



# **VOLUNTEER DISASTER RELIEF MANUAL** **EMERGENCY RELIEF, RECOVERY, RESTORATION**



**Preparing for the  
Next Disaster**



Volunteer Disaster Relief Manual  
Emergency Relief, Recovery, Restoration

# Preparing for the Next Disaster

Written to train volunteers for future disaster relief efforts in  
the United States

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Maureen Adams – Writer & Editor  
Art O'Dell – Writer  
Debbie Hoover – Executive Editor

**World Hope International, 625 Slaters Lane, Suite 100, Alexandria, VA 22314**



Dear Volunteer,

Whether you have already responded to a disaster and are updating your skills or you are a potential volunteer wishing to get involved in the next disaster response, thank you for your desire to prepare yourself.

“Taking a cup of cold water to the needy” is the working evidence of our belief system. Jesus commands His followers to bring assistance in His name to the hurting and destitute of our world. Through Hurricane Katrina, the world witnessed the true essence of the Christian faith! Scores of people were helped by crews of volunteers exhibiting the love of Christ by distributing food, caring for the needs of the elderly, counseling a hurting family that had just lost their home and all worldly possessions, covering a damaged roof with a tarp, cleaning mold from a stinky house, or clearing a fallen tree from the roof of a house. These tasks done in Jesus’ name demonstrate to the world who He is. The world then begins to understand that He cares.

When we share the gospel in word and deed, God sends His blessing in the form of signs and miracles. Volunteers who responded to Hurricane Katrina were reminded of this when God provided needed supplies when no supplies were available. Truckloads of water and meat were delivered to sites that were completely out of food and water. I remember the story told to me of the disaster victim who was sore from using crutches. He asked for a walker and received a prosthetic leg that was an exact fit! The leg was located in a box underneath a huge stack of clothes in the parking lot of a church in Bayou La Batre, Alabama. Now, that is amazing! At one site, a few sacks of potatoes supplied potatoes for 200 boxes distributed to hungry people and also supplied dinner for 40 volunteers. Afterwards there were still potatoes left over! Now, if God didn’t multiply those potatoes, what happened?

As horrible as disaster is, God used Hurricane Katrina as an opportunity for the Christian community to respond in His name. As His name is lifted up, there are signs of revival and a new awareness of God’s presence in the Gulf Region. Teams of volunteers have departed the region with much more than they expected. They have left with a sense that God is doing something new: He is sending signs of His presence! Volunteers are not only giving of themselves—they are experiencing the presence of God. They are testifying to a renewal of God in their lives. They are returning to their churches and sharing a newness of God. The result of connecting gospel with deed is the miracle of changed lives. After helping in the Gulf Region, volunteers often return to serve again. I believe the presence of God is still drawing volunteers to the region not only to help the hurting but to reveal His presence in a new and fresh way.

As you prepare to serve, please encourage your friends, your family, your church, and your community to get involved.

Debbie Hoover  
Director, Hope Corps  
World Hope International  
February, 2006

**P.S. Remember, your willingness to serve now may change a life forever. . . and that life may be yours.**



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# **Suggested Schedule: Volunteer Training Day**

**8:15-8:45**—Registration and coffee

**8:45-9:00**—Instructor welcomes trainees

**9:00-9:10**—Review introductory material

- Preface: World Hope International and Hope Corps: What are we all about?
- Introduction: The Many Facets of Hope Corps Disaster Relief

**9:10-10:40**—Training Module I: Is God Calling You to Disaster Relief Ministry?

- A. The Willing Servant: The Volunteer in Community with Others
- B. The Compassionate Heart: The Volunteer in the Midst of Suffering and Grief
- C. The Strong Worker: The Volunteer in Stressful Conditions
- D. The Prepared Disciple: The Spiritually Disciplined Volunteer

**10:40-10:55**—Instructor-led prayer

Break and short informal Q&A time with instructor

**10:55-11:55**—Training Module I Review and Application Exercises

**11:55-12:30**—Lunch break

**12:30-2:00**—Training Module II: What You Must Know Before You Go

- A. Nurturing Right Attitudes and Expectations
- B. Managing Stress
- C. Staying Safe
- D. Returning Home

**2:00-2:10**—Break

**2:10-2:40**—Training Module II Review and Application Exercises



**2:40-3:20**—Training Module III: When a Disaster Strikes  
A. Mobilization of Volunteers  
B. Communication with World Hope Disaster Relief Office

**3:20-3:30**—Break

**3:30-3:45**—Training Module III Review and Application Exercises

**3:45-4:15**—Case study exercises in small groups

**4:15-4:30**—Small groups report briefly (5 min. apiece) to whole class about their assigned case study

**4:30-5:00**—Training Module IV: Staying Informed and Equipped  
A. Making Time for Personal Bible Study and Prayer  
B. Staying Abreast of World News and Events  
C. Staying Connected with World Hope/Hope Corps  
D. Reading to Build Knowledge and Hone Skills

**5:00-5:15**—Brief Q&A time, closing prayer

# Preface

## World Hope International and Hope Corps: What Are We All About?

### Who is World Hope International?

World Hope International (WHI) is a faith-based relief and development organization alleviating suffering and injustice through education, enterprise, and community health. In collaboration with faith communities, like-minded organizations, and individuals around the globe, World Hope seeks to empower people by creating a broad spectrum of locally sustainable programs. These programs include economic development, leadership and skills training, child sponsorship, and community health education. World Hope believes that individuals and communities are transformed when the redemptive power of Jesus works in and through the local faith community to bring spiritual, social, economic, and physical change.

Our core values are...

#### *Transformation*

The redemptive power of Jesus, working in and through the local faith community, offers transforming dignity and wholeness to individuals and communities. This transformative power brings spiritual, social, economic, and physical change.

#### *Empowerment*

To the extent that local communities, leaders, and individuals are empowered and equipped to affect sustainable change, meaningful and lasting development will happen.

#### *Sustainability*

Creating locally sustainable programs is crucial to achieving a lasting impact.

#### *Collaboration*

Respectful, knowledgeable partnership with like-minded organizations and individuals is the most powerful means of development.

To the hungry, we offer Life.

To the forgotten, we give Opportunity.

To the outcast, we foster Dignity.

To the desperate, we bring Hope.

## **World Hope: Ministry from a Biblical Worldview**

World Hope International seeks to approach every task from a biblical worldview. That is, we embrace a view of life that celebrates God’s rule over all aspects of His creation—both the tangible and the intangible. We reject the modern secular dualism that regards the sacred and the spiritual as existing separately. The opening chapter of John’s Gospel expresses clearly that biblical unity of the spiritual and the physical, announcing that “the Word became flesh” and lived among us.

Because spiritual and physical realities are inseparable according to this Judeo-Christian perspective, the blight of sin has affected every part of Creation. Sin impacts all of life, from the private inner thoughts of individuals to the massive disasters that occur in the material world. Wherever sin has penetrated, the redemptive work of Jesus Christ offers hope, healing, and wholeness. God calls men and women who love Him to live as agents of His redemption—as preservative salt and radiant light—in this fallen world.

## **Christ’s Call to Love God and People**

Christ called upon His followers to love God with all their hearts and to love their neighbors as themselves (Matthew 22:34-40). These two great commandments call for an integrated, sensitive, and whole-hearted response to God and other people. The call requires “eyes to see and ears to hear” as we minister compassion to the neediest among us. And the call requires that we pray and yearn for all people to know God.

Likewise, we evaluate the results of our work not by technical standards alone, but by another dimension—the specific revelation of God as expressed in the Bible. World Hope International attempts to carry out its mission in the areas of relief, development, and structural change. *Relief* ministers to victims of natural or social disaster and provides immediate necessities of survival. *Development* seeks to assist individuals in obtaining tools, skills, and knowledge to care for themselves. *Structural change* happens at the levels of political and economic life.

## **What is Hope Corps?**

Hope Corps is a program that facilitates short-term (one week to one year) outreach opportunities for professionals (medics, technicians, teachers, and businesspeople), college students, families, and individuals. Designed to accommodate a rapidly growing interest in service projects among youth and adults, Hope Corps connects volunteers with ministry projects specially suited to their skills. Service opportunities exist on a continual basis in various countries in Africa, Central America, Asia, and the Caribbean. In the United States, Hope Corps mobilizes volunteers in the aftermath of a disaster.

## **What do Hope Corps Volunteers Do?**

The kinds of opportunities Hope Corps offers its international volunteers span many disciplines and categories. Current volunteer opportunities in other countries include positions in teacher training, medical outreach and nursing, English instruction, construction, computer training, outreach to street people, and photography.\*

## **Mission Statement**

Hope Corps seeks to mobilize individuals and organizations by exercising their specific gifts (personal and financial) and abilities and by working in partnership with persons around the world for the purpose of relief and development.

## **Purpose Statement**

To provide opportunities for Christian adults to use their specific skills to train and enable individuals worldwide to improve their quality of life and become self-sustaining while integrating a faith-based lifestyle.

## **The Priority of Partnership**

In our mission statement, the word “partnership” is imperative. All of this work must be in the spirit of authentic mutual interaction and relationship. Finally, we recognize God, the author and finisher of our faith, as the initiator and sustainer of our work. We acknowledge His presence in these communities before our entrance, we thank Him for the resources He entrusts us to share, and we rejoice over His ongoing work after our portion of the task is completed.

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\* If you are a college student who is interested in earning academic credit for service internships or independent study, please be aware that Hope Corps does partner with a number of colleges and universities. Talk with your training instructor to find out more about these college partnerships.

# **Introduction:**

## **The Many Facets of Hope Corps Disaster Relief**

*“We know what love is because Jesus gave His life for us. That’s why we must give our lives for each other. If we have all we need and see one of our own people in need, we must have pity on that person, or else we cannot say we love God.” (1 John 3:16-17)*

When disaster strikes, leaving a path of ruin and tragedy, Christians are commanded to care for their suffering neighbors. In the midst of the destruction and despair lies enormous opportunity—the opportunity to meet urgent physical needs while at the same time sharing the comfort of the gospel and the love of Jesus Christ.

### **What is a Disaster?**

Webster’s dictionary defines disaster as “a sudden calamitous event bringing great damage, loss, or destruction.” Some examples of disaster include the following:

Earthquake	Massive power failure	Tornado
Famine	Nuclear accident	Tsunami
Flood	Terrorist attack	Typhoon
Hurricane	Tidal wave	Volcanic eruption

### **What is Disaster Relief?**

Disaster relief may be divided into three categories based on reaction time and length of response to the disaster. These three categories are:

- **Emergency Relief**
- **Recovery**
- **Restoration**

**Emergency Relief** is the immediate response to the disaster. Emergency relief usually begins within the first 24 to 48 hours and lasts up to six weeks. Usually, agencies specializing in emergency relief carry out this initial, immediate response. Professionals and trained volunteers typically serve in this capacity. Emergency relief includes the following:

- Establishing communications
- Administering first aid and emergency medical care
- Supplying food and water

- Providing safe shelter
- Providing transportation
- Salvaging personal belongings
- Securing homes
- Disbursing supplies
- Offering crisis counseling

Within 24-48 hours of a disaster, World Hope launches an all-out effort to rush relief supplies to the stricken area. Food and supply distribution can last as long as six to eight weeks, depending upon the extent of the disaster and the resulting need. World Hope launches its emergency relief response in partnership with local churches in the affected areas. The local churches provide food and housing for the work teams and serve as food distribution sites for their communities.

