

## Action Update

# EMERGENCY DISASTER SERVICES

*Disaster.SalvationArmyUSA.org*



*The Salvation Army personnel across the country are preparing for, responding to and helping communities recover from disaster events year round. The information in this update provides a snapshot of the work of our dedicated emergency disaster services professionals who work tirelessly to meet the needs of disaster survivors and first responders.*

## ASSISTANCE FOR THOSE AFFECTED BY OROVILLE DAM EROSION

**Sacramento, CA (February 14, 2017)** -The Salvation Army assisted at three different evacuation centers to serve meals to residents that were affected by the Oroville Dam erosion. Sites included Nevada County Fairgrounds in Grass Valley, the Silver Dollar Fairgrounds in Chico and the Placer County Fairgrounds in Roseville. An additional team assisted at Butte College (Oroville) with meal service to first responders.

Local Salvation Army Emergency Disaster Services management provided meal service for the duration of the evacuation.

Adapted from a Press Release by **Sydney Fong** - [sydney.fong@usw.salvationarmy.org](mailto:sydney.fong@usw.salvationarmy.org)



Meals: 14,763  
Snacks: 6,641

## THE SALVATION ARMY AIDS THOSE AFFECTED BY MAJOR FLOODING IN SAN JOSE

**Santa Clara, CA (February 22, 2017)** - The Salvation Army in partnership with the City of San Jose and the American Red Cross are responding to the needs of nearly 300 people affected by the overwhelming flooding in San Jose, along swollen Coyote Creek. Two shelters have been opened to assist evacuees, one at Evergreen Valley High School, 3300 Quimby Road and another at James Lick High School at 57 N. White Road.

“When we got the call from the Red Cross, we had all hands on deck to help our community” said Major David Yardley, officer at The Salvation Army Silicon Valley.

On Tuesday evening, in addition to providing 120 dinners, Army staff, officers and volunteers offered much-needed care to a growing number of evacuees, some of whom were rescued by boat from the rapidly rising floodwaters.



### (Flooding in San Jose Continued)

“We will continue to provide comfort, food, and hydration for the evacuees,” said John McKnight, Director of Emergency Disaster Services, The Salvation Army Golden State Division. Going forward, today we will be serving lunch and dinner,” said McKnight. “We are grateful to be in a position to serve people in need, and we invite the community to join us in supporting the evacuees,” said McKnight.

Adapted from a Press Release by **Sally Halme** - [Sally.Halme@usw.salvationarmy.org](mailto:Sally.Halme@usw.salvationarmy.org)

## FLORIDA SALVATION ARMY PERSONNEL PROVIDE COMFORT DURING POLK COUNTY WILDFIRE

**Winter Haven, FL (February 19, 2017)** – Lt. Jumaine Bernabe spent Saturday wandering the Indian Lake Estates mobile home park in Polk County offering a kind word to those who lost everything in a recent wild fire. The Polk County wildfire, which is now 75 percent contained, engulfed more than 5,500 acres over the course of a few days. While much of the land was brush, the fire did destroy several homes including the mobile home park.



Bernabe spent his day with residents, comforting them and helping to identify community resources to meet their needs. “Many of the people evacuated and they came back to see their homes,” he said. “Their homes were ashes.” Several of the residents he spoke with were rushed to evacuate by the Polk County Sheriff’s department, leaving behind everything including their vehicles. “One person left in such a hurry that all she had was her wallet and phone,” he explained. “Even her vehicle was destroyed.”

Along with providing emotional and spiritual care to residents impacted by the fire, The Salvation Army of Winter Haven also provided more than 200 meals to first responders battling the blaze between Thursday and

Sunday morning. “It is always a pleasure to be there in service of others,” he said. “It’s a privilege to serve.”

Updated from a Press Release by **Dulcinea Kimrey** - [dulcinea.kimrey@uss.salvationarmy.org](mailto:dulcinea.kimrey@uss.salvationarmy.org)

## THE SALVATION ARMY PROVIDES COMFORT AND FOOD TO EVACUEES OF MODESTO FLOODING

**Modesto, CA (February 22, 2017)** - The Salvation Army is responding to the needs of 65 families affected by the flooding in Modesto. The majority of

evacuees who fled the rising floodwaters are residents of two RV parks near the swollen Tuolumne River and in need of food and water.

