals and destroyed more than 8,000 structures. The Salvation Army went to work and in less than two hours the first canteen and personnel were on site providing water, spiritual aid and food to first responders and survivors. The Salvation Army provided 42,000 meals, 37,000 snacks and 85,200 drinks during the response phase. In the two years since, The Salvation Army utilized disaster recovery case managers to work along with local, state, and federal organizations to provide a FEMA funded Disaster Case Management Program that provided 560 tornado affected families with personal recovery planning and financial help.

HURRICANE IRENE

AUGUST 27, 2011

Hurricane Irene was a powerful Atlantic hurricane that left extensive flood and wind damage from Puerto Rico to Vermont, and was followed by Tropical Storm Lee. The Salvation Army responded immediately throughout the hurricane's path and provided 239,000 meals, drinks and snacks and other assistance to survivors.

COLORADO WILDFIRES

JUNE 9, 2012

Through the months of June, July and August 2012, The Salvation Army provided emergency relief services to thousands of evacuees and emergency personnel during the Colorado Wildfires. From multiple canteens throughout the impacted areas, The Salvation Army provided 17,000 meals, 20,000 snacks and 44,000 bottles of water.

RESPONSE HISTORY

HURRICANE ISAAC

AUGUST 28, 2012

Hurricane Isaac made landfall on August 28 in Louisiana. The slow moving storm killed nine people between Louisiana, Mississippi, and Florida. The Salvation Army provided immediate response in impacted states, which included 84,000 meals, 91,500 drinks and 53,300 snacks to survivors and emergency responders.

HURRICANE SANDY

OCTOBER 29, 2012

New Jersey Governor Chris Christie said of the work being done following Superstorm Sandy, "I'd say that The Salvation Army did an extraordinary job in a very unsung way in terms of providing meals. I think they really stood out." The Salvation Army responded in multiple states along the east coast with dozens of emergency response vehicles and 7,500 volunteers. The Salvation Army has provided more than 2.6 million meals, snacks, and drinks to thousands of people, as well as first responders and crews in the aftermath of Sandy, which impacted 24 states within the U.S. and caused 285 deaths and \$75 billion in damage along. The Salvation Army will continue to provide relief services in New Jersey and New York for long-term recovery in the coming months and years.

BOSTON MARATHON BOMBINGS

APRIL 15, 2013

With Salvation Army personnel on site of the Boston Marathon to provide hydration to runners, The Salvation Army provided immediate disaster relief to runners impacted by the two explosions and emergency responders. The Salvation Army provided 6300 meals, 7125 drinks and 5,500 snacks. A core aspect of The Salvation Army's services was also its emotional counseling to runners and spectators who experienced the tragedy in Boston. Notably, Salvation Army personnel were sent to each of the area hospitals where the injured were transported to provide emotional and pastoral care as needed.

WEST, TEXAS EXPLOSION

APRIL 17, 2013

With emergency disaster service personnel in communities surrounding West, TX, The Salvation Army provided immediate disaster relief services to those impacted by the plant explosions. The Salvation Army provided 10,420 meals, 11,703 drinks and 6,320 snacks to affected individuals and families, as well as first responders. The Salvation Army is currently providing long-term recovery to help people as they rebuild their homes.

OKLAHOMA TORNADOES

MAY 19, 2013

Throughout the month of May, The Salvation Army responded to a series of devastating tornadoes in Oklahoma. Notably, The Salvation Army continues to provide relief and recovery services for survivors in Moore, OK, which was impacted by an EF5 tornado on May 20 that killed 24 people and injured 377 others. As of July 2013, The Salvation Army has provided nearly 25,000 hours of response service, along with 78,000 meals, 114,000 drinks and emotional and spiritual care to 13,000 individuals.

YARNELL HILL FIRE

JUNE 28, 2013

The Yarnell Hill Fire in Arizona, ignited by lightning on June 28, caused the deaths of 19 firefighters with the Prescott Fire Department's interagency Granite Mountain Hotshots. In addition to serving first responders and evacuees, The Salvation Army was tasked with providing meals and hydration to Incident Command teams that prepared the memorial service for the fallen firefighters, which was held on July 9. Through July 8, The Salvation Army provided 4,000 meals, 5,000 bottles of water, and 500 snacks to those preparing for the service, including firefighters and United States honor guard.

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 more than 600 emergency response vehicles nationwide, including mobile canteens and kitchen units. The Salvation Army also manages 28 warehouse facilities throughout the country, stockpiling food, water and medical supplies for quick distribution following a disaster.
- ✓ **Disaster Training:** The Salvation Army sponsors events to educate first responders and the public about emergency preparedness and response. A comprehensive listing of events, as well as of emergency preparedness information can be found at:
www.Disaster.SalvationArmyUSA.org.

In an emergency, having a personalized disaster plan can minimize unnecessary suffering.

Preparing Together is a volunteer-driven initiative, developed by The Salvation Army Emergency Disaster Services and designed to assist senior citizens and people with disabilities in developing a personalized safety plan in case of disasters. This personalized safety plan addresses many of the challenges that put people at risk during a disaster, and each participating volunteer in the program makes periodic visits to ensure that the safety measures identified in the plan are in place. A Preparing Together Planning Tool was developed to organize important information and to provide guidance in preparing and implementing the plan for emergencies of all kinds.

More information on Preparing Together can be found online:
www.PreparingTogether.org.



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 after 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 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.