Once food and supply distribution has been set in motion, World Hope teams help salvage what is left by removing fallen trees, covering houses with tarps, and securing homes against vandalism. The teams make every effort to assist families in salvaging whatever valuable possessions they can—and then to provide safe storage for those items.

**Recovery** is the intermediate phase following emergency relief, and it may cover a period of days, weeks, or several months. During the recovery phase, utility companies work to restore electricity, water, gas, and telephone service. Community leaders assess damage and develop plans for rebuilding.

During the recovery stage, the World Hope Disaster Relief Office continues to recruit and coordinate work teams and solicit and deliver supplies. World Hope teams inspect homes and assist residents in the process of restoring their utilities. As people begin to put their lives back in order, emergency relief services continue—but with less urgency. The focus begins to shift to clean-up, repairs, and short-term financial assistance.

**Restoration** usually takes up to a year or (under some circumstances) even longer. The restoration phase involves refurbishment and major repair work, as well as support for the people whose lives were radically changed by the disaster. During this time, victims' emotions might move from confidence to despair, then back to determination. World Hope continues into this stage on a case-by-case basis, depending upon the commitment of the partner organization (in most cases the local church) that hosts the staging area.

## Types of Disaster Services

The following list indicates the disaster relief opportunities available to World Hope volunteers.\* These services span all three categories of disaster relief. Look over this list carefully, taking note of how many different skills and talents are required in a comprehensive relief effort.

- ***Bulk item collection and delivery.*** Volunteers gather and distribute a variety of items at the staging site. Items include non-perishable food, clothing, household goods, paper products, baby products, personal hygiene items, and building materials.
- ***Chainsaw work crew.*** Volunteers clear trees and debris.
- ***Cleanup assistance.*** Trained volunteers assist residents in salvaging their belongings and cleaning out their homes.
- ***Pastoral care.*** Pastors and other spiritually mature volunteers act as chaplains, praying with and encouraging victims.
- ***Child care.*** Screened, experienced volunteers provide temporary child care at staging areas.
- ***Damage assessment.*** Teams of experienced relief volunteers go to affected areas to assess the extent of the damage and make recommendations as to how World Hope should respond.
- ***Elder care.*** Volunteers assist the elderly in finding adequate shelter and procuring transportation, food, and other necessities.
- ***Medical care.*** Teams of doctors and nurses who are licensed to practice medicine in the staging site state offer care to the sick and injured.
- ***Evacuation.*** Workers assist families in their evacuation to safer areas. Evacuation may include removal of household goods, business equipment, animals, and people to designated areas.
- ***Financial assistance.*** After assessing needs, WHI may assist individuals through grants to local churches in the disaster area. The churches then determine how best to disburse those funds to needy families and individuals.
- ***Feeding.*** Volunteers distribute food at staging sites during the early weeks of relief.

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\* Please note that Hope Corps volunteers must be at least 18 years of age to serve at a disaster relief site.

- ***Interpreters.*** Volunteers fluent in other languages translate or interpret for disaster victims who do not understand or speak English. This service also includes help for those who use American Sign Language.
- ***Mold abatement.*** Teams use a mixture of bleach and water to remove mold that has developed in homes, churches, and other buildings important to the local communities.
- ***Mud-out efforts.*** Workers assist in the removal of mud and other debris from homes, churches, and other important buildings following flooding. Mud-out includes washing and sanitizing areas contaminated by floodwater.
- ***Reconstruction.*** Teams rebuild and make permanent repairs to churches, homes, and other buildings affected by the disaster.
- ***Repair work.*** Volunteer teams make emergency repairs to provide protection against further damage or vandalism.
- ***Salvage.*** Relief workers remove property to prevent further damage, looting, or vandalism.
- ***Sanitation.*** Volunteers clean, wash, and sanitize food preparation areas at the staging site. They also sanitize child care areas and toys.
- ***Security.*** Teams board up, secure, and guard damaged property.
- ***Shelter care.*** Teams assist at emergency shelters for displaced disaster victims.
- ***Transportation.*** Drivers carry passengers or haul goods. Vehicles may be loaned from churches, businesses, or individuals.

*"I belong to Jesus. He must have the right to use me without consulting me." –Mother Teresa*



*Training Module I:  
Is God Calling You to  
Disaster Relief?*



## Section I.A—The Willing Servant: The Volunteer in Community with Others

*"If anyone wants to be first, he must be the very last, and the servant of all."* Mark 9:35

### Jesus, Our Example

Jesus provides us with the ideal model of servanthood. He came and lived among us, taking on our sorrows and suffering. He put others' needs ahead of his own, saw their frailties and limitations through eyes of compassion, and laid down His life for an undeserving humanity. As a relief worker, you will have the opportunity to serve as a disciple of the greatest Servant of all.

This attitude of servanthood begins with the community of team members—and partner organization leaders—with whom you will work and live while on the field. First and foremost, remember that as part of a ministry *team* you have the advantage of a built-in support system. You and your teammates should meet together regularly for prayer and mutual encouragement throughout your relief efforts. By agreeing to meet together—and perhaps by appointing one teammate to coordinate devotion and prayer times—you can help one another as you deal with the physically and emotionally draining circumstances you will surely encounter in your work.

*"When coming into this situation, you must come in with a servant's heart, not the heart of a hero. Be willing to put yourself aside. Nothing you are going to do is fun, and much of it is not rewarding. This is simply about serving God."—Greg and Jan Cantor, Relief Volunteers*

### Harmonious Team Membership

If your team effort is to be harmonious and effective, you must also cultivate humility, flexibility, alertness, and consideration. Remember that schedules often won't go as planned, expectations won't all be met, teammates will sometimes disappoint you, and you will face daily challenges and frustrations.

- Maintain a humble attitude of "helping," rather than of taking over or reorganizing. You may be well qualified to lead, and you may have many good suggestions—but wait until you are asked to offer your leadership and ideas.
- Be patient and tolerant of your team members. Stress levels are high. Overlook minor annoyances.

Read 1 Cor. 12:6-7, 14-26. How is the work of the church diminished when Christians don't work as a team?

- Be willing to do whatever tasks are needed. Defer to your team leader to make the necessary work assignments, and carry out your tasks thoroughly and cheerfully. If you have a problem with your leader’s decisions, confront him or her privately. Be honest and respectful. Avoid accusations, and simply speak of your own feelings and difficulties in the specific situation. Be ready to offer alternatives and to propose solutions.
- Speak well of your team leader to other team members, and refrain from spreading gossip or rumors.
- Be ready to listen when a fellow worker seems to need to talk about all that is happening. Realize that a team member who wants to talk may not be looking for a particular solution or “fix” to a problem. He or she may just need you to listen, pray, and offer your unconditional support.
- Be prepared for extreme heat, and be alert to signs of heat exhaustion in yourself and your team members. Look for paleness, dizziness, nausea, vomiting, fainting, and moderately elevated body temperature. If you see these signs in yourself or someone else, immediately seek hydration, remove unnecessary clothing, and limit exertion.
- Keep in mind that laundry service and shower facilities may not be readily available. When you do have opportunities to launder clothes and to shower, be considerate of all the others awaiting access to those same facilities.
- Respect one another’s space and personal property. You may be sharing close sleeping and living quarters. Always make sure to ask before borrowing any item, and be willing to sacrifice your own convenience for the comfort of another.

For group discussion:

What would you do...

if a teammate complained to you about the leadership—and you felt her complaint was serious and valid?

if a teammate showed signs of heat exhaustion but did not want to slow down and let others take over his work for awhile?

if your teammates felt there was too much to be done to allow time for prayer and devotions together?

if one team member was being rude and inconsiderate of others?

*"In some ways we would prefer to hear Jesus' call to deny father and mother, houses and land for the sake of the gospel than his word to wash feet. Radical self-denial gives the feel of adventure.... But in service we must experience the many little deaths of going beyond ourselves. Service banishes us to the mundane, the ordinary, the trivial."*

—Richard Foster

## **Section I.A: Scriptures for Further Study on Christ-like Servanthood**

If you desire further opportunity for study and meditation on the New Testament definition of service, the Scriptures below provide a starting point. Look them up at home later, and write down your thoughts on how each one might relate to the work of volunteer disaster relief.

**Phil. 2:1-8**

**John 13:12-17**

**Matt. 20:27-28**

**John 12:25-26**

**Luke 6:40**

**Luke 22:27**

**Eph. 5:21**

**Gal. 5:13**

## Section I.B—The Compassionate Heart: The Volunteer in the Midst of Suffering and Grief

“*Jesus wept.*” John 11:35

### The Fact of Grief

Most of those affected by the disaster have experienced significant loss:

- loss of property
- loss of irreplaceable keepsakes and memories
- possibly even the loss of loved ones

Expect these people to grieve. Grieving is both normal and necessary in the aftermath of such trauma and loss. *It is important that you recognize and acknowledge their grief—and that you be ready to respond with compassion.*

Many people whose lives were impacted by a disaster have been stripped of independence and autonomy. They may feel helpless—and as though they are not being listened to.

As a relief worker, you are not there just to repair buildings and hand out supplies. You are an ambassador of Christ—a representative of the One who weeps with the suffering. You should seek to incarnate the love and compassion of Jesus Christ by communicating to the disaster victims that you are willing to listen to them—and that you will take them seriously.

For individual  
written response:

Read 2 Cor. 5: 19-21.

Consider Paul’s use of the term “ambassadors for Christ.” What are the goals and responsibilities of an ambassador serving in a foreign country? What do you think is the relationship between the ministry of compassion and the call to be Christ’s ambassadors?

### The Priority of Bridge-Building

*“Faith is the pierless bridge supporting what we see unto the scene that we do not.”—Emily Dickinson*

Think of your role in ministering to these traumatized people as one of **bridge-building**. The footings and columns that form the supports of the bridge are constructed out of caring acceptance. The decks across which your faith may be shared are formed out of the concrete of trust. You will have to earn the right to share your faith—a careful work of construction must take place first. Constructing bridges of relationship requires faith, patience, and effort. The work may be tiring, but the result is a marvelous, useful, lasting structure.

## What Good “Bridge Builders” Do

Do you wonder what specific actions you can take to build those bridges with disaster victims? The following list reflects some of the observations and experiences from veteran relief volunteers:

- **Accept your own limitations.** Accept that you will not be able to understand completely what the disaster victims have been through. And don't *claim* to understand when you speak with traumatized people. Your presence and willingness to serve are a fine beginning. Pray that God would bless your efforts and increase your empathy as you serve.
- **Listen.** When someone desires to share his or her feelings with you, give that person your active, whole-hearted attention. Stop what you are doing, make eye contact, face the person, and use his or her name. And, although it is best to listen more than you talk, don't make the mistake of thinking you should not say anything. Listed below are a few questions that can help you enter into the world of the person who is sharing with you.
  - “What happened when...?” to understand the particulars of the person's situation.
  - “What did you do when...?” to find out how the person responded to a situation.
  - “How did you feel when...?” to encourage the person to speak about his or her heart reaction to the circumstances.
  - “What concerns/worries/frightens you most right now?”
  - “At what times is \_\_\_\_\_ hardest for you?”
  - “How may I pray for you?”