### (Modesto Flooding Continued)

“We are blessed to be able to assist these families and individuals,” said Captain Dwaine Breazeale, officer at The Salvation Army Modesto Citadel. Going forward, the Army will be using their canteen or mobile kitchen to serve lunch tomorrow.

“Thanks to the generosity of our donors and volunteers, we will continue offering care, food, and hydration to help the evacuees,” said Captain Breazeale.

Adapted from a Press Release by **Sally Haims** – [Sally.Robbhaims@usw.salvationarmy.org](mailto:Sally.Robbhaims@usw.salvationarmy.org)



## THE SALVATION ARMY RESPONDS TO 10 ALARM CAMBRIDGE, MA FIRE

**Cambridge, MA (December 05, 2016)** – On the evening of Sunday, December 4th, Massachusetts Emergency Disaster Services responded to what began as a 4 Alarm fire in a densely populated neighborhood in Cambridge, MA. The alarms quickly elevated to a 10th Alarm as winds pushed the flames from building to building and even across streets. As one resident said, "Within a few minutes there were four or five houses on fire, along with a few cars in the street. Just like that." Three Emergency Disaster Services mobile feeding canteens with crews from different parts of the state (New Bedford, Fitchburg, and Malden) were called in to a staging area, where we partnered with Boston Sparks to mobilize resources. Due to the narrow streets and 50+ fire trucks, first responders had to carry everything to the scene by hand and serve from portable tables, tents, and generator-run light towers, crossing streets with at least a foot of water due to the massive amounts being used to extinguish the fire.

Items served to rehydrate, fight the cold, and refuel included: 550 hot beverages, 120 sandwiches, 500 snacks, 392 cups of soup, and 395 bottles of water and Gatorade. At the portable response stations, The Salvation Army also helped provide gloves for the cold, and towels for the first responders to wipe their faces from the soot and dripping water. They were on scene until Fire Department companies were released, and are on-call to help during the clean-up process as needed.

The Salvation Army also worked to support the 60+ people that were at the shelter providing temporary housing for those who had lost their homes and those who were waiting to find out what had been damaged. The Salvation Army Cambridge Corps worked directly with the mayor to provide recovery assistance including vouchers, clothing, furniture, and continuing emotional and spiritual care.

Adapted from a Press Release by **Chris Farrand** - [chris.farrand@use.salvationarmy.org](mailto:chris.farrand@use.salvationarmy.org)



## GAS MAIN EXPLOSION

**Canton, IL (November 16, 2017)** - On the evening of November 16, 2016, a gas main leak ignited in the town of Canton Illinois, resulting in a massive explosion that rocked the downtown area. The explosion destroyed one downtown building and damaged approximately 50 other buildings, causing one fatality and injuring another 13 people. Lt. Sarah Eddy of the Canton Corps received a call from Fulton County EMA Director Chris Helle requesting the Salvation Army's Emergency Disaster Services to respond. Within 30 minutes the Salvation Army's Canton Corps had established a food/hydration & donation center next to the Police Station, as requested. Over 200 firefighters, local and state law enforcement, EMS, and utility workers responded to assist with the search and



rescue, damage assessment and crowd control. The city of Canton asked The Salvation Army to open the Corps as a Reception Center for those individuals who were not allowed to go to

their place of residence. The Salvation Army also assisted the city in managing the volunteer requests. Over the three days The Salvation Army maintained a 24 hour presence and served over 1,000 meals, 1,100 beverages and over 800 snacks. Illinois State Representative, Mike Unes, commended Lieutenant Sarah Eddy for her outstanding leadership towards the community and went on to say that "responding to this type of emergency requires a remarkable degree of commitment, perseverance and tact, and I have witnessed all those qualities in you and your team at the Salvation Army this week".

The success of this operation was due to the prior relationships that Lt. Eddy had made with emergency personnel, local vendors, and her community. The Salvation Army continues to work closely with the community of Canton regarding recovery efforts.



## THE SALVATION ARMY AIDS EVACUEES OF SAN FRANCISCO CHINATOWN FIRE

**San Francisco, CA (February 04, 2017)** – On Friday, February 3, The Salvation Army opened its doors at the San Francisco Chinatown Corps to administer a shelter in partnership with the American Red Cross for evacuees of the San Francisco Chinatown Fire at 1199 Stockton Street.

