



## The Salvation Army Code of Conduct for Disaster Workers

The Salvation Army is a worldwide religious and charitable organization, motivated by the love of God and concern for the needs of humanity. The Army's tradition of helping those in need began more than 150 years ago, and providing emergency relief to disaster victims is just one of many services The Salvation Army offers to those in need.

Salvation Army disaster workers are expected to respect this tradition of service and conduct themselves in a manner reflective of the compassion and dignity of Christ. You are expected to adhere to the highest standards of personal, professional and business ethics and to always use common sense and good judgment about the way you conduct yourself when on duty or representing The Salvation Army. Most of all, it is expected that all disaster workers of The Salvation Army will treat those we serve with respect and care, dispensing services equally and without discrimination.

As a Salvation Army disaster worker, you pledge to:

- Treat all people equally and deliver services without discrimination for any reason;
- Respect cultural and religious differences and accommodate these differences in the delivery of services;
- Protect the confidentiality of our clients and to refrain from disclosing sensitive information;
- Be mindful of expenses and help ensure that all donations, financial or in-kind, are used expressly for the purpose the donor intended;
- Refrain from business or conduct that is unethical or damaging to The Salvation Army's reputation;
- Avoid engaging in any illegal activity; and
- Support the Christian principals and mission of The Salvation Army.

When feasible, Salvation Army disaster workers should remove their disaster apparel and identification when off-duty. The Salvation Army does not support the use of alcohol. Smoking and the use of other tobacco products is not permitted within Salvation Army facilities, and Salvation Army disaster workers should refrain from using these products while engaged in service delivery.

Inappropriate or unethical behavior may result in corrective action, including permanent dismissal as a Salvation Army disaster worker.

To express your understanding of this Code, please sign below:

**Participant Name** (please print): \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



## The Salvation Army Emergency Disaster Services

**Contact:** Major George Hood, National Community Relations Secretary  
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### **The Salvation Army's Role in Emergency Disaster Services**

Federal law has reaffirmed The Salvation Army's authority to provide disaster assistance with the passage of the Robert T. Stafford Emergency and Disaster Assistance Act, which also created the Federal Emergency Management Agency (FEMA). This Act specifically names The Salvation Army as a relief and disaster assistance organization.

Several factors guide The Salvation Army's role in responding to disasters. These **guiding factors** include:

- The Salvation Army has an established right to provide disaster relief services. That right is recognized by public law and through signed Memorandums of Understanding and Agreements (MOUs) with government agencies and other voluntary organizations.
- The Salvation Army's disaster relief services are supported solely by donations.
- The Salvation Army is not a first responder; rather, it supports first responders.
- The Salvation Army is a mass-care support agency.

### **The Salvation Army's Goals in Emergency Disaster Services**

When The Salvation Army initiates a disaster relief operation, the first aim is to meet the basic needs of those who have been affected, both survivors and first responders (such as firefighters). Even at this level, The Salvation Army's workers are ministering in that they serve as a means of expressing God's love. The Salvation Army's **goals** are to offer:

- Material comfort
- Physical comfort
- Emotional comfort
- Spiritual comfort

The Salvation Army provides help as an outgrowth of faith and as an act of obedience to God, but no service is withheld because of a recipient's beliefs. If disaster relief recipients ask for prayer or spiritual counseling, The Salvation Army can provide these. The Salvation Army's service might be described as a "ministry of presence," just as the Apostle Paul wrote to the Romans, "Rejoice with those who rejoice, and mourn with those who mourn." (Romans 12:15)

### **The Salvation Army's Emergency Disaster Service Activities**

The Salvation Army provides numerous disaster relief services. Each disaster creates its own unique circumstances. The Salvation Army's disaster response is community based, varying from place to place based upon the community's situation and the magnitude of the disaster.

In a disaster, The Salvation Army has the ability to provide both **immediate emergency assistance and long-term recovery help**. Emergency response services are activated on short notice according to an agreed-upon notification procedure, while long-term recovery is strategically planned in response to the situation, through working and partnering and many other community entities.

Even with the ability to be flexible and to respond based upon the community's situation, there are several basic services that The Salvation Army offers in most major disasters. These services, described below, form the core of The Salvation Army's disaster services program.

## **Food Service**

The most visible of The Salvation Army's disaster services is the delivery of meals and drinks to disaster victims and emergency workers. Food may be prepared and served at congregate feeding sites (such as a Salvation Army corps building, camp or shelter) or from one of the Army's mobile feeding units/canteens, which are essentially kitchens on wheels. Nourishment is provided at other types of events, such as:

- Search and rescue operations
- Law enforcement activities
- School violence incidents
- Disaster drills
- Training exercises
- Special Events

## **Hydration Service**

Hydration service provides beverages which replenish electrolytes (minerals such as potassium), enhance energy and which meet general hydration requirements for those served. Hydration service is offered to affected people and service providers. Hydration service is often used to augment disaster food service. In some situations, however, hydration may be all that is required. Some situations where hydration service is provided alone include:

- Where food is not the most immediate basic need, such as at public events where people may become victims of heat exposure.
- When consumption of food is not safe, such as when air borne contaminants are present.
- Where and when a local Department of Health restricts the serving of food.
- When security management does not allow food service.