*“They needed to know that we cared. Inviting recipients back to the church for meals was very important. We found that most people wanted to talk about their problems. The meals provided a venue to do that.”—Greg and Jan Cantor, Relief Volunteers*

### For small group discussion:

Think of the person you know who is most gifted at making you feel cared for and listened to. List some of the traits this person displays, and share them with others in your small group. How might these qualities apply to relief ministry efforts?

- **Give.** Take the initiative to greet, smile at, and talk to people whose lives have been changed by a disaster. Share a meal, offer a cup of coffee, play peek-a-boo with a toddler. Trust God to work through your speech and actions.
- **Resist prejudice.** Be aware that at times you may be tempted to see other people through the blinders of your own prejudices. Frustration with the behavior of the people you are trying to serve may hinder you from seeing them as precious individuals created in God’s image. Be aware of your prejudices, and fight against them. Work to understand the differences between yourself and the people to whom you are ministering.
- **Enjoy people.** Delight in the people around you: their individual personalities, their stories, their kindnesses, their humor. Learn and remember their names—and their children’s names. Enjoy your time with them, even though the circumstances are difficult. Laugh with others whenever you can!

*“The people we worked with needed someone who was willing to just listen and give them support. They wanted someone to lead without forcing change on them.”—Mike and Debbie Newman, Relief Volunteers*

### What would you do?

You’ve been assigned to help clean out a family’s trailer home. As you’ve worked, you’ve realized that the owners are becoming increasingly hostile toward you. You’ve been gathering up mold-infested belongings for removal—just as you were assigned to do. The things you’ve placed in the trash pile are badly mold-infested, and none of the items seems to you to be of any significant financial or sentimental value. Nonetheless, the husband and wife who own the home are watching you with disapproval and suspicion. You’ve heard the man swear under his breath a few times, and the woman is glaring at you, her arms folded and her body rigid. Occasionally, one of them will walk over to the trash pile and pull something back out. You have had little sleep for days now, and you were told to expect some help from this couple. You find yourself growing irritated with their lack of appreciation and cooperation.

Write down, in order of priority, five or six steps you might take to turn this unpleasant situation into a “bridge-building” opportunity. Later you will discuss your answers with the class.



## Section I.C—The Strong Worker: The Volunteer in Stressful Conditions

*“It is God who arms me with strength and makes my way perfect.”* Psalm 18:32

WHI disaster relief volunteers must possess strength of spirit, body, and character. The conditions you will face will require both fortitude and stamina. The questions listed in the four categories below are for your own individual, honest reflection. If you have reservations about your fitness in any of these areas, please share your concerns with the instructor during the break time.

### Spiritual Strength

- **Salvation.** Do you understand the saving gospel of Jesus Christ? Do you have a personal testimony of repentance and trust in Christ as Lord and Savior? Are you able to share that testimony clearly with others who may ask you about your faith?
- **Prayer.** Do you have a disciplined, consistent prayer life?
- **Bible Study.** Do you study God’s Word—either individually or in a group Bible study?
- **Fellowship.** Do you seek regular fellowship with other Christians? Do you have Christian friends who offer prayer support and mutual accountability?

*“Some trust in chariots and some in horses, but we will remember the name of the Lord our God.”*  
Psalm 20:7

### Physical Strength

- **General Health.** Are you in very good overall health? The workday is long and hard, sleep may be erratic, special diets cannot be accommodated, and medications may be unavailable.
- **Physical Fitness.** Do you get some form of regular exercise? Is your cardiovascular health good, and are your muscles toned and flexible? Are you free of debilitating back problems, breathing difficulties, heart disease, and other serious chronic disorders? You may be required to walk a lot, to endure extreme heat, to lift and carry heavy things, and to be generally active for long periods of time.

*“A man too busy to take care of his health is like a mechanic too busy to take care of his tools.”* –Spanish proverb

## Moral Strength

- **Love of Righteousness.** Do you maintain high ethical standards in your speech, attitude, and actions? Do you hold fast to these principles and standards when you're under pressure?
- **Gentleness.** Do you know how to control your temper? Would others describe you as a person who demonstrates gentleness and self-restraint?
- **Impartiality.** Do you strive to be free from bigotry and to show fairness and kindness in your conduct toward others?

*“Nothing is so strong as gentleness. Nothing is so gentle as real strength.”*  
—Francis De Sales

## Social Strength

- **Peacemaking.** Does your love for Christ lead you to desire to make peace? Do you seek to address, understand, and resolve conflict when it occurs?

*“Build for your team a feeling of oneness, of dependence on one another and of strength to be derived by unity.”*  
—Vince Lombardi

- **Curiosity and Empathy.** Do you genuinely desire to *know* other people so that you can understand and serve them? Do you generally feel enriched by your encounters with others—even those who are very different from you?
- **Unity.** Do you value and support those in leadership? Do you take direction well? Do you seek to build up others and foster team identity? Do you refrain from grumbling or talking behind others' backs?

## How Fit Are You?

Did this personal inventory reveal to you an area in which you lack strength? Do you have any serious doubts about your fitness to serve as a WHI disaster relief volunteer? Please make sure to address your doubts or concerns with your instructor. God may be calling you to serve despite a particular weakness. However, it is important that you recognize and communicate honestly any potential hindrances to your effective service as part of a team.

## Section I.D—The Prepared Disciple: The Spiritually Disciplined Volunteer

*“He restores my soul; He guides me in the paths of righteousness for His name’s sake.”*  
Ps. 23:3

World Hope’s disaster relief efforts elicit responses from people in many states and Canada. Relief workers are multiracial and have many varying gifts and talents. WHI volunteers are expected to have the following in common:

- WHI volunteers should be people with a number of Christian qualities: patient, caring, loving, eager to share Christ with others.
- WHI volunteers are expected to attend training events to prepare themselves for disaster relief.
- WHI volunteers must follow the directions of those in charge.
- WHI volunteers must be willing to provide leadership as needs arise and as assignments are made.
- All volunteers must be versatile and flexible in their work. Team members are called on the basis of skills that are needed, and they are placed according to needs, talents, and availability. As for flexibility, volunteers need to remember that circumstances change daily after a disaster. The volunteer must be willing to change as well.

In small groups, look up the following Scriptures. Discuss how each passage (or combination of passages) supports and explains at least one of WHI’s expectations of spiritual preparedness. If you are uncertain about the relevance or application of a particular Scripture, raise your hand and ask the instructor for guidance.

Hebrews 13:17

1 Samuel 3:10, Isaiah 6:8

Galatians 5:22-23

1 Peter 1:15

1 Corinthians 9:19-23

2 Timothy 2:15

- Volunteers should be prepared to share their faith in Christ.

*Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can.” –John Wesley*

# **Training Module I: Exercises for Review and Application**

## **A. Christ-like Servanthood**

Think of a specific time in your Christian life when you have been called upon to sacrifice your own comfort and desires for the sake of someone else. Write down brief responses to the questions below.

What was hardest for you in this situation?

What was most rewarding?

Did your knowledge of the character of Jesus help you to carry out this sacrificial service? If yes, how so?

## **B. Compassion in the Midst of Grief and Suffering**

Take out your written response to the scenario described at the end of section I.B. Discuss as a class how this sensitive situation might be handled with genuine compassion.

## **C. Strength in Stressful Situations**

Even if you feel you are generally fit to serve in all of the categories outlined, you have probably identified one area in which you are weaker than others. Write in the space below the area in which you desire God's help in becoming stronger. Commit yourself to praying for the strength you will need to serve well, and resolve to look for ways to "get exercise" in the discipline you have identified.

## **D. Spiritual Preparation and Discipline**

Which of the Scriptures you looked up and discussed is most personally challenging to you? Tell the rest of the class why.

*Training Module II:  
What You Must Know  
Before You Go*



## Section II.A—Nurturing Right Attitudes and Expectations

*“Your attitude should be the same as that of Jesus Christ: Who, being in the very nature God, did not consider equality with God something to be grasped, but made himself nothing, taking the very nature of a servant, being made in human likeness.” Phil. 2:5-7*

A checklist of good and bad responses is certainly no substitute for a humble heart, a flexible spirit, and willing hands. But sometimes a simple checklist can be helpful. “Do this.” “Do NOT do that.” No gray areas—just clear guidelines to prepare willing workers for situations that will be completely unfamiliar.

In pairs or small groups, read over this short list of “do’s” and “don’t’s” and once you’ve gotten the gist of what good attitudes look like on the disaster relief field, work with your group to add two more “do’s” and two more “don’t’s” to the list. Be ready to explain your additions to the class. Your instructor will be ready to provide feedback.

### Don’t’s

- Don’t expect favors or preferential treatment.
- Don’t expect to be the first one called—or to finish a job you are given to begin.
- Don’t expect to work only with your group.
- Don’t expect always to work with the same people.

• \_\_\_\_\_

\_\_\_\_\_

• \_\_\_\_\_

\_\_\_\_\_

*“I wish we’d had a clearer picture of the assignment we’d been given. We might have prepared differently. Destroying a home is not as rewarding as destroying a home and helping in the rebuilding process. I felt that my team members were a little discouraged because they did not see the final results of our work—the happy, warm-fuzzy results.” –Dwight Nash, Relief Volunteer*

*“I long to accomplish a great and noble task, but it is my chief duty to accomplish humble tasks as though they were great and noble. The world is moved along not only by the mighty shoves of its heroes but also by the aggregate of the tiny pushes of each honest worker.” –Helen Keller*

## Do's

- Do maintain personal habits of regular Bible study and prayer.
- Do expect to make adjustments as needed.
- Do understand your own limitations and know when to ask for help.
- Do expect to communicate clearly and directly with others. It will be up to you to inform leaders of your special interests and abilities.
- Do practice expressing your preferences honestly and directly. Even though you may be assigned to other areas when a need is pressing, you will still need to inform leaders of your work preferences.

*“While we were in Kenner [Louisiana], we studied some of the miracles of Jesus Christ. In one reference we were enlightened by the use of spit to accomplish great things. If Christ could use spit (and dirt) to restore sight, what was He about to accomplish through us? It was exciting to see the team members’ faces as we studied and explored these Scriptures.” –Dwight Nash, Relief Volunteer*

- \_\_\_\_\_
- \_\_\_\_\_

Though no one can prepare fully for the unpredictable challenges of disaster relief work, each of us *can* practice God-honoring attitudes and healthy communication every day in the workplace and in our relationships. In a sense, the above checklist might be distilled down to two short directives:

- Be *flexible* as you look *prayerfully* to God to steer you.
- Be both *humble* and *assertive* before those in positions of authority.

Are you flexible, prayerful, humble, and assertive? Write down one area in which you feel you may need to grow. You will have an opportunity to think more about that area when you get to the review and application section at the end of this module.



## Section II.B—Managing Stress

“God is our refuge and strength, a very present help in trouble.” Psalm 46:1

### The Broken-hearted Volunteer

The following account from a Hurricane Katrina relief volunteer provides a snapshot of the stress and heartbreak that disaster relief work entails.