The Army and the Red Cross have worked together to assist approximately 25 people affected by the two alarm fire. “Keeping this community close to its home is so important for their recovery to this incident”, stated John McKnight, Director for Emergency Disaster Services. “Once the call came in from the City’s Human Services Agency, we acted quickly to open our doors.” In all, Salvation Army volunteers have gone the extra mile offering comfort to survivors, most of whom are seniors who have gone through so much.

The Salvation Army will continue to provide shelter to the displaced residents until the City finds them their next place of residence. “Following the closure of the shelter, we will continue to support these folks as we know recovery will take time,” said McKnight.

Adapted from a Press Release by **Sally Haims** - [Sally.Robbhaims@usw.salvationarmy.org](mailto:Sally.Robbhaims@usw.salvationarmy.org)

## FEEDING INCREASES AS CLEAN-UP CONTINUES AFTER HATTIESBURG TORNADO

**Hattiesburg, MS (January 22, 2017)** – The Salvation Army set up four mobile feeding units to cover the areas affected by the early morning tornado that left a path of destruction in and around Hattiesburg, Mississippi. Along the path of the storms, roads were still blocked as power crews worked to restore electricity to homes.

Salvation Army canteens were deployed so residents wouldn’t have to walk or drive far for a hot meal or something to drink.



“I heard glass breaking and something hitting the house,” said Hattiesburg resident, George Dixon. Dixon walked over for something to eat. He also was prayed for before he left. “Seeing this truck makes you feel like someone cares about you,” said Dixon. Veronica Williams drove up to The Salvation Army canteen knowing she could get a meal for her family. “You always show up when people are in need,” said Williams. “You see that red and white, you are about to get help.”

Help comes in many forms. Michelle Overby and Jordyn Lester lived through Katrina on the Mississippi Gulf Coast. Now living in Hattiesburg, they saw people in need and wanted to help. “We drove down this street and saw how the people looked, that was how we looked after Katrina, so we had to help,” said Overby.

Michelle and Jordyn made sandwiches, bags of chips, snacks, and bought water to hand out, but with the road blocked, they couldn’t deliver the food to a local church. That’s when they saw The Salvation Army canteen. “The Salvation Army helped us and we wanted to do that here,” said Lester. Michelle and Jordyn asked if they could pass out their food next to the canteen, and our disaster workers even let them use one of our tables.

The Salvation Army prepared and delivered meals, served drinks and snacks, and prayed with folks from the community. Workers also provided food for the county shelter set up for storm survivors.

With two mobile feeding units on standby ready to help if needed, disaster personnel assessed the need in the area and worked with local and state emergency management agencies to provide for those in need.

Meals served: 7,232 Snacks: 4,017 Drinks: 8,541

Adapted from a Press Release **Jon Kalahar** - [jon.kalahar@uss.salvationarmy.org](mailto:jon.kalahar@uss.salvationarmy.org)

## THE GOOD WORK IN SOUTH GEORGIA CONTINUES

**ALBANY, GA (January 26, 2017)** – Three days after tornadoes ripped through South Georgia, the whirl and buzz of chainsaws continue to mix with the smell of freshly cut pine trees in the hardest hit areas of Albany, GA. Residents in affected areas were still coming to grips with the devastation as they worked to restore their homes and neighborhoods. Those who could, began reaching out to help their neighbors as local and state emergency crews raced to remove trees and restore power to the remaining estimated 1,200 families without power.



The Salvation Army continued to serve affected areas with three roaming mobile feeding units (canteens) from Albany, Bainbridge, and Columbus, GA. In addition, a canteen from Elberton, GA was stationed at the Civic Center where the number of people sheltered there was anticipated to rise as temperatures fell to 32 degrees. Georgia Governor Nathan Deal visited the area to survey the storm's severity and cautioned that much of the damage was "long term."

Albany, GA corps officer, Major Kelley English, worked with first responders, the American Red Cross, and other non-profits to coordinate and maximize relief efforts. "We've always been there for the people of Albany when they needed us," said Major Kelley, "and this is a time like they've never needed us before."

