





**San Diego**  
Voluntary Organizations  
Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

## **Defintions of Roles & Services**

---

<b>Advocacy</b>	Some voluntary agencies work on behalf of disaster victims (particularly those with spe with limited resources, the disabled, and older persons) to obtain needed resources an services, meals on wheels). Voluntary agencies may also act as advocates for change to local and State governments.
<b>Bulk Distribution</b>	Some voluntary agencies purchase and distribute basic commodities in bulk that are n may include but are not limited to, food, water, health and sanitary needs, baby and These supplies cannot be purchased locally because stores and other merchandising o
<b>Case Management</b>	Some voluntary agencies help individuals complete the documentation that is required documentation through the Resource Coordination Committee Process.
<b>Childcare</b>	Some voluntary agencies establish and professionally staff temporary childcare cen reorganizing their personal affairs.
<b>Clean-Up</b>	Some voluntary agencies do disaster cleanup.
<b>Community Disaster Education</b>	Some voluntary agencies are involved in community disaster education. For ex presentations to community groups on how to prepare for disaster or they send speaker
<b>Community Outreach</b>	Some voluntary agencies contact individuals and organizations, such as local busines: local disaster relief operation, the existing, damage, and the possible ways they can sup
<b>Counseling</b>	Some voluntary agencies provide individual and family counseling and emotional suppo
<b>Damage Assessment</b>	Some voluntary agencies physically review area affected by disaster in order to a: resources required for rebuilding or reconstruction.
<b>Debris Removal</b>	Some voluntary agencies provide debris removal such as mucking out and cutting and c
<b>Disaster Planning</b>	Some voluntary agencies work with communities before the disasters occur to help disaster and prepare
<b>Donations and Management</b>	Many agencies have their own internal systems for donation management for both address, receiving, transporting, warehousing and distributing donations during di

---

<b>Elder Care</b>	Some voluntary agencies provide a variety of support advocacy, casework, counseling,
<b>Emergency Assistance</b>	Some voluntary agencies provide emergency assistance immediately following a disaster: supplies, comfort kits, first aid, and medical care.
<b>Emergency Repairs</b>	Some voluntary agencies provide funds, staff, equipment, or tools to make emergency disaster (e.g., placing tarps on roof to avoid further damage to the home).
<b>Financial Assistance</b>	Some voluntary agencies provide financial assistance to local church councils include rehabilitation grants
<b>Financial Planning</b>	Some voluntary agencies help disaster victims locate personal financial records, review advice to help them recover from the financial effects of disaster.
<b>Funeral Services</b>	Some voluntary agencies help disaster victims locate personal financial records, review advice to help them recover from the financial effects of disaster.
<b>Health Care</b>	Some voluntary agencies help disaster victims locate personal financial records, review advice to help them recover from the financial effects of disaster.
<b>Identification/Location</b>	Some voluntary agencies help locate disaster victims and provide information to inquire area.
<b>Insurance Advocacy</b>	Some voluntary agencies provide comprehensive information about the disaster recovery
<b>International Services</b>	Some voluntary agencies provide tracing services when individuals need to locate relatives after disaster. Voluntary agencies may also provide disaster relief assistance to foreign countries to the U.S. during disasters. For more information on international disaster relief
<b>Long Term Recovery</b>	Some voluntary agencies assist to stand up and facilitate the Long Term Recovery process
<b>Massage Therapy</b>	Some voluntary agencies arrange for relief workers to have massages by trained and licensed
<b>Mass Care</b>	Some voluntary agencies provide a variety of mass care activities. Some of these activities include: <ul style="list-style-type: none"> <li>- Identifying and setting up shelter facilities</li> <li>- Staffing shelters with skilled staff including feeders, registrars, mental health workers, etc.</li> <li>- Distributing food and other goods to the shelters</li> <li>- Feeding disaster victims (either in the shelter or through mobile feeding units).</li> <li>- Providing temporary shelter for disaster victims</li> <li>- Providing housing for disaster relief workers.</li> <li>- Rendering First Aid when necessary</li> </ul>
<b>Mental Health Services</b>	Some voluntary agencies provide professional assistance to disaster victims and their families in anguish caused either by disaster or the disaster relief operation