Walking through the flood-damaged city and actually tearing down someone's home was at times overwhelming. I would find myself tearing up tile flooring, breathing heavy through my mask, and trying to wipe away tears from behind my mask shield. As I pulled walls down I could see where the owner of the home had done a lot of the construction himself—now he was too old to do the destruction. And I have to believe it would have been too difficult on him to tear it down. Although the home was modest, I could see the care and love the owners had put into their home. And they lost everything. Nothing prepares you for the destruction—not of the property, but of the lives. I continually prayed for the homeowner while working on his home. My prayer is that the Lord will fill that home with His love and draw these people unto Himself.

Can you easily put yourself in the place of this volunteer? Can you imagine his feelings as he dealt with both the physical demands and the sadness of the work he had to do? How did he respond? How might you have responded?

### The “Oxygen Mask Rule”

WHI volunteers have to work long hours, often sleeping poorly in uncomfortable quarters. Moreover, volunteers must face daily the horrible conditions confronting the disaster victims. This combination of physical duress, emotional shock, and grief often leads to discouragement—or even depression.

How do you tend to respond to great stresses? Do you understand the wisdom of the “oxygen mask rule?” If you think back to the last time you were on a plane, you’ll remember the standard safety speech given by the flight attendant: *Put on your own oxygen mask before attempting to assist others.* **It is not selfish to take care of yourself and monitor your own needs carefully as you assist those in dire circumstances.**

Below are a few reminders for caring for yourself as you experience the effects of stress on the disaster relief field:

- **Breaks.** Keep track of how often you take breaks, and agree among your team that you will support and encourage one another in taking periodic breaks from your labor.

- **Work time.** Monitor how long you work in a day. You cannot have much impact if you exhaust yourself after only a couple of days. You must factor in time for rest, eating, and sufficient sleep.
- **Nourishment and hydration.** Be sure to eat meals, and bring a supply of multi-vitamins along with you. Drink water continually. The work you are doing requires that your body be properly fueled and hydrated. Although meal schedules may be unpredictable some days—and fresh foods may be completely unavailable—do the best you can to nourish your body and to keep a water bottle by your side. Do not tell yourself that your work is too important for you to sit down and eat a meal—or to pause for a drink!
- **Privacy.** Privacy may be hard to come by, but that does not mean you must relinquish all need for privacy and solitude. Jesus took time to be alone before his Father, even when throngs of needy people pressed down upon him. If Jesus needed times of privacy and solitude in the midst of His ministry, how much more do you?
- **Emotional and spiritual support.** Be open and honest with your team members about what you are experiencing as you do your relief work. Leave some time in each day to “debrief” with one another. Your openness will help you to identify and deal with your own stresses, and it will encourage others to share their individual struggles freely. Ask for prayer, and be ready to pray with your fellow workers. If you suspect that you are becoming depressed (feeling a pervasive despair or dread, experiencing sleep and/or appetite disturbances, wanting to withdraw from others), tell your team leader how you are feeling.

What would you do...

if the people you were trying to help were, because of their own feelings of desperation, pressuring you to work without breaks?

if team members or disaster victims followed after you whenever you tried to get alone to pray?

if a meal served in the middle of a workday was unappealing to you?

if you had a team member who cautioned you to stop complaining when you tried to share with your team some of the anxiety you were feeling?

if you were unable to sleep for several nights in a row?

*“Bear one another’s burdens, and so fulfill the law of Christ.”*  
Gal. 6:2

## When Things Get Messy...Pray!

We'll finish this section as we began it—with the real-life experience of a disaster relief volunteer. Read this account, and think about the tough dilemma faced by both of the team leaders involved—as well as the importance of clear guidelines and definitive leadership roles. Finally, notice the way prayer figured into one team leader's decision.

One almost impossible situation...[occurred] when we were put together with another team. That of course meant two team leaders. One team leader was intent on completing a roof before letting his team go back for lunch. That meant that his team would miss lunch entirely and would have to go on to another job without food.

The other team leader felt it was important to get food into the team. Also, his team was needed on another site at a specific time, a commitment he felt was important for them to complete. He didn't feel good about leaving the other team alone, as he was the most experienced man on the site.

Discussion with his team and a short prayer led one team (ours) to leave and to return to the church for lunch, not expecting to return, leaving the other team working. We were not happy about having to make this decision but it seemed the only option. Fortunately, God provided sandwiches for lunch. We were able to load them up and return to the site to provide lunch for the other team. We were still able to make our other commitment and the roof got done.

It sounds simple but in reality it was a difficult situation that could have caused hard feelings and even an argument. It is important to designate an overall team leader in situations such as this to avoid these kinds of problems.

## Section II.C—Staying Safe

*“The beloved of the Lord will dwell in safety by Him.”* Deut. 33:12

*“It is also written, Do not put the Lord your God to the test.”* Matt. 4:7

### It’s Up to You!

World Hope will do everything it can to ensure safe standards and conditions while you are working in the disaster area. Ultimately, however, you must take responsibility for your own safety. Only you can watch where you step. Only you can be sure you have a facemask on when you are working with mold. Only you can be sure you drink enough water—and guarantee that that water has been purified.

Please read carefully the following crucial safety guidelines—your health or your life may depend upon your close attention to these rules and precautions.

### General Health and Safety Precautions

- We’ve said it before, but we’ll say it again! **Drink lots of water**—and use only water that has been purified and deemed fit to drink. This includes water you use in brushing your teeth or rinsing your mouth.
- **Realize that the risk of injury is high**—and, in disasters involving contaminated floodwater, the risk of infection is even higher. Use extra caution in the tasks you are performing. If you do get a cut or scrape, make sure you clean the wound immediately with soap and clean water and/or Clorox bleach wipes. If you have access to a first-aid station, get the wound checked and dressed properly. Later, watch closely for signs of infection. Staphylococcus (“staph”) infections are common in disaster situations, and they can be very serious and difficult to treat.
- **Wash your hands often**, even though they may not be visibly soiled. Clean with sanitizer or hand rubs when soap and water are not available.
- Because of standing water, mosquito breeding is a problem. **Use insect repellent** containing DEET, and wear long-sleeved shirts and pants.
- **Curfews** will probably be in place; please adhere to them.

*“The best  
safety lies in  
fear.”  
—William  
Shakespeare*

- Please do not leave the staging site after sunset since the area may be dangerous. So that volunteers may get adequate sleep, **lights are turned out at a time stipulated by the site manger, and doors are locked for volunteer safety.**
- **Debris-filled streets are dangerous.** Watch for snakes and rodents as you make your way down the streets of the disaster area.
- **Avoid downed power lines.** Always assume downed electrical lines are energized until power companies notify you that they have been turned off. Even then, use care around lines, since they can become energized due to generators used improperly in homes. They may also become entangled in equipment or with your body.
- **Use sunscreen and sun-shielding hats** if you will be outdoors during much of the day. Remember to reapply sunscreen every four to six hours.
- **Do not base your workload or pace on that of another person.**
- **Use tools and equipment responsibly**—and, in the case of certain power tools, only if you have the proper training. Use items for their intended purposes. Sign out the tools you will need for your assignment, and be sure to return them by the end of the day.
- **If you are installing generators,** remember that they may send power back to the electrical lines if they are improperly sized, installed, or operated. Ask for experienced help.
- **It's safest to use battery-powered flashlights and lanterns** rather than candles, gas lanterns, or torches.
- **Before entering a building, make certain that all utilities have been turned off.** Also, make sure that the structure has been examined for potential hazards.

*“We had a tendency to take risks, perhaps because we wanted to help so much. This has to be guarded against. As the week progressed we got tired from the work we were doing. Someone must be constantly on guard for safety issues, especially if the group is a large one. There is no question that this is very dangerous work.”—Steve Uthoff, Relief Volunteer*

**Stop for a moment, and check your recall.**

Partner with the person next to you, and test one another briefly to see how many of these general safety precautions you can remember. Provide your partner with a key word or two to help him or her review each general safety rule.

## Job-Specific Safety Precautions

The following lists of guidelines apply to specific jobs that are commonly assigned in disaster relief efforts. Look these over carefully now, and plan on studying them again once you have been assigned your specific role on a relief team.

### Cleaning Homes with Water Damage

- **Wear a facemask.** (3M Model 8210 or other Niosh-95 rated. These types of facemasks are available for order from St. Louis Safety at 1-800-822-5347 or [www.gatewayssafety.com](http://www.gatewayssafety.com).)
- **Wear rubber gloves**, and replace them as tears occur.
- **Wear protective eyewear** (clear safety glasses).
- **Open doors and windows first** if a house is closed up.
- **Always put on watertight boots** when entering a home with standing water.
- **If you are using fans**, place each fan at a door or window and blow air out rather than in. This way you will not spread the mold spores throughout the interior of the building.
- **Remove all porous items that cannot be thoroughly cleaned and dried.** These remain a source of mold growth and should be removed from the home. Such items include carpeting, carpet padding, upholstery, wallpaper, drywall, floor, ceiling tiles, insulation material, some clothing, leather, paper, wood, and food. Removal and cleaning are important because even dead mold may cause allergic reactions.
- **If you are using bleach to remove mold:**
  - *Never mix bleach with ammonia.* This mixture can produce very dangerous toxic fumes.
  - Open windows and doors to provide fresh air.
  - Wear rubber gloves and protective eyewear (clear safety glasses).
  - Make absolutely sure to wear your facemask.

- **Know the symptoms of mold exposure.** (Please note that no one with respiratory problems should be working with molds.)
  - Stuffy nose, difficulty breathing, shortness of breath
  - Eye irritation
  - Wheezing
  - Skin irritation

*“On the sites we had to be safety conscious all of the time. Many of the roofs were covered with blue plastic. They were rotten underneath. You had to be very careful walking and working on them. Nails were everywhere. Tennis shoes are not adequate foot wear. Heavy boots are important to prevent a nail from going through a foot.”*  
 —Steve Uhthoff, Relief Volunteer

### **Chainsaw Crews**

- **Wear safety glasses.**
- **Wear leather gloves.**
- **Wear long pants.**
- **Wear work boots.**
- **Use earplugs, if possible.**
- **Check the chainsaw before every use.**
- **Use the saw only to cut wood.**
- **Sharpen the chainsaw—a sharp blade works best.**
- **Do not cut above shoulder height.**
- **Always carry a first aid box.**
- **Observe climbing and ladder safety; do not take undue risks.**
- **Turn the motor off, blade pointed to the rear, when carrying the chainsaw.**
- **Avoid using the saw in wet or windy conditions or in poor light.**
- **Clear away all brush, vegetation, and obstructions that might trigger a kickback.**

#### **Q & A Time**

Do you have questions about any of the safety precautions you have just read? If so, now is a good time to ask the instructor.

Is there anything you did not see on this list that you believe ought to have been included? Please raise the question, so that the whole class may benefit from your insights.

## Section II.D—Returning Home

*“Blessed be the God and Father of our Lord Jesus Christ, who has blessed us with every spiritual blessing in the heavenly places in Christ....”*

Eph. 1:3

### Strong to the Finish...With a Father’s Help

It was Monday night, August 3, at the 1992 Olympics in Barcelona, Spain. About 100 meters into the 400-meter semifinals, Britain's Derek Redmond crumpled to the track with a torn right hamstring. Medics rushed out to assist him, but as they approached the injured sprinter, he waved them off. Then Redmond struggled to his feet and crawled and hopped in a desperate effort to finish the race.

