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Activation

Once it has been determined that activation is necessary, the government representative making the initial alert will call the following NGO's directly to activate the response; Salvation Army, Canadian Red Cross, Mennonite Disaster Service, and St. John Ambulance. Those organizations will then make the activation call to the NGO following them on the organizational structure.

For example, when EMO, City of Winnipeg or other municipalities call Mennonite Disaster Service, they will follow up with an activation call to Christian Reformed World Relief Committee to assist with rebuilding services.

Relief and Recovery

The services provided by the NGO Group are split between relief and recovery. Relief encompasses immediate response to provision of basic needs such as Food, Shelter, Clothing, Personal Services and Family Reunification. Recovery on the other hand addresses longer term needs due to damage to homes and personal items.

The NGO Committee is committed to providing services to meet the needs of families in both relief and recovery phases. Activation of the NGO group during a recovery operation is as follows:

The NGO Chair is contacted informing him or her of the need for recovery operations. The Chair proceeds to contact each of the NGO's to attend an initial meeting with DFA or the Municipality. It is the responsibility of each NGO to inform the Chair of their participation at that time.

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Foreword

Non Government Organizations, sometimes called Voluntary Agencies, provide a valuable service to Manitobans who are impacted by disaster, who may suffer:

- Evacuation from their community of primary residence
- Anxiety concerning death or injury of family, friends, neighbours or co-worker
- Personal injury or disability
- Property damage or destruction
- Financial loss including loss of regular income caused from loss of employment
- Emotional trauma
- Loss of a sense of safety and security in their community

The involvement of voluntary agencies in disaster assistance and relief to victims is based upon several premises:

1. The impact of disaster is so catastrophic that no level of government, community agency, organization or group can provide all services required by all victims.
2. When disaster strikes, many persons not directly affected by the impact may wish to assist victims in any way possible.
3. The desire to provide assistance to victims is a major step that a community will take to heal itself.

NGO Chair

Clothing

Salvation Army

Food

Salvation Army

Personal Services/Psycho Social Support

Salvation Army

Registration & Inquiry

Red Cross

Shelter

Salvation Army

First Aid

St. John Ambulance

Clean up & Rebuilding

Mennonite Disaster Service

Christian Reformed World Relief Committee

Recovery

NGO Chair

Activation of the NGO Group is completed as follows:

Alert

Initial communication is through the Alert call out. The Municipality, Community or Province will contact the Chair of the NGO Committee to initiate an alert to the NGO group. The Chair then follows up with an alert call out to each NGO in the organizational structure.

Partners in Disaster Membership

After reviewing the information in this booklet, you may wish further information about participating in Partners in Disaster with other organizations who provide disaster assistance and relief. The organization seeks to promote better communication with NGOs. Organizations affiliated with government may participate as affiliate members. There is no membership fee.

Membership in Partners in Disaster is open to any Not-for-Profit Non Government Organization which meets the following criteria:

1. They wish to cooperate with disaster relief organizations and will subscribe to the “Guidelines for Cooperation” outlined on page 3 of this booklet.
2. They offer one or more social or health services to individuals, families or the general public to meet a legitimate disaster relief or recovery need anywhere in Manitoba.
3. They agree not to proselytize victims of disaster to any organization, religion, form of belief or cause.

This **HELP!** booklet is intended to provide an understanding of the guidelines by which agencies who provide service to Manitobans anywhere in the province agree to cooperate.

Voluntary agencies work in close cooperation with local government disaster agencies and with Emergency Measures Organization, Manitoba, in disaster preparedness, response and recovery.

Guidelines for Cooperation

The Salvation Army

Preamble

In disasters, communication difficulties are often hard to separate from coordination difficulties, and the greatest coordination difficulties are inter-organizational. Many of the communications problems are those related to inter-agency information sharing. Frequently, the means for communication exists, but for a number of reasons, persons are hesitant to communicate with others outside their own organization.