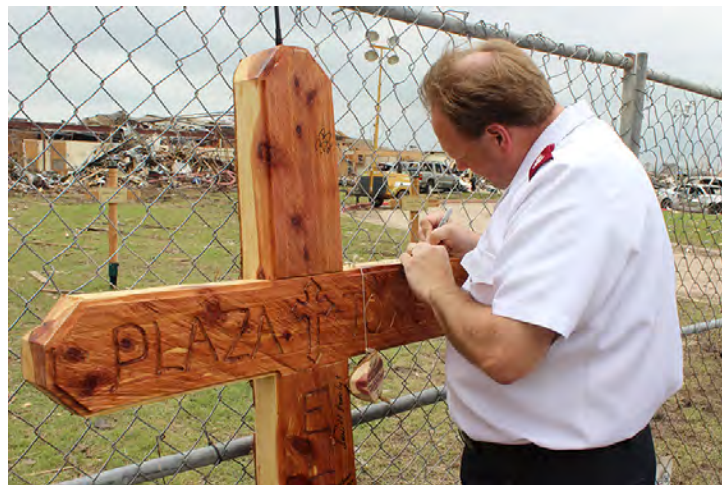
- ✓ **Emotional and Spiritual Care:** The Salvation Army provides spiritual comfort and emotional support upon request to survivors and emergency workers immediately following a disaster, and continues to do so through long-term recovery efforts. Salvation Army counselors, who are often ordained as clergy (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.



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.



OUR SPOKESPEOPLE



MAJOR RON BUSROE

Personal Biography

Major Ron Busroe's first contact with The Salvation Army was as a bell ringer in New York City while a student at Asbury College. He has a BA in history and also studied at Emory University Candler School of Theology. In 1991, he attended the International College for Officers in London. Major Busroe was commissioned as a Salvation Army officer in 1978, and served for almost 20 years as a Corps Officer in North Carolina and Florida, and three years as the Area Commanders in Tulsa, Oklahoma.

In 2001, Major Busroe transferred to The Caribbean Territory where he served six years as the Divisional Leader in Haiti. In June 2007, he took the appointment of Community Relations and Development Secretary. In June 2009 Major Busroe became leader and Corps Officers of the Atlanta Temple Corps, but later returned to Haiti as the director of the Haiti Recovery and Development Office which directed all post-earthquake recovery and development initiatives in January 2010.

Appointed as the National Community Relations & Development Secretary in February 2013, Major Busroe serves as The Salvation Army's national spokesperson, as well as holds administrative responsibility for marketing communications, public relations, government relations, disaster services and corporate relations for The Salvation Army in the United States. Most recently, Major Busroe served at the national spokesperson for The Salvation Army's response to the Boston Marathon Bombings.



JENNIFER BYRD

Personal Biography

National Director of Communications, Jennifer Byrd, joined The Salvation Army in 2002 in San Francisco. Ms. Byrd currently works at The Salvation Army's National Headquarters in Alexandria, VA just outside Washington, DC, protecting and promoting the reputation of nonprofit organization nationwide.

Ms. Byrd also provides media relations and communications support for any of the natural and man-made disasters that The Salvation Army responds to. Ms. Byrd led the communications response and outreach during The Salvation Army's emergency relief efforts following the massive earthquake that hit Haiti on January 12, 2010, and most recently the Army's emergency relief efforts during "Hurricane Sandy, the Boston Marathon Bombings and the West, Texas explosion.

Prior to working at The Salvation Army's National Headquarters, Ms. Byrd was the Public Relations Director for The Salvation Army Golden State Division, which stretches from San Francisco to Bakersfield, CA. In this role, Ms. Byrd provided media relations support for 16 Salvation Army facilities in San Francisco, as well as support for more than 30 other Salvation Army Corps Community Centers throughout the Division.

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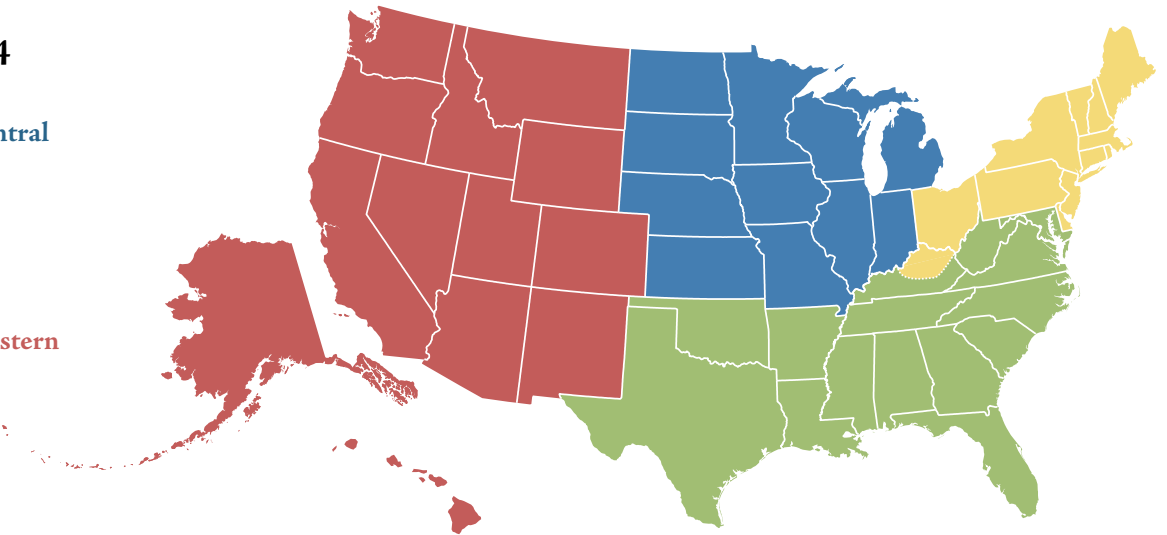
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SALVATION ARMY TERRITORIES OF THE UNITED STATES



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