Up in the stands, a man wearing a t-shirt and tennis shoes barreled out of the stands, hurled aside a security guard, ran to the runner’s side, and embraced him. He was Jim Redmond, Derek's father.

With Jim’s arm wrapped firmly around his son's waist and Derek's arm hanging on to his father's thick shoulders and neck, they continued down the track. The spectators rose to their feet and cheered. Finally, arm in arm, father and son crossed the finish line.

Have you ever experienced a situation in which you were too tired or weak to finish an important task without help?

Be ready to share your story.

### Finishing Your Own Race

When your marathon of service is done and you prepare to return home from the disaster relief field, you may feel like a limping runner struggling to make it to the finish line. You may be physically weakened (or injured), and you might feel emotionally and spiritually exhausted.

At that time remember the love of your heavenly Father for you. You have run your race in response to His call, He was with you in your work, and He will assist and strengthen you when the finish line appears ahead of you.

*Be ready to accept help from the people and resources God will provide to assist you in finishing well.*

*“Send me anywhere, only go with me. Lay any burden on me, only sustain me. Sever me from any tie but the tie that binds me to your service and to your heart.  
Amen.”  
—David Livingstone*



## Sharing Your Experience

When you return home after your work is done, you will need to talk about your experience. After seeing so much devastation and trauma, you will experience deep—and perhaps conflicting—emotions. Each person’s “re-entry” into his or her home setting is different, but you should expect to come home changed. And you may grieve over the losses you have witnessed. You will value opportunities to share your experiences—and your changed perspective—with your family, friends, and church members.

## Caring for Your Health

It is important that you pay attention to your own physical state after you return home. If you have any unusual symptoms, seek health care and inform your doctor of your relief work. Some common post-trip symptoms include:

- **fever**
- **rash or skin infection**
- **respiratory illness**

### Planning for Your Post-Trip Support System

- Do you have a network of trusted family members, friends, and/or church family? Can you think of two people with whom you could share your experiences, no matter how unexpected or traumatic? Write their names below, and plan to talk with them in advance about your desire to have them on your “support team.” Explain to them now what some of the emotional challenges may be when you return home from your disaster relief work.
- Do you have a good doctor? Have you gone for a checkup lately, so that you will have a basis for comparison later? Blood pressure, blood count, pulmonary function—these kinds of baseline health indicators may be important to have in your medical records when you return.

# **Training Module 2: Exercise for Review and Application**

## **A. Attitudes and Expectations**

Flexibility, humility, prayerfulness, and assertiveness. Our list of do's and don't's boiled down to the cultivation and practice of these four heart attitudes. Which one of these qualities comes most easily to you? Which comes hardest? Why do you think this is so?

Identify a circumstance in your life right now that requires the regular practice of the attitude you feel you are lacking in (e.g., assertiveness in approaching one's boss about an unrealistic workload). How might you demonstrate that trait more successfully? Be as specific as you can be.

If you feel comfortable doing so, please share your example with the rest of the class.

## **B. Managing Stress**

If you had been the team leader in the story on page 29, what do you think you would have done in response to the competing peer pressures and confused leadership surrounding you? Please discuss your likely response with a partner. As you listen to the other person's thoughts, probe into his or her reasons. Seek to identify the factors that would create the most stress for your partner—and how your partner might respond to those particular stresses.

## **C. Staying Safe**

Do you remember the old Mr. Magoo cartoon, in which the blind Mr. Magoo walks in blissful ignorance over open manhole covers? Did Section II.C convince you that there is no place for "Mr. Magoo" types on the disaster relief field?

Now that you've had a chance to become familiar with the basic safety guidelines you will be expected to follow, evaluate yourself on your general safety awareness. Do you tend to be careful and observant of your surroundings—or are you often ignorant of safety issues? Can you explain why you tend to approach safety as you do? Write your answers on a separate sheet of paper.

## D. Returning Home

Are you a person who can freely ask others for help? This section dealt with the importance of understanding your own need for care and support after you return home from helping traumatized people.

Review pages 34-35, and think back to one stressful or traumatic situation you've faced. What resources did God provide to help you return to life as normal?

Which resource (e.g., friend, parent, spouse, counselor, pastor, medical professional) was most helpful to you in your period of grieving or healing? Explain.

Were you able to identify two people with whom you can talk openly about your experiences and feelings? If not, what steps can you take now to incorporate this kind of supportive friendship into your life?

*“The Bible knows nothing of solitary religion—watch over one another in love.”—John Wesley*

If you do not currently have a doctor (or do not have one you like and trust), what steps do you plan to take to find one?

*“My God shall supply all your need according to his riches in glory by Christ Jesus.” Phil. 4:19*



*Training Module III:  
When a Disaster  
Strikes*



## Section III—Mobilizing Volunteers When a Disaster Strikes

*“Let all things be done decently and in order.”* 1 Cor. 14:40

*“For God is not the author of confusion, but of peace....”* 1 Cor. 14:33

### Ready for a PowerPoint Lecture?

The information contained within this section outlines the process of volunteer mobilization following a disaster. You need to know how the emergency response will unfold after a disaster occurs. It is vital that you understand what World Hope will do—and what cooperation and communication you will be expected to provide—to ensure a smooth, timely response. Jot down any questions at the bottom of each page. Your instructor will pause between sections to allow you to ask your questions.

#### I. The Call for Volunteers

Once it has been determined that World Hope International (WHI) will respond to needs created by a disaster, the **Disaster Relief Office (DRO)** will begin to mobilize teams of volunteers through their network of individuals, churches, and partner organizations.

- A. **A call for volunteers** will be announced through World Hope International’s website: [www.worldhope.org](http://www.worldhope.org). The WHI website will announce the projected response and provide information for those wishing to volunteer. This information could change on a daily basis, so volunteers are asked to check the website often. *PLEASE NOTE: Volunteers must be age 18 or older.*
- B. **Churches, organizations, or individuals wishing to field a team of volunteers** should go to the WHI website and follow the links to the disaster relief volunteer information. This link contains the initial form, allowing teams to sign up to serve at the disaster site.

- C. The Disaster Relief Coordinator will phone or email the team leader to **confirm the team's assigned site and dates.**
- D. **WHI's website will also contain a current needs list for each staging site** in the event that volunteers, churches, or communities wish to donate supplies to a site.
- E. **DRO staff will send a packet of forms to the Team Leader via email. Forms are to be completed by the volunteers and taken with the team to the staging site.** The information and sample forms are included in the Appendix of this manual.

**Questions so far?**

**What initiative should you (or your church) take in order to volunteer to serve in the aftermath of a disaster?**

**What information is available through the World Hope website?**



## II. Guidelines for Disaster Relief Volunteers

The following suggestions will improve your usefulness as a volunteer and make your experience more satisfying:

- A. **If you are employed**, be sure to obtain ahead of time your supervisor's approval for your absence in times of disaster.
- B. **The “Things to Do, Take, and Review ” checklist** in the Appendix (page xxiii) is a key planning tool for every volunteer. Keep the checklist items on hand.
- C. **Insurance information** should be kept with your disaster relief information and gear. Each volunteer must have insurance in case of accident, injury, or illness. Personal health insurance is the responsibility of the volunteer. (See the **Medical Information Sheet** in the Appendix.)
- D. **Your phone numbers** (and other important contact information) should be kept where you can find them quickly.
- E. **When a disaster strikes**, contact the WHI Disaster Relief Office and volunteer your services if you are willing to help. (The previous section lists the website information and correspondence sequence.)

**Questions so far?**

**Do you have a clear understanding of your own role in readying yourself for rapid mobilization?**

**Will you commit to gathering all necessary supplies and information in the weeks following your training?**

### III. Relating to the World Hope Disaster Relief Office (DRO)

When a disaster strikes, World Hope's DRO will immediately set systems in place to begin coordinating the relief effort. Here's what that coordination process will look like...

- A. **The DRO will notify churches and partner organizations** of efforts to assess the extent of the disaster and the anticipated response via the WHI website— [www.worldhope.org](http://www.worldhope.org).
- B. **The World Hope DRO will establish partnerships** with local churches willing to become staging areas. Within each partnership, the DRO will provide leadership in launching the relief infrastructure.
  1. **A Site Manager will be named** at each staging area.
  2. **Volunteer Teams will be assigned** to worksites.
  3. **Donated supplies** will be designated and shipped via trucks to the staging site. Every effort will be made to provide needed materials as quickly as possible.
  4. **The Disaster Relief Coordinator** will maintain daily contact with the site managers to determine types of supplies and equipment needed.
- C. **An appeal for funds, teams, and supplies** will go out immediately through World Hope's website.
- D. **Churches, organizations, and individuals** are requested to put together teams of five or more individuals willing to help with relief in the affected area.
  1. **Team leaders will contact the DRO** according to the process described in section I.
  2. **When the team leader registers the team (with the DRO)**, he or she will include on the registration an approximate number of team members.
    - **Team numbers can be adjusted** as the team gets closer to the date of departure.
    - **Final numbers are given to the DRO** the day before a team departs for the disaster site with approximate arrival and departure times.

- 3. Each registered team will be put into a database and assigned a start date to begin working at the staging site.**
- **Dates are determined** by considering the requests from the team leader and the needs at the staging site. The Disaster Relief Coordinator will call or email the team leader to confirm dates.
  - **Teams may work at a staging site no longer than 8-10 days.**
  - **Site managers\* receive team-related information** daily so that they can plan the work, prepare housing arrangements, and notify food preparation workers of numbers that are expected for meals.
  - **It is important for a team to honor its assigned date**, since a date change could adversely affect the work at the staging site.
- 4. The DRO will provide the volunteer forms and information to the team leader**, and it is essential that the team leader pass on the forms to each team member. The following forms need to be completed before arrival at the staging site:
- **Code of Conduct and Waiver**
  - **Medical Information Sheet**

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\* Site managers are people (men or women) selected and trained by World Hope. They will have had previous experience working at a disaster site. They will be selected on the basis of their demonstrated spiritual leadership and management skills.

## IV. Understanding the Duties of Your Site Manager

Site managers work under the direct supervision of the Disaster Relief Coordinator in the Hope Corps Office of World Hope International. They also have an indirect relationship to the Director of Hope Corps.

The duties of a site manager are as follows:

- A. **Establishing working relationships** with leadership of staging site church.
- B. **Establishing working relationships** with government officials and organizations in the area near the staging site.
- C. **Involving available church membership** with leadership of staging site.
- D. **Encouraging the pastor/body of believers** at the staging site church.
- E. **Managing the distribution** of food and supplies.
- F. **Organizing the work** to be done on the homes of disaster victims.
- G. **Managing the teams** that arrive at the site:
  - 1. **Providing orientation to team members.**
  - 2. **Making sleeping arrangements.**
  - 3. **Feeding teams.**
  - 4. **Overseeing each team's work.**
  - 5. **Helping resolve conflict** related to team leaders and volunteers.
- H. **Keeping clear and accurate records:**
  - 1. **Overseeing budget and financial records** related to the worksite.
  - 2. **Recording number of homes repaired** and type of work provided for each home.
  - 3. **Collecting team members' contact information.**
  - 4. **Keeping truck delivery records**, including where each truck came from, what organization sent it, and a general description of the truck's contents.