Inter-organizational communication is fostered by those factors which promote trust in other organizations and familiarity with how they function. These include: informal contacts, joint planning and training, preplanned agreements for the division of disaster responsibilities, and the use of similar terminology, procedures, and performance criteria. Inter-organizational networks, common systems, and computer networks also contribute to effective communications.

500-55 Donald St.
Winnipeg, MB R3C 1L8
Disaster Services Line (24 hours):
(204) 946-9402



The Salvation Army has been active in Manitoba for well over 100 years providing not only food, shelter and other assistance to people regardless of age, religious affiliation, gender or race but also responding to the acute needs of people involved in disaster situations.

The Salvation Army is well prepared to respond to the furthest reaches of Manitoba in times of flood, fire, storms, tornadoes or any other emergency situation – not only during the critical disaster recovery phase but long after the immediate tragedy, rebuilding towns, families and lives that have been affected.

In addition to deploying its well-equipped mobile canteen, The Salvation Army will send Officers, Soldiers, Employees and Volunteers to:

- Provide meals to victims and emergency response personnel
- Provide clothing and furniture to victims of a disaster
- Provide Reception Centre Support
- Provide Emotional Support
- Care for Unaccompanied Children
- Provide other help as directed

Non-emergency information calls can be made to the Director of Disaster Services.

St. John Ambulance

Manitoba Council
535 Doreen Street
Winnipeg, Manitoba R3G 3H5
Phone: (204) 784-7000
Fax: (204) 779-6724
Direct Line: (204) 784-7016, Volunteers



The mission of St. John Ambulance is to enable Canadians to improve their health, safety and quality of life by providing training and community service.

In times of a disaster or major emergency, St. John Ambulance Community Service Volunteers will provide:

- primary patient care to disaster victims at Reception Centres
- primary patient care to volunteers who are involved in cleanup, repair and rebuilding operations
- therapy dog volunteers to provide comfort to victims at reception centres

Our Community Service Volunteers throughout Manitoba:

- are trained in either Standard First aid or the Brigade Training System, which integrates Standard First Aid, Health Care Techniques, and Basic Rescuer CPR
- are located in five regions throughout the province: Winnipeg, Brandon, The Pas, Thompson, St. Anne
- Therapy Dogs and their handlers are experienced in responding to people in need of comfort, reassurance and unconditional love.

As the leaders in First Aid Training in Canada, St. John Ambulance is available to train organizations to prepare for emergencies by offering a wide variety of First Aid and CPR courses.

Purpose

Disasters pose problems for resource management that are different from those in daily emergencies. Disaster tasks may require the use of resources (personnel, facilities, supplies, and equipment) from multiple organizations and jurisdictions and may also require the use of unusual resources. Much of the emphasis of disaster planning in many communities has traditionally been on the mobilization and reinforcement of resources. And, indeed, procedures for this purpose are important. Uncontrolled mobilization and over response are common problems in disasters. When they occur, coordination of response can be significantly complicated.

The purpose of guidelines for cooperation among Non Government Organizations is to reduce the possibility of duplication of effort and any resulting waste of resources that come from an uncoordinated response to the needs of disaster victims and evacuees.

A Non Government Organization (NGO) who subscribes to these guidelines for cooperation has agreed to the following general principles.

1. It is recognized that Local Governments in Manitoba are first responders to an emergency or disaster and they manage the disaster response within their jurisdiction, for its duration.
2. NGO's who subscribe to these guidelines for cooperation may participate in the Partners in Disaster, which will meet regularly or as required but no less than biannually.
3. Any NGO wishing to participate in the Partners in Disaster should be capable of responding to the needs of disaster victims in any community anywhere in Manitoba, dependent on the availability of resources.

Partners in Disaster provides a forum for the open and free flow of information of mutual interest to the members of the organization.

306-2265 Pembina Hwy.
Winnipeg, MB R3T 5J3
Phone: (866) 261-1274
Fax: (204) 261-1279

Administrative Coordinator
(204) 392-5469
Manitoba Emergency Line
Email: regionv@mdsbinat.org
www.mds.mennonite.net



Mennonite Disaster Service is the disaster response arm of the various Mennonite and Brethern Peace churches in Canada and U.S.A. It is not a first response organization but carries out:

- clean up after floods, windstorms etc
- repair of homes
- help people rebuild physical and emotional lives.