Major Kelley and his crew of volunteers were joined by Albany native recording artist and American Idol Season 11 winner, Phillip Phillips and his wife Hannah, as they distributed food from the Albany canteen in the most severely impacted neighborhoods. "We are trying to do what we can to help," Phillips said, "whatever the city needs."

"It is heart-wrenching because we are seeing people with no home," said the talented singer. In neighborhoods where homes were spaced farther apart, Phillips and his wife ventured from the canteen to knock on doors to distribute food and give an encouraging word. "This is my home, these are all my people (and I want to do) all I can," he said.

Mr. Phillips was be joined by Luke Bryan, another Albany-born music star, for a benefit concert to help Southwest Georgians impacted by the recent storms that devastated the region.

"You are never promised anything," Phillips said. "You don't want to take anything for granted. Until you get out in it, you don't really know how bad it is."

Adapted from the Press Release by **Donald Felice** - [donald.felice@uss.salvationarmy.org](mailto:donald.felice@uss.salvationarmy.org)

## WELCOME FEMA CORPS MEMBERS

**NHQ** - In January two FEMA Corps members came to National Headquarters to help in the development of an Emergency Disaster Services (EDS) Field Guide to replace the former disaster services manual. FEMA Corps is part of AmeriCorps, a program where 18 to 24 year olds are placed in groups of 8 to 12 and volunteer across the country for 10 months. The members of FEMA Corps are affiliated with FEMA and do everything from working at warehouses to Disaster Recovery Centers and FEMA Headquarters. Inna Malyuk, from Kentucky, and Evelyn Gaines, from New Hampshire, are two members of a FEMA Corps team, known as Peak 4, currently stationed at FEMA Headquarters working with the Voluntary Agency Liaison division.

Inna and Evelyn are in their last few months of FEMA Corps and have had quite the experience so far. Starting the program back in July, they had a month of training before being sent to Baton Rouge Louisiana where they, along with the rest of Peak 4, worked in a Disaster Recovery Center, helping around 250 people a day. As Hurricane Matthew came into view Peak 4 was called back from Louisiana to stage for Matthew help. After the hurricane hit Peak 4 was sent to Brunswick, GA and worked in another DRC.



*Evelyn Gaines and Inna Malyuk at The Salvation Army National Headquarters*

At the end of their 10 months of service both Evelyn and Inna plan on getting jobs where they can continue to help people. Inna has a master's degree in psychology and plans on working for a non-profit. She has yet to decide exactly what she wants to do but is looking into different non-profits including Salvation Army. Evelyn has a bachelor's degree in forensic science and wants to help combat human trafficking. She is also looking to work for a non-profit such as Polaris, Love146, or The Salvation Army. Over the next couple months Inna and Evelyn will be at The Salvation Army's National Headquarters scouring through old disaster manuals, collecting training information from both Salvation Army and FEMA, and putting their FEMA knowledge to use as they create help develop an EDS Field Guide.

We are very excited to have Evelyn and Inna support the work of The Salvation Army's Emergency Disaster Services at National Headquarters and look forward to working together to develop the Field Guide.



# FEMA Corps

## INTERNATIONAL EMERGENCY SERVICES TEAM LEADERS' WORKSHOP

IHQ's International Emergency Services (IES) conducted a five day team leaders' workshop on January 22-26 in Kathmandu, Nepal. The workshop, which occurs every three to five years, brings together experienced international aid workers for additional training. All five Salvation Army global zones were represented with participants from seventeen different countries. The five team leaders from the United States included: Alastair Bate (US East), John Berglund (US West), Zack Hodgson (US East), Mike McKee (SAWSO), and Bobby Myers (US East).



Within an international context, the workshop focused on Safety & Security, Core Humanitarian Standards, Accountability, and the process of Monitoring & Evaluation. The workshop was convened in Kathmandu in order to conduct on-site visits to the response and recovery projects that The Salvation Army created for the 2015 Nepal Earthquake. Additional case studies and best practices from other recent international responses were also reviewed and evaluated. The next International Emergency Services training in the United States for international deployments is scheduled to take place in the US Western Territory in October 2017. Contact **John Berglund**, USW EDS Director - [John.Berglund@usw.salvationarmy.org](mailto:John.Berglund@usw.salvationarmy.org)



## INTER-AMERICAN DEFENSE COLLEGE (IADC) – JANUARY 30-FEBRUARY 2, 2017



**IADC (January 30-February 2, 2017)** - Mike Orfitelli, EDS Coordinator for the Eastern Territory, presented on the The Salvation Army Disaster Services at the Inter-American Defense College (IADC), an international educational institution located in Washington, DC. The College provides a professionally oriented, multidisciplinary, graduate-level course of study to senior military and government officials with a comprehensive understanding of government systems, the current international environment, structure and function of

the Inter-American system, and an opportunity to study broad based security issues affecting the Hemisphere and the world.