5. **Tracking food distribution details** (How many boxes of food are distributed, how many families helped, etc.)
  6. **Logging number of families** receiving assistance from relief workers.
  7. **Managing and caring for WHI tools and equipment**, as well as providing storage for tools when they are not in use.
  8. **Providing storage for all supplies** that arrive at the staging site.
- I. **Working with the DRO** to develop an exit strategy for the staging site.
  - J. **Encouraging the local church to continue ministering** to the community after WHI departs from the staging site.

**Questions so far?**

**Why is it important that you have a thorough understanding of the role of the site manager?**

## V. Stages and Structure of Disaster Response

The system to for activating World Hope’s response to a disaster (or pending disaster) begins with the Disaster Relief Office.

### A. World Hope has developed the following process for activating a response:

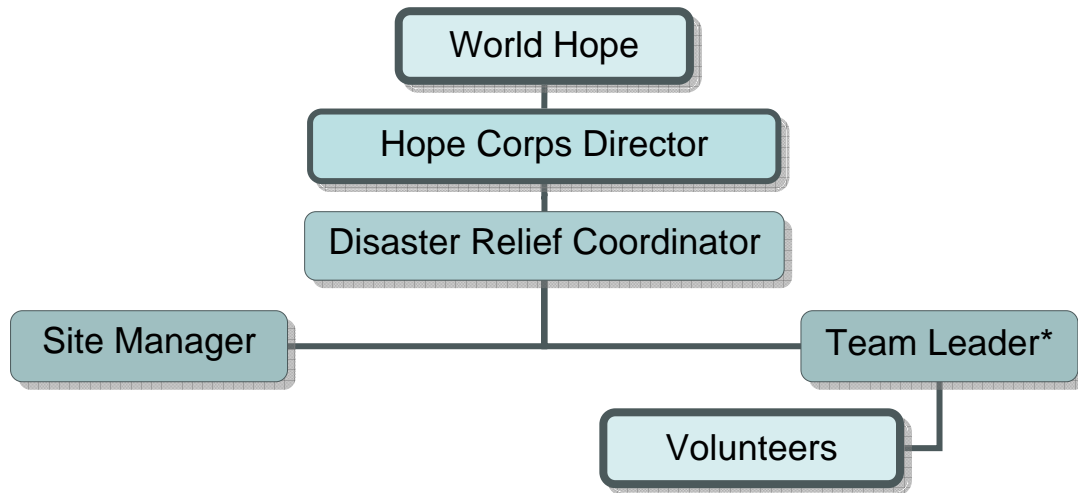
1. **Alert**—The first stage of response is alerting a reconnaissance team to prepare to leave for the disaster area.
2. **Standby**—The reconnaissance team will depart to evaluate the extent of the damage created by the disaster. During this stage volunteers are requested to prepare to depart at a moment’s notice. At this point, there is a probable need for a response.
3. **Go/No Go**—The third state of response is the decision whether to send volunteers, supplies, and/or equipment. If the decision is “no go,” then the status of the team may revert to “Standby” or “Alert”—or response may be cancelled altogether. “Go” means intervention is necessary and a response is definite.

### B. The following vital information is given to the Team Leader:

1. **Specific circumstances** at the location.
2. **Driving directions to the staging area.**
3. **The specific assignment**, if available.
4. **Name of person who will receive the team at the staging site.**
5. **Any other pertinent information** available at the time of deployment about the projected response.

### C. WHI Disaster Relief Organizational Structure

As the stages of disaster relief unfold, it is helpful for volunteers to know the *structure* of the relief effort. Previous sections have referred to this structure, and later you will be expected to understand it well. The graphic below has been provided to give you a picture of your team's place in the overall response to the disaster.



\* Team Leader operates under the direction of the Site Manager at the disaster relief staging site.

Questions so far?

What does this organizational chart tell you about the authority of the site manager and the team leader?

# **Training Module III: Review and Application**

## **The Call for Volunteers**

Outline briefly **a church's or team's responsibility** in its initial response to a call for volunteers. (Refer to pages 41-42 if you need to.)

## **The Guidelines for Volunteers**

List below everything you should have completed, gathered, and ready so that you may be ready to serve on a team. (Refer to page 43 if you need to.)

## **Relating to the World Hope Disaster Relief Office**

What will your team leader be responsible to provide you with? (Refer to pages 44-45 if you need to.)

What responsibility will you then have?

## **Understanding the Duties of Your Site Manager**

In what ways will your site manager provide care and supervision for your team? (Refer to pages 46-47 if you need to.)



## The Stages and Structure of Disaster Relief

List the three stages of disaster relief response, along with a *brief* summary in your own words of what each stage entails. (Refer to page 48 if you need to.)

What important information will your team leader be responsible to have and to provide? (Refer to page 48 if you need to.)

Examine the disaster response organizational chart on page 49, and answer the following questions:

- To whom do you report if you are a volunteer on a team?
  
- How do the roles and responsibilities of site managers differ from those of team leaders?

With whom would you be likely to have the most interaction? Why?

- To whom does a team leader report?

What would the nature of that communication be?

- Write your own question to test your classmates' knowledge of the WHI disaster relief chain of command.

## Case Study Exercise

The scenario below is based upon an account provided by a Hurricane Katrina relief volunteer. The situation is quite typical, and you are likely to encounter similar circumstances if you serve on the disaster relief field in this country.

In small groups, do the following:

1. Read through the case study individually, underlining or making notes in the margins as you come across details you feel are important.
2. Consider individually for a few minutes how you might apply the training content which has been presented to you today to the case study scenario. Then come together as a group.
3. ***Put yourselves in the position of team leader*** as you work to organize and prioritize an appropriate team response.
4. Appoint a group secretary to record the following on a piece of notebook paper:
  - A brainstormed list of every response the group can come up with. (3 or 4 minutes)
  - A numbered list of priorities. What should come first? What next? Keep going until you've exhausted the steps all group members believe must be taken. (Assume that the basic supplies and tools you will need will be available to you through your staging site.) (5-8 minutes)
  - A finalized, simplified list representing the team's planned response—including "red flags" for any anticipated problems or difficulties. (10 minutes)
  - A list of questions. What information might you still need in order to make good decisions in this situation? (5 minutes)
5. Appoint one group member to share your group's response with the class. (This will be a brief 5-minute presentation.)

## Case Study: The Willis Family\*

The day after your team's arrival, one of the team members, a homemaker named Lucy, passes by the Willis' house. She notices Jim and Bonnie Willis sitting on their front porch staring with blank expressions at the street. Lucy approaches you and the site manager to ask that the team be assigned to the Willis home as soon as possible. The assignment is approved, and you go to talk to the Willises to find out more information.

Before the hurricane, Jim and Bonnie Willis lived in their home with two adult children. The Willises have a low fixed income and do not have insurance. When the hurricane hit, a large tree in their front yard fell over, tearing out the main water line for their home, destroying the Willis' roof, driving roof rafters through their ceiling, and tearing off the electrical boxes from their home.

The adult children moved out immediately, and Jim and Bonnie are not quite sure where they are now. The water that came in through the roof destroyed the ceilings in several rooms, the flooding destroyed the sheetrock throughout the house, and the home has no water or electricity.

Jim Willis, 55, is morbidly obese and is unable to do his own work now that his adult children are gone. He is also an insulin-dependent diabetic (who must replenish his insulin supply within the week). Bonnie, 52, has severe arthritis and can do very little to assist. The Willises do not belong to a church or have anyone nearby to help them.

When you and the rest of your team come in to assist, it becomes obvious that you will have to be very careful. The whole house needs to be gutted. However, if the team does that, the Willises will have nowhere to live. When you inspect the home, you see that it is very dirty and cluttered with personal belongings, many of them mold-infested. The mold is not only on the sheetrock near the floor—it is also on the ceiling.

When Jim Willis sees that you are examining the mold-infested objects, he becomes indignant. He tells you not even to *think* about throwing out any of his and Bonnie's possessions. They simply do not have the means to replace anything. Bonnie begins to sob and argue with Jim, telling him they will get no help if they don't cooperate with everything the relief team tells them they must do.

What should happen next?

---

\* The name of the family has been changed.



*Training Module IV:  
Staying Informed and  
Equipped*



## Section IV.A—Making Time for Personal Bible Study and Prayer

*“If you abide in my Word, then you are truly my disciples.”* John 8:31

### Personal Bible Study

Do you want to ready yourself for fruitful service? Then you must nourish your spirit with the food of God’s Word. Consider the words of J.R. Mott, 19<sup>th</sup>-century Christian leader and founder of the first international Christian student volunteer organization. The passage below is taken from a speech he gave in 1894 to a gathering of people who, like you, wished to share the love of Christ with others far from home.

Would you work without friction, without worrying, without strain, and without anxiety? I know there are some here who want to learn that secret. The wheels must be oiled by these words in the heart and in the life. Would you be kept from becoming mechanical? It may be that this is our greatest need in our associations, and therefore there is great need of our having the realities of this Bible constantly in our thoughts and minds, and of having the fullest experience, the richest experience day by day, otherwise our work may become unsuccessful and purely mechanical; we may work from a sense of duty, with no life in it. If you would make the environment around you and shape the work with a strong hand, and not simply be shaped and driven by it, build up a rich, full inner life. Then if a man is to have fruits in his work, it is necessary that in his thought and plan of study he put his spiritual life first. By our fruits we are known. The condition of fruitfulness is abiding in Christ, and one of the fundamental conditions is abiding in His Word.

Consider some of the purposes for personal Bible study, as revealed in the following passages:

1. Name some practical results of a thorough study of the Word of God (2 Timothy 3:15-17).
2. In Acts 20:32, what does the apostle Paul say God's Word is able to do?

3. How does the truth in Psalm 119:127,128 relate to the relativistic philosophies many people follow today?
4. What should be the effect upon your life of reading and internalizing the truth of the Bible (James 1:22-25)?

## **Making the Time and Gathering the Tools**

As you prepare to study the Bible, it is important to set aside a definite time, find a quiet place, and get your tools together.

Some very helpful tools include:

- a modern translation of the Bible
- a notebook and pen
- a dictionary
- a concordance
- a Bible dictionary

Remember that Bible study involves just that—reading and studying the Bible. The other tools are merely to assist you in understanding the rich truths God has for you in His Word. Always keep your primary focus on the actual reading and contemplation of God’s Word.

If you’re not sure where to begin, try jumping into a one-year Bible—or tackle one of the four Gospels. The Gospel of Mark is short and action-packed, and the gospel of John offers a profound study of the divine nature of Christ.

Read the words of Jonathan Edwards, the Puritan preacher whom God used to spark revival in colonial New England. Do you feel the same delight in your personal study of the Bible?