MDS provides primarily voluntary labor. It does not have large equipment for cleanup. Special emphasis is placed on helping those least able to help themselves:

- elderly
- disabled
- widowed/single parent
- low income
- disadvantaged
- uninsured

Although the major thrust of our traditional disaster assistance is in areas of post disaster clean up, and building repair, MDS personnel are willing to expand their areas of involvement where there is a need and when sufficient volunteers are available.

Affiliation: Christian Reformed Church
Phone: Jacob Kramer or Sue White
(905) 336-2920 or 1-800-730-3490
Email: feenstra@telusplanet.net
Phone: L. Slikker (204) 668-2323
Email: lslikker@mts.net
www.crwrc.org



In times of disaster, the Disaster Response Services (DRS) of the Christian Reformed World Relief Committee involves its trained volunteers in a variety of recovery operations:

1. Experienced in management advice and resourcing, on-site managers can supervise construction. This expertise can be provided in a variety of trades, to assist in minor or major repairs and the rebuilding of homes.
2. Advocacy and support through trained listening skills can help victim families deal with stress, problem solving and prioritizing family needs.
3. Community needs assessment
4. Clean-up and temporary repair
5. Training of volunteers for partner organizations

These are among the many services the volunteers are willing and ready to provide. Major strengths of the DRS include community needs assessment and long term recovery.

During the emergency phase of a disaster, first response to victims and evacuees comes in key services such as emergency food, first aid, clothing and shelter. Once the situation has stabilized, the emergency phase is replaced by a prolonged period of recovery which can last for many weeks, months, even years.

HELP!

The NGO's who subscribe to these guidelines for cooperation work together during the recovery phase to provide the following services:

- Community Needs Assessment
- Family reunification
- Food to emergency responders and victims
- Clothing to victims
- Personal services
- Rebuilding homes
- Psycho-social impact
- Recovery and clean up
- Distribution of donated goods
- Temporary housing
- Advocacy
- First Aid

Canadian Red Cross

Partners in Disaster Regular Member Organizations

Canadian Red Cross
Christian Reformed World Relief Committee
Mennonite Disaster Service
St. John Ambulance
The Salvation Army

Partners in Disaster Affiliate Member Organizations

Emergency Measures Organization, Manitoba
Emergency Social Services, Manitoba
Public Aid, City of Winnipeg

Manitoba Region
1111 Portage Ave.
Winnipeg, MB R3G 0S8
Phone: (204) 982-7307
Fax: (204) 942-8367

Disaster Services Coordinator
www.redcross.ca



The Red Cross is a planned emergency response organization designed to provide those basic services considered to be essential for the immediate and continuing well-being of persons affected by disaster.

The aim of Red Cross Disaster Service is:

- alleviate human suffering
- ensure that those people or communities affected or who are the most likely to be affected by emergencies, disasters or conflicts receive assistance and protection
- reduce vulnerability and develop capacity of persons to effectively cope with disaster situations

Based on pre-negotiated agreements, trained Red Cross personnel can provide or coordinate the Registration and Inquiry service immediately following a disaster. Red Cross works with other relief organizations to provide recovery assistance. Red Cross offers the following training to municipalities to ensure their preparedness to deliver disaster social services within the community following an emergency:

- Registration & Inquiry
- Shelter Management
- Volunteer Management
- Human Resource Management
- Reception Centre Management
- Family & Personal Preparedness

The Manitoba Partners in Disaster Help Book



Mennonite
Disaster
Service



St. John Ambulance Saint-Jean



Canadian Red Cross
Croix-Rouge canadienne



CRWRC
CHRISTIAN REFORMED
WORLD RELIEF COMMITTEE

Mennonite Disaster Service
Salvation Army
Canadian Red Cross
St. John Ambulance
Christian Reformed World Relief Committee

Guidelines for cooperation of non-governmental organizations
working on behalf of persons affected by disaster in Manitoba