Thank you, Mike, for taking time out of your busy schedule to educate others on The Salvation Army's Disaster Services.

## SOUTHERN BAPTIST DISASTER RELIEF 50TH ANNIVERSARY

**NHQ** - Flo Walker Knox joined our friends from the Southern Baptist Disaster Relief (SBDR) at Camp Copass in Denton, Texas to celebrate their 50th Anniversary in January. The Salvation Army has a great partnership with the SBDR who is at the forefront serving communities in need with unselfish dedication to the ministry of disaster services. Our strong partnership has demonstrated the value of working together and it has been a blessing and honor to work alongside the SBDR. Congratulations, SBDR, on 50 years of serving those impacted by disasters.



## SATERN PARTICIPATES IN FEMA REGION X COMMUNICATIONS EXERCISE

**NHQ SATERN** –Radio operators for The Salvation Army Team Emergency Radio Network (SATERN) participated in a FEMA Region X interoperability communications exercise in late 2016. Part of FEMA Region X (Alaska, Idaho, Oregon, and Washington) had participated in Cascadia Rising, a major earthquake exercise in June 2016 during which a complete loss of communications was simulated.



*National SATERN Liaison Bill Feist, WB8BZH, on the ALM SATERN station, WB5ALM.*

The FEMA Region X exercise was designed to allow federal and amateur radio stations to practice communicating with each other in the event of a wide-spread communications emergency.

Although federal law prohibits government and amateur radio operators from communicating with each other on their respective frequencies, the federal government has recognized the advantages of being able to communicate directly with over 700,000 amateur radio operators in the USA in the event of a major emergency. As a result, amateur radio operators have been given permission to use selected channels of a government-only band (60 meters) which allows for relatively short-range communications (approximately 200 to 300 miles). Amateur radio and government stations can now communicate directly with each other on these selected channels. Different federal agencies such as the

Department of Defense (DoD), FEMA and others are now conducting exercises with amateur radio stations, including SATERN, on those channels.

Adapted from a Press Release by **William Feist** [bill.feist@uss.salvationarmy.org](mailto:bill.feist@uss.salvationarmy.org)

**National VOAD** - Congratulations to Salvation Army Disaster Services personnel who have been accepted as presenters at the upcoming National VOAD Conference. Kudos to John Berglund, Territorial EDS Director for the Western Territory (The Humanitarian Imperative in Disaster Response – U.S. and International); Kevin Ellers, Territorial EDS Coordinator for the Central Territory (A Growing Consensus: Implementing The National VOAD Disaster Spiritual Care Guidelines); and Zack Hodgson, EDS Director for the Greater New York Division (Eastern Territory) (Bridging the Inter-Sector Information Gap).



25TH ANNUAL CONFERENCE  
HOUSTON, TX • MAY 15-18, 2017

## **LINKS TO ADDITIONAL ACTIVITIES**

December 08, 2016: [The Salvation Army Provides Support Following Americus Shooting](#)

December 16, 2016: [SATERN Strategic Plan Approved At Annual NDSC Meeting](#)

December 16, 2016: [The Salvation Army Provides Water To Corpus Christi Following Contamination](#)

December 19, 2016: [The Salvation Army Helps Fireman Battle Fire and Cold](#)

December 20, 2016: [Emergency Crew Serves Homeless in Cincinnati](#)

January 04, 2017: [Cincinnati EDS Responds to Early Morning Hospital Fire](#)

January 06, 2017 [ALM Division Providing Warmth](#)

January 06, 2017 [Oklahoma City Shining Light into the Night](#)

January 21, 2017: [Corps buildings damaged in Hattiesburg as Division prepares for more storms](#)

January 21, 2017: [The Hattiesburg Salvation Army Damaged Extensively from Early Morning Tornado](#)