*“I had then, and at other times, the greatest delight in the holy Scriptures, of any book whatsoever. Oftentimes in reading it, every word seemed to touch my heart. I felt a harmony between something in my heart, and those sweet powerful words. I seemed often to see so much light, exhibited by every sentence, and such a refreshing ravishing food communicated, that I could not get along in reading. Used oftentimes to dwell long on one sentence, to see the wonders contained in it; and yet almost every sentence seemed to be full of wonders.”*

—Jonathan Edwards



## Try a Three-Step Approach

One of the most helpful and readily applicable procedures to use in Bible study is the three-step approach involving skills of observation, interpretation, and application.

### 1. **Observation:** What does the passage say?

Read it quickly for content.

Read it again carefully, underlining key words and phrases.

Ask: Who? What? When? Where? How?

### 2. **Interpretation:** What does the passage mean? What is the author saying to his audience?

Ask God to give you understanding of the passage.

Think about what kind of literature this particular passage is.

Consult a dictionary or Bible dictionary for the precise meanings of words.

### 3. **Application:** What does the passage mean to me, and how can it be applied to my life?

Make a list of:

- attitudes to change
- sins to confess and forsake
- actions to take/avoid
- examples to follow
- promises to claim
- other personal applications

*“To get the full flavor of an herb, it must be pressed between the fingers. So it is the same with the Scriptures; the more familiar they become, the more they reveal their hidden treasures and yield their indescribable riches.”*  
—John Chrysostom,  
A.D. 347-407

## Prayer

Do you make it a habit to pray daily in a quiet place? Prayer is your vital connection to the heart and will of God. Our enemy, Satan, knows that and seeks to undermine our prayer life in whatever ways he can. Distraction, noise, busyness, fatigue, the pressure to be actively serving—all can quench the vitality of our prayer life. If your mind wanders or if you feel you don’t know how to pray effectively, try following the model prayer Jesus gave his disciples.

- **Offer praise** to God for who He is—a holy God reigning in Heaven, whom we may freely address as our Father!

- **Assent** in your spirit to the carrying out of His perfect will, and ask for the arrival of His kingdom.
- **Place the day’s needs before him**, and ask for His provision, help and guidance.
- **Ask for forgiveness** of the sins you have committed.
- **Forgive others** who have sinned against you.
- **Plead with Him to protect you** from the temptation to sin—and to rescue you from the presence of evil.
- **Testify** with your whole heart that everything belongs to Him, that He has the power to accomplish anything, and that He is worthy of all the glory you can give Him.

*“God shapes the world by prayer. The prayers of God’s saints are the capital stock of heaven by which God carries on His great work upon the earth.”*  
—E.M. Bounds

### **Accept the Challenge!**

World Hope wants you to be spiritually well nourished whenever you are called to serve on the disaster relief field. We challenge you to develop a two-month plan for *studying* the Bible 30 minutes a day or at least two days per week. We also ask that you commit to setting aside quiet time each day—*even if only five or ten minutes*—for prayer.

Do you accept this challenge?

Write down your own promise here, and ask God to help you as you do your part to equip yourself spiritually for service.

## Section IV.B—Keeping Up with Current Events

*“Be sober, be vigilant, because your adversary the devil, as a roaring lion, walketh about, seeking whom he may devour.” 1 Peter 5:8*

### Know What’s Going On!

As disaster relief volunteers, you are committing yourselves to a state of readiness—of vigilance and alertness—to do battle with the evil of disasters that strike the world.

To maintain that vigilance, you must make yourself aware on a daily basis of what’s going on in the world. You should know, for example:

- when a hurricane is expected and what the severity of the storm is predicted to be.
- what alerts are being issued by the Department of Homeland Security.
- what geological activity is being reported (volcanic eruptions, tremor activity, tsunami indicators) and where and when the impact might take place.
- what major political events are taking place in the U.S. and abroad—and how those events might affect this country.

### Choose Your Media

More important than *what* you read or listen to is *that* you stay informed. Choose a trustworthy daily news source that fits with your lifestyle. News radio, internet news sites and blogs, traditional newspapers, TV world news—any of these can supply you with the information you need to remain ready to serve in disaster relief efforts. You should also know that Reuters has a website, [www.alertnet.org](http://www.alertnet.org) to inform humanitarian workers of emergencies.

### What’s Your DEQ (Disastrous Events Quotient)?

For class discussion:

1. Were you aware of the meteorological predictions regarding Hurricane Katrina’s size and severity? How did that awareness affect you? How might you improve your state of awareness in the future?
2. Did you find yourself making predictions based on news reports from Katrina (e.g., the implications of victims’ decisions to seek shelter in the Superdome)?
3. After a disaster strikes, do you remain alert to other disasters or social upheaval that may follow in its wake?
4. Do you actively seek out comprehensive, in-depth news reporting?
5. Do you listen critically for evidences of objectivity in the news you read and listen to?

## **Section IV.D—Staying Connected with World Hope’s Disaster Relief Efforts**

### **Bookmark that Website!**

This part is simple. Bookmark the World Hope website now ([www.worldhope.org](http://www.worldhope.org)), and when a disaster strikes, stay on top of the changing status of calls for volunteers by visiting the website frequently.

In the aftermath of any disaster, World Hope’s homepage features continual updates on relief efforts and needs.

As you have already learned, the website also has information for volunteers, a list of relief donation priorities, and a signup button for World Hope’s monthly e-newsletter.

### **Contact Information**

While the website is the quickest and easiest source of updates, you may also want the phone number and mailing address for your files:

World Hope International  
625 Slaters Lane  
Suite 100  
Alexandria, VA 22314

Phone: 1-888-466-4673 (Toll Free)

Fax: 703-923-9418

## Section IV.D—Reading to Build Knowledge and Hone Skills

### Tools to Equip You

This section contains a bibliography of resources to help you prepare for a successful ministry as a disaster relief worker. The resources listed here are not “required reading.” They are, rather, excellent tools to further equip you for volunteer Christian service. Though many of these publications are not specific to relief work, they can all help you grow in compassionate servanthood, spiritual disciplines, evangelism, and general disaster preparedness.

### Showing Compassion in the Crucible

Sande, Ken. *The Peacemaker*. The ultimate guide to biblical conflict resolution. Written by a Christian attorney who does fulltime conflict mediation.

Tripp, Paul David. *Instruments in the Redeemer’s Hands*. The primer on biblical lay counseling. Written for use in church settings, but full of valuable guidance for those who wish to counsel the hurting and the suffering.

Welch, Edward T. *When People are Big and God is Small: Overcoming Peer Pressure, Codependency, and the Fear of Man*. A thorough exploration of what it means to live to serve God—without being swayed by human pressures. If you are expecting to be in leadership (or any decision-making role) on the field, you must read this book!

### Nourishing Your Spirit

Arthur, Kay. *As Silver Refined*. A rich, challenging, and moving study of the ways God refines His children to prepare them for fruitful ministry.

Brother Lawrence. *The Practice of the Presence of God*. A short, inspirational book encouraging believers to enrich their prayer lives.

Chambers, Oswald. *My Utmost for His Highest*. Chambers wrote these daily devotional meditations over a century ago, but they remain fresh and timely.

Foster, Richard J. *Celebration of Discipline*. A classic on empowering your spiritual walk by biblical disciplines such as prayer, study, meditation, and simplicity of life.

Moore, Beth. *Praying God’s Word*. Designed as a companion to one of Moore’s Bible studies, this book stands on its own as a guide to praying according to God’s promises and revealed will.

Mueller, George. *Answers to Prayer from George Mueller's Narratives*. If you ever wanted encouragement to be bold in your prayers, here it is! Mueller worked with thousands of English orphans in the 19<sup>th</sup> century, and God provided miraculous answers to his prayers on a daily basis.

Ortberg, John. *The Life You've Always Wanted: Spiritual Disciplines for Ordinary People*. The title says it all.

## **Conversational Evangelism**

Newman, Randy. *Questioning Evangelism*. How to share Christ in dialogue with others—particularly those who express doubts about the sovereignty or goodness of God.

Pippert, Rebecca Manley. *Out of the Saltshaker and into the World: Evangelism as a Way of Life*. How to share the gospel with others in a friendly and natural way.

## **Understanding and Preparing for Disasters**

Aviv, Juval. *Staying Safe: The Complete Guide to Protecting Yourself, Your Family, and Your Business*. Not exactly a disaster relief guide, but a must-read in this age of terrorism. The advice this Israeli security expert gives could enable you to remain safe and available to assist others in the event of a national emergency.

Keurulainin, Barry J. *Fifty Days Ablaze: Daily Devotions*.  
[http://www.lcms.org/graphics/assets/media/World%20Mission/50DaysAblaze\\_DailyDevotion.pdf](http://www.lcms.org/graphics/assets/media/World%20Mission/50DaysAblaze_DailyDevotion.pdf) An excellent online devotional to print out and pack with your other supplies—written by a Lutheran pastor and Hurricane Katrina relief volunteer

Moyer, Susan. *Hurricane Katrina: Stories of Rescue, Recovery, and Rebuilding in the Eye of the Storm*. A collection of AP Press reports on post-hurricane heroism.

# *Appendix*





*FORMS  
FOR  
THE VOLUNTEERS*



## VOLUNTEER CODE OF CONDUCT & WAIVER

PLEASE GIVE TO EACH VOLUNTEER TO COMPLETE. RETURN TO TEAM LEADER AND TAKE TO SITE. GIVE TO SITE MANAGER ONCE YOU ARRIVE.

Name \_\_\_\_\_ Email \_\_\_\_\_

Address \_\_\_\_\_ City, State, Zip \_\_\_\_\_

Phones Numbers

Cell \_\_\_\_\_ Home \_\_\_\_\_ Work \_\_\_\_\_

Team Leader \_\_\_\_\_ Church \_\_\_\_\_

Emergency Contact Person \_\_\_\_\_ Relationship \_\_\_\_\_

Phone Numbers for *Emergency Contact Person*:

Cell \_\_\_\_\_ Home \_\_\_\_\_ Work \_\_\_\_\_

Any physical limitation(s) we need to be aware of:

\_\_\_\_\_  
\_\_\_\_\_

As a volunteer for World Hope International, I agree to serve without remuneration and to pay all costs related to my trip, such as immunizations, travel, food and lodging while traveling, and miscellaneous costs.

I will be responsive to the counsel and suggestions of authorities and abide by the standards of conduct and ethics of the area wherein I serve.

I will abstain from any form of conduct unbecoming of a Christian example.

I affirm that I do have health insurance and that I am age 18 or older.

I will not hold World Hope International or any of their departments, partnerships, churches, segments, officers, volunteers, agents or employees responsible for any accident, injury, or illness resulting from my visit to the area nor for the loss of or damage to personal property while on this assignment, and will indemnify and hold them harmless from and against any and all liability occasioned by my service.

I also give permission to World Hope and his/her assigns, licensees and legal representatives the irrevocable right to use my picture, portrait or photograph in all forms of media and in all manner, including electronic media and/or composite representations, for advertising, trade, or any lawful purposes, and I waive any right to inspect or approve the finished product, including written copy that may be created in connection therewith.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date



TO BE COPIED AND GIVEN TO EVERY VOLUNTEER WORKER TO COMPLETE, PLACED IN A SEALED ENVELOPE WITH PERSON'S NAME ON OUTSIDE, AND RETURNED TO TEAM LEADER. TEAM LEADER WILL BRING ENVELOPES AND BE RESPONSIBLE FOR THEM DURING ASSIGNMENT.