<b>Mitigation Planning</b>	Mitigation planning is a relatively new role for voluntary agencies. More and more, voluntary agencies are becoming a key phase of emergency management by doing such things as: rebuilding homes in earthquake prone zones, and educating families on mitigation measures in the home.
<b>Mobile Feeding</b>	Some voluntary organizations use feeding units to serve hot meals to disaster victims at
<b>Organizational Mentoring</b>	Some voluntary agencies work with local agencies, community based organizations, and disaster experience to help them develop their abilities and respond effectively to the ne
<b>Pastoral Care</b>	Many faith-based voluntary agencies provide spiritual counseling from clergy. People are twice as likely to seek assistance from the clergy as from other counselors. Spirituality and discouragement are addressed through active listening and a supporting presence that
<b>Pet Care</b>	Some voluntary agencies focus on the care of animals during disaster including reuse of animals who have lost pets. They may also provide resources for different types of animal food.
<b>Radio Communication Services</b>	Some voluntary agencies have licensed radio amateurs to provide emergency radio communication to government personnel who are responding to the disaster.
<b>Rebuilding</b>	Some voluntary agencies provide rebuilding labor.
<b>Relocation Services</b>	Some voluntary agencies help move individuals and families from damaged areas to temporary housing facilities.
<b>Resource Coordination</b>	Before, during and after an emergency or disaster, voluntary agencies exchange information and material resources. This information helps provide for the effective and efficient duplication of services.
<b>Sanitation Services</b>	Some voluntary agencies provide portable toilets, shower units, clean-up kits, and other services for victims.
<b>Special Needs</b>	Some voluntary agencies assist in identifying population that has special needs (e.g., the elderly, the disabled, religious group with special dietary needs.)
<b>Technical Assistance</b>	Some voluntary agencies provide telecommunications and management information system assistance to the management community.
<b>Training</b>	Some voluntary agencies train community-based volunteers in major response and recovery for disaster affected individuals
<b>Transportation Services</b>	Some voluntary agencies provide transportation services for disaster victims, particularly the elderly and physically disabled. Some of these voluntary agencies may also use their own vehicles from outside the disaster area to areas in need.
<b>Voluntary Assistance</b>	Some voluntary agencies provide trained volunteers to support response and recovery and recruit unaffiliated volunteers.

## Voluntary Services

Voluntary agencies provide many services to their volunteers some of which include

- Recruiting and training volunteers
- Matching volunteers' skills to the needs of individuals and the community
- Providing housing and meals to volunteers
- Counseling volunteers to help relieve the stress of disaster operations
- Placing spontaneous volunteers within their organizational structure

---

## Warehousing

Some voluntary agencies locate and set up central locations for storing and organizing

---

---

cial problems such as a single parent families  
d services (e.g. home, health care, translation  
by representing the needs of the community

---

ot readily available at the time of need. These  
childcare products, medicines, and bedding.  
utlets are closed due to the disaster.

---

for assistance and then assist in tracking that

---

iters for victim of disaster as they deal with

---

ample they distribute pamphlets and give  
s to talk with school children.

---

ses and churches, to educate them about the  
oport the relief effort.

---

irt.

---

ssign a value that can be used to estimate

---

clearing trees from entryways.

---

) them take steps to minimize the effects of

---

cash and in-kind donations. These systems  
asters. The voluntary agencies also work

---

and entertainment to the elderly population.

---

ster including food, clothing, shelter, cleaning

---

y repairs to homes immediately following the

---

ing relief grants, financial aid, and long-term

---

w their current financial situation and provide

---

w their current financial situation and provide

---

w their current financial situation and provide

---

iring family and friends outside the impacted

---

ry insurance claim process.

---

relatives outside the United States in times of  
ntries and coordinate assistance from foreign  
ief, see [www. Interaction.org](http://www.Interaction.org).

---

ress.

---

ensed therapist to help reduce stress.

---

ties include:

and health care providers

---

elief workers to alleviate mental stress and

---

untary agencies are becoming involved in the  
s outside of flood zones, retrofitting building in

---

nd relief personnel on site.

---

and non-government organizations that lack  
eds of disaster victims.

---

ē with serious personal problems are almost  
iritual problems such as lack of faith and  
communicates care and understanding.

---

ē, sheltering, and grieving services for people

---

communication to fellow agencies and local

---

o shelter and other temporary or permanent

---

ation on the acquisition and use of personnel  
nt allocation of resources and helps reduce

---

ort kits, or personal hygiene kits to disaster

---

he elderly, disabled, or orphaned; a particular

---

ation systems support to the emergency

---

covery activities and provide job skills training

---

rly individuals with special needs such as the  
transportation means to bring donated goods

---

covery activities and coordinate spontaneous,

---



ude:

---

g donated goods including food, clothing, and

---