## **Emergency Shelter**

When necessary, The Salvation Army provides shelter in a facility identified by the local emergency management personnel. These facilities include:

- Municipal shelters, such as schools
- Salvation Army buildings
- Other facilities that are predetermined by authorities

## **Cleanup and Restoration**

The Salvation Army supports people as they restore and rebuild after a disaster. Cleanup and restoration services include:

- Distribution of cleanup supplies such as mops, brooms, buckets, shovels, detergents, and tarps.
- Coordination of volunteer rebuilding teams.
- Set up of warehouses to distribute reconstruction supplies such as lumber and sheetrock.

## **Donations Management**

The Salvation Army is one of the nation's leaders in collecting, sorting, and distributing donated goods. During a disaster, The Salvation Army may:

- Open disaster warehouses to receive and sort donations.
- Establish distribution centers to dispense goods directly to disaster victims.
- Use donations to support other disaster programs, such as mass feeding and cleanup.

## **Spiritual and Emotional Care**

The Salvation Army provides spiritual comfort and emotional support to disaster victims and emergency workers coping with the stress of a disaster. Salvation Army counselors, who are often ordained as clergy (officers), may simply offer a "ministry of presence," but often people who know about The Salvation Army as representatives of God may ask for prayer or help from the Bible. At Ground Zero following 9/11, one of the most critical ministries of The Salvation Army was counseling firefighters, police, and morgue workers who were struggling with the enormity of the tragedy. Other examples of spiritual and emotional care activities include:

- Comforting the injured and bereaved
- Conducting funeral and memorial services
- Providing chaplaincy service to disaster workers and emergency management personnel

## **Disaster Social Services**

The Salvation Army provides direct financial assistance to disaster victims through a system of trained caseworkers. This assistance is available for:

- Essential living supplies, such as food, clothing, medicine, bedding, or baby products
- Emergency housing needs
- Disaster-related medical or funeral expenses

## **Emergency Communications (SATERN)**

Through The Salvation Army Team Emergency Radio Network ([www.SATERN.org](http://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. These teams:

- Relay critical information about the disaster.
- Transmit welfare inquiries from friends and family members who are otherwise unable to reach loved ones in the disaster area.

## **Administration**

This service provides the support to keep the other services functioning and includes:

- Clerical and office support
- Purchasing and accounting
- Statistics and reports
- Documentation for authorities
- Personnel, staff and trained volunteers
- Management of spontaneous volunteers



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## The Salvation Army 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 over 5,000 people. At the behest of National Commander Frederick Booth-Tucker, Army officers from across the country moved into the Galveston area to help clean, feed and shelter the thousands of survivors, while also providing much needed spiritual and emotional support.

**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. Salvation Army personnel established feeding stations and shelters throughout downtown San Francisco and into Oakland. The earthquake also marked the first time The Salvation Army coordinated a major, nationwide fundraising effort in response to a disaster.

- ✓ 30,000 individuals fed
- ✓ 9,000 individuals sheltered
- ✓ \$15,000 donated (over \$300,000 in 2006 dollars)

**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 site. With its mobile canteens, counselors and thousands of volunteers, The Salvation Army served relief workers at the WTC site for over 9 months; leaving only when operations at Ground Zero officially concluded in May, 2002. In the course of the relief effort, dubbed "Operation Compassion Under Fire", The Salvation Army was granted full control of the feeding operation at Ground Zero and also distributed other essential items to relief workers. Perhaps most importantly, Salvation Army counselors provided emotional and spiritual support to rescue and recovery workers working under incredibly difficult conditions.

- ✓ 3.2 million meals served
- ✓ 39,000 TSA officers, volunteers and staff provided assistance
- ✓ 1 million volunteer hours provided
- ✓ \$90 million donated

**Indian Ocean Earthquake:** December 26, 2004: An earthquake on the floor of the Indian Ocean triggered a series of catastrophic tsunamis that caused widespread devastation and killed nearly 200,000 people in coastal communities in East Asia. A full time presence in the region since the 1890s enabled The Salvation Army to be on the ground providing immediate disaster relief to affected individuals within hours of the earthquake. Restoration and long-term recovery work, including home building and repair, sanitation infrastructure improvement and business development outreach will continue in the region for the foreseeable future.

- ✓ 2,200 homes to be constructed (500 completed)
- ✓ 250,000 people assisted
- ✓ \$43 million donated (\$24 million from the U.S.)

**Hurricane Katrina:** August 29, 2005: Hurricane Katrina made landfall on the Gulf Coast of the United States as a strong Category 3 storm on August 29, 2005. The storm proved to be one of the costliest and most deadly in U.S. history. Huge sections of coastline in Alabama, Louisiana and Mississippi were utterly devastated and approximately 1,600 individuals died as a result of the storm. The Salvation Army responded to the immediate needs of survivors following Katrina and other storms during the unusually active 2005 hurricane season. The Army continues to serve individuals and families affected by Katrina by coordinating long-term clean-up and restoration efforts, providing financial and social service support to hurricane survivors and offering spiritual and emotional care to those impacted by the disaster.

- ✓ 5.7 million meals served
- ✓ 1.7 million people assisted
- ✓ \$365 million donated

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**About The Salvation Army:**

The Salvation Army, an evangelical part of the universal Christian church, has been supporting those in need in His name without discrimination since 1865. Nearly 33 million Americans receive assistance from The Salvation Army each year through the broadest array of social services that range from providing food for the hungry, relief for disaster victims, assistance for the disabled, outreach to the elderly and ill, clothing and shelter to the homeless and opportunities for underprivileged children. About 83 cents of every dollar raised is used to support those services in nearly 9,000 communities nationwide. For more information, go to <http://www.salvationarmyusa.org>.

**For more information, contact The Salvation Army-Del Oro Division at  
916-563-3700**