## Medical Information Sheet on Individual Team Members

*This is kept confidential unless there is a medical emergency*

Name \_\_\_\_\_

Address \_\_\_\_\_

Phones Numbers

Cell \_\_\_\_\_ Home \_\_\_\_\_ Work \_\_\_\_\_

Emergency Contact Person \_\_\_\_\_

Relationship \_\_\_\_\_

Phones for *Emergency Contact Person*

Cell \_\_\_\_\_ Home \_\_\_\_\_ Work \_\_\_\_\_

### Medical Information

Insurance Company \_\_\_\_\_

Policy or Medicare Number \_\_\_\_\_

Date of Birth \_\_\_\_\_

Medical Conditions \_\_\_\_\_  
\_\_\_\_\_

Medications you are currently taking \_\_\_\_\_  
\_\_\_\_\_

Date inoculations received:

Tetanus/Diphtheria \_\_\_\_\_

Hepatitis A \_\_\_\_\_

Hepatitis B \_\_\_\_\_

\_\_\_\_ I have attached a copy of the front and back of my medical insurance card.

Signature \_\_\_\_\_ Date \_\_\_\_\_



*FORMS  
FOR  
SITE MANAGERS*









# INDIVIDUAL DISTRIBUTION

Food Distribution Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

Number of Adults \_\_\_\_\_ Number of Children \_\_\_\_\_

Special Needs/Notes  
\_\_\_\_\_

\_\_\_\_\_ **NUMBER OF PRE-MADE FOOD AND SUPPLY BOXES**

**FOOD**


**CLEANING**


**HYGIENE**


**INFANT**


**BEDDING**


**WATER AND/OR ICE**


**OTHER**




## GUARD DUTY

Date \_\_\_\_\_

Time	Name	Sleeping Location
10:00-11:00		
11:00-12:00		
12:00-1:00		
1:00-2:00		
2:00-3:00		
3:00-4:00		
4:00-5:00		
5:00-6:00		

Date \_\_\_\_\_

Time	Name	Sleeping Location
10:00-11:00		
11:00-12:00		
12:00-1:00		
1:00-2:00		
2:00-3:00		
3:00-4:00		
4:00-5:00		
5:00-6:00		



# PHOTOGRAPH RELEASE FORM

I, \_\_\_\_\_,  
(name of person being photographed)

do hereby give \_\_\_\_\_  
(photographer's name)

and his/her assigns, licensees and legal representatives the irrevocable right to use my picture, portrait or photograph in all forms of media and in all manner, including electronic media and/or composite representations, for advertising, trade, or any lawful purposes, and I waive any right to inspect or approve the finished product, including written copy that may be created in connection therewith.

I am of full age. I have read this release and am fully familiar with its contents. If I am a minor, a parent or guardian must sign the Minor Consent form below.

Signed _____	Witnessed _____
Address _____	Address _____
_____	_____
Date _____	Date _____

## **Minor Consent**

I am the parent or guardian of the minor named above and have the legal authority to execute the above release. I approve the foregoing and waive any rights to the photographs.

Signed _____	Witnessed _____
Address _____	Address _____
_____	_____
Date _____	Date _____





# WAIVER RELEASE AND INDEMNIFICATION FOR WORK REQUESTED

Date \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

### **Work Needed**

\_\_\_ Tree Removal

\_\_\_ Trash/Brush Moved

\_\_\_ Furniture/Appliances removed

\_\_\_ House Stripped/Cleaned

\_\_\_ Other \_\_\_\_\_

In consideration of this free work and materials, I will waive and release World Hope International and will not hold World Hope International or any of their departments, partnerships, churches, segments, officers, volunteers, agents and employees responsible for any liability, accident, injury, or illness resulting from the work done on my personal property, and will indemnify and hold them harmless from and against any and all liability occasioned by their service.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Witnessed \_\_\_\_\_ Date \_\_\_\_\_

<b>OFFICE USE ONLY</b>	
Contacted _____	
Assigned for (date) _____ Assigned by _____	
Completed by _____ person/team	Date _____







## MEDICAL INSURANCE DISCLAIMER

Date \_\_\_\_\_

Name \_\_\_\_\_ Email \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

I do not have medical insurance and will not hold World Hope International or any of their departments, partnerships, churches, segments, officers, volunteers, agents and employees responsible for covering any expenses incurred due to accident, injury, or illness while serving on this trip, or resulting from my visit to the area.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Witnessed \_\_\_\_\_ Date \_\_\_\_\_



# Things to Do, Take, and Review Before You Depart!

TO BE COPIED AND GIVEN TO EVERY VOLUNTEER WORKER (ALL VOLUNTEERS MUST BE AGE 18 OR OLDER)

*Thank you so much for your willingness to give your time and energy to this massive **mission** of providing relief for those affected by a disaster. In an effort to make your visit as effective, efficient, and safe as possible, we have prepared these guidelines.*

**What to take** (We cannot predetermine the tasks of each worker, but request that you prepare to take these items if asked to do so.)

- Medical insurance card.
- Sleeping bag and/or air mattress & pillow.
- Supply of face masks – 3M Model 8210 (or other Niosh-95 rated).  
(Can order from St. Louis Safety, 1-800-822-5347 or [www.gatewaysafety.com](http://www.gatewaysafety.com).)
- Rubber, watertight boots.
- Supply of rubber gloves (heavy, long-sleeved – not thin, clear plastic) & work gloves.
- Clear safety glasses.
- Mosquito repellent with DEET.
- Comfortable shoes for the entire time.
- Sunscreen (SPF 15 or higher).
- Pair of long pants and a long-sleeved shirt.
- Shower shoes.
- Alcohol-based hand cleaner/sanitizer and/or hand rubs with alcohol.
- Clorox Bleach wipes.
- Protein bars, peanut butter crackers, etc. (in the event that meals are far apart)
- Flashlight and batteries.
- First-aid kit (individual or for your team).

*Please pack only what you need; the people you will be helping will not care if you wear the same outfit.*

## **What to do prior to going**

- **IMPORTANT** – We are asking all volunteers to receive or update these shots: Tetanus, Diphtheria and Hepatitis A & B vaccine series.
- Assess your own health and become as fit as possible.
- Prepare yourself mentally and physically – you may be working 12-14 hours/day in extreme circumstances.
- Recruit people to pray for you while gone.
- Take your medical insurance card.

## **Expenses**

- Shots
- Travel and meals to and from
- Personal expenses

### **Optional Supplies** (If your vehicle has the capacity to transport)

- Buckets
- Sponges, rags
- Bleach
- Tool belts
- Basic tools
- Shovels
- Large trash bags
- Some tarps for temporary roofing

### **Precautions**

- Drink and use only water that is safe; this includes water used in brushing your teeth.
- Curfews are in place; please adhere to them.
- Realize the risk for injury may be high. Use extra precaution in the tasks you are performing.
- Avoid downed power lines.
- If installing a generator, remember that if a portable generator is improperly sized, installed, or operated, it can send power back to the electrical lines.
- Battery-powered flashlights and lanterns should be used, rather than candles, gas lanterns, or torches.
- People with asthma, allergies, or other breathing conditions, cancer patients taking chemotherapy; and people who have received an organ transplant or have chronic lung disease are more susceptible to mold infections. If you have these conditions think twice about volunteering for service.

### **Working Together for Maximum Effectiveness**

- Have an attitude of *helping*, not of taking over or reorganizing. You may be asked to lead, and suggestions are good—but wait until you are asked.
- Be willing to do whatever tasks are needed.
- Realize that some of our tasks are temporary solutions. For example, we may need to clean the inside of a home while a person is continuing to live there, even though the home may be condemned.
- Be prepared for extreme heat, and know the signs of heat exhaustion.
- Be willing to listen to people who are hurting, and don't always expect to be active.
- Flexibility is key! Many, including yourself, will be physically and emotionally drained. Be patient and tolerant towards one another. Remember that levels of stress could be high.

### **Other Pointers You Should Consider**

- Don't make promises you can't keep.
- Use cameras with discretion.
- Respect one another's space and personal property. You may be in close sleeping and living quarters.

### **Conditions at the Staging Site**

- Laundry service and shower facilities may not be readily available.
- You will most likely be sleeping on the floor, cots, or church benches.
- Food will be provided while you are on location.
- You will need to drink bottled water due to possible contamination of the water supply.



### **Cleaning Homes with Water Damage**

- Wear face mask (3M Model 8210 or other Niosh-95 rated)  
(*Can order from St. Louis Safety, 1-800-822-5347 or [www.gatewaysafety.com](http://www.gatewaysafety.com).)*)
- Wear rubber gloves – replace as tears occur.
- Wear protective eyewear (clear safety glasses).
- Wear watertight boots if walking in standing water.
- If house is closed up, open doors and windows first.
- If using fans, place fan at a door or window and blow air out rather than in, so as not to spread the mold.
- Remove all porous items that cannot be thoroughly cleaned and dried. These remain a source of mold growth and should be removed from home (includes carpeting, carpet padding, upholstery, wallpaper, drywall, floor, ceiling tiles, insulation material, some clothing, leather, paper, wood and food). Removal and cleaning are important because even dead mold may cause allergic reactions.
- If using bleach to remove mold:
  - Never mix bleach with ammonia. This can produce dangerous toxic fumes.
  - Open windows and doors to provide fresh air.
  - Wear rubber gloves and protective eyewear (clear safety glasses).
  - Wear face mask.

### **Chainsaw Crews**

- Wear safety glasses.
- Wear leather gloves.
- Wear long pants.
- Wear work boots.
- Use earplugs, if possible.
- Observe climbing and ladder safety; do not take undue risks.

### **Health & Safety Precautions**

- If you get a cut or scrape, clean wound immediately with soap and clean water and/or Clorox bleach wipes. Failure to do so could lead to infections, including a serious staph infection. In flooded environments the risk of these infections is high.
- Even though hands may not be visibly soiled, wash them often; clean with sanitizer or hand rubs when soap and water are not available.
- Because of standing water, mosquito breeding is a problem. Use insect repellent containing DEET, and wear long-sleeved shirts and pants.
- Even though you may have used hand rubs and sanitizers throughout the day, after you leave a location where mold and bacteria may be present, be sure to wipe all exposed skin with Clorox bleach wipes.
- Be responsible with tools. There may be some equipment you will need to get permission to use.
- Drink a lot of water – keep yourself hydrated

### **Possible Symptoms of Mold Exposure**

- Stuffy nose, difficulty breathing, shortness of breath
- Irritated eyes
- Wheezing
- Skin Irritation

### **When Returning Home**

- Because we cannot predetermine the tasks volunteers will be doing, we have asked you to bring supplies for most tasks. If you did not use these, and do not plan to return, we would appreciate your donating these for future use at our site.

### **Upon Your Return Home**

- After you have returned home from the disaster area, be alert to symptoms such as fever, rash, or respiratory illness. If you develop these or any other unusual symptoms, seek health care and inform the doctor of this relief work.
- Debrief with your team as soon as possible after your trip. You will be seeing much devastation and trauma, and it will be a deeply emotional time for you as you interact with people who have lost everything and who feel hopeless. Share with your family and/or friends about your experiences to release your feelings and emotions.