January 22, 2017: [Hattiesburg Officers Focus Their Attention on Healing Community, Not Destruction](#)

January 23, 2017: [Canteens Reaching Areas Under Served following Hattiesburg Tornado](#)

January 23, 2017: [Devastating Storms Hit South Georgia](#)

January 24, 2017: [Serving South Georgia: Doing the Most Good Where It is Needed Most](#)

February 07, 2017: [The Salvation Army Meeting Need After Tornado Outbreak in New Orleans](#)

February 08, 2017: [The Salvation Army Serving in 3 Locations After Tornado Outbreak Across South](#)

February 13, 2017: [Meal services extended to Nevada County for Oroville Dam evacuees](#)

February 13, 2017: [Salvation Army Providing Meals For Evacuees Affected by Oroville Dam Erosion](#)

February 20, 2017: [San Antonio Storm Prompts Salvation Army Response](#)

February 24, 2017: [Clean Up and Salvation Army Services Continue in San Antonio](#)

## **CENTRAL TERRITORY**

### **Northern Division**

#### **Salvation Army Pit Count**

Meals: 46; Drinks: 46; Snacks: 46

#### **Homeless Veteran Feeding January**

Meals: 65; Drinks: 40; Snacks: 15

#### **Red Cross Core Training**

Meals: 31; Drinks: 31; Snacks: 10

#### **Mound Apartment Fire**

Meals: 76; Drinks: 90; Snacks: 76

#### **Brooklyn Center Fire**

Meals: 50; Drinks: 95; Snacks: 35

#### **Toy Shop Ramsey Co.**

Meals: 250; Drinks: 900; Snacks: 750

#### **Toy Shop Hennepin County**

Meals: 144; Drinks: 155; Snacks: 190

#### **Toy Shop Washington County**

Meals: 51; Drinks: 31; Snacks: 225

#### **Toy Shop Washington County**

Meals: 51; Drinks: 31; Snacks: 225

#### **Wreaths Across America**

Meals: 150; Drinks: 230; Snacks: 125

#### **Homeless Vet Feeding**

Meals: 30; Drinks: 40; Snacks: 40

#### **Anoka Toy Shop**

Meals: 85; Drinks: 95; Snacks: 95

#### **Homeless March**

Drinks: 150

#### **Toy Shop Dakota**

Meals: 100; Drinks: 100; Snacks: 100

#### **Reindeer Run**

Drinks: 2,600

### **Metropolitan Division**

#### **3-11 Fire**

Meals: 14; Drinks: 100; Snacks: 22

#### **Single Family Fire with 3 Fatalities**

Drinks: 66; Snacks: 36

#### **2-11 Fire**

Drinks: 48; Snacks: 12

### **Midland Division**

Structure Fire

Drinks: 114; Snacks: 28

#### **Single Family Fire with 3 Fatalities**

Drinks: 66; Snacks: 36

#### **2-11 Fire**

Drinks: 48; Snacks: 12

### **Midland Division**

Structure Fire

Drinks: 114; Snacks: 28

### **Indiana Division**

Radiothon

Drinks: 186

## **SOUTHERN TERRITORY**

### **Alabama, Louisiana & Mississippi Division January Tornadoes**

Meals: 7,232; Drinks: 8,541; Snacks: 4,017

#### **February 7 tornadoes**

Meals: 689; Drinks: 1,410; Snacks: 1,21

### **Georgia Division**

#### **Severe Storms - Tornadoes January**

Meals: 6,684; Drinks: 7,907; Snacks: 4,918

### **Texas Division**

#### **Severe Storm System – San Antonio**

Meals & Drinks 432 Clean up kits

## **WESTERN TERRITORY**

### **Del Oro Division**

#### **Oroville Dam Spillway Erosion**

Meals: 14,763; Snacks: 6,647

**PREPARE**

SOUTHERN TERRITORIAL  
DISASTER TRAINING SUMMIT  
MAY 22-25, 2017 - ORLANDO, FL  
[WWW.SALVATIONARMYDISASTERTRAINING.ORG](http://WWW.SALVATIONARMYDISASTERTRAINING.ORG)



For more information on The Salvation Army's emergency disaster response efforts visit our website at  
[Disaster.SalvationArmyUSA.org](http://Disaster.SalvationArmyUSA.org)