



# DISASTER RELIEF

## *Training Manual*



*You are  
not alone.*

**// WHAT SETS US  
APART FROM OTHER  
DISASTER RELIEF  
ORGANIZATIONS IS OUR  
PURPOSE: *to share the  
love of Jesus with a lost  
and dying world.* //**

*Mark Gauthier*  
SBC OF VIRGINIA



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# MISSIONAL *Statement:*

SBC of Virginia Disaster Relief  
Volunteers will *meet* people in  
time of disaster and *minister* to  
their immediate needs while  
sharing the *love of Christ*.

*Yet does not one in a heap of ruins stretch out his hand, or in his disaster therefore cry out for help? Have I not wept for the one whose life is hard? Was not my soul grieved for the needy?*

Job 30:24-25 NASB

# CORE VALUES *for* DISASTER RELIEF VOLUNTEERS

SBC of Virginia Disaster Relief Volunteers provide service, witness, ministry, comfort and hope, in the crisis of a disaster as we seek to stand firmly on the following core values.

- SERVICE** to those impacted by disaster, their family and friends, and other disaster relief workers by striving in the love of Christ to meet their physical needs (Matthew 25:34-36 NASB).
- WITNESS** to those impacted by disaster, their family and friends, and other disaster relief workers. We strive to meet spiritual needs by sharing the love of Christ and the truth of the Bible and that all people may receive the salvation that faith in Him makes possible (Acts 1:7-8 NASB).
- MINISTRY** in the name of Jesus Christ, seeking to serve those impacted by disaster, their family and friends, and other disaster relief workers with a distinctively Christian witness of care and compassion, striving to meet spiritual needs (2 Corinthians 5:18-21).
- COMFORT** in the name of Jesus Christ, seeking to serve those impacted by disaster, their family and friends, and other disaster relief workers. Through the ministry of our presence and through genuine Christian love we strive to comfort those who have experienced significant emotional upheaval as the result of disaster (2 Corinthians 1:3-4 NASB).
- HOPE** in the name of Jesus Christ, seeking to serve those impacted by disaster, their family and friends, and other disaster relief workers. We strive to share a sense of hope for the future in the midst of circumstances that may seem hopeless (1 Pet 1:13).

SBC of Virginia Disaster Relief Volunteers are servants of our Lord and Savior Jesus Christ who serve Him by serving all those for whom He died and rose to save!

*But Jesus called them to Himself, and said, "You know that the rulers of the Gentiles lord it over them, and their great men exercise authority over them. It is not so among you, but whoever wishes to become great among you shall be your servant, and whoever wishes to be first among you shall be your slave; just as the Son of Man did not come to be served, but to serve, and to give His life a ransom for many."*

Matthew 20:25-28 NASB



# EVANGELISM

When the SBC of Virginia Disaster Relief ministry was established, it was determined that intentional evangelism would be the cornerstone of all we did. We believe that this cornerstone is the reason for the rapid success and growth of this vital ministry. There are many methods and tools to be used in disaster evangelism, including but not limited to: the *Three Circles: Life Conversation Guide*, *Why We're Here*, *Hope in Crisis* tracts and others. The evangelism training conducted at every training session is required of all SBCV disaster volunteers. It consists of both a listening/lecture component and a practice time using the tools described during the training.

## How to begin a *witnessing* conversation:

It is very important to be natural. Just be yourself and allow your own unique personality to come out in the conversation. Smile and enjoy people with whom you will have an opportunity to share. Remember, you are reflecting the life and love of Jesus Christ!

A witnessing conversation is an **intentional conversation**.

When you are in a conversation with others, what areas are typically discussed? Hobbies, interests, things you have in common, backgrounds, work, family members, current issues, religion, and so on.

When you are in a conversation with a person who has been through a disaster, what areas are typically discussed? **The Event!**

### **Seek to make a connection with the person.**

Talk about the person's background:

- » *Where are you from originally?*
- » *How long have you lived here?*

### **Find out about the person's work, hobbies, or interests.**

You may ask:

- » *What kind of work do you do?*
- » *What things do you enjoy doing?*

For students:

- » *What courses are you taking?*

### **Find out whether the person is open to discussing spiritual matters. This is the real heart of the conversation.**

Questions you might ask:

- » *Would you consider yourself to be a spiritual person?*
- » *Do you think about spiritual things?*

Some like to use diagnostic questions such as:

- » *Do you know for sure that you will go to heaven when you die?*
- » *Can I share with you my story of how I came to be sure?*

### **Do Not Tell Your Story!**

Say instead:

- » *I can't imagine what you have been through, but I am confident of a simple truth. Use this as a transition to share the Gospel.*

# SBC of Virginia DISASTER RELIEF *History*

**November 2002**



**SBC of Virginia Disaster Relief Ministry began with one shower unit built by Georgia men.**

We determined that our focus would be intentional evangelism, first, last, and always. Our goal is to go through the door God opens through disaster and minister to the victims' spiritual needs. While we do this, we strive to meet their physical needs as well.

**May 2003**



**We were deployed for the first time to Indiana and Ohio in support of floods.**

**September 2003**



**During Hurricane Isabel, our shower unit was set up to support the general public in Gloucester County, VA, providing an average of 380 showers per day.** During this same event, we purchased our first two recovery units and conducted recovery operations in Gloucester and Williamsburg, VA. We began developing our Damage Assessment program during Isabel, conducting assessments on more than 550 homes in Gloucester County, VA.

**2005**



**A pivotal year for the SBC of Virginia DR program.** We began building our first feeding unit and added two more recovery units. Our training program was growing and we were averaging over 50 volunteers at each of our training events. We completed our feeding unit on August 31, and on September 1 we were deployed to Prentiss, MS in support of Hurricane Katrina.

**Late 2016**



**We now have a physical location for the DR ministry.** A warehouse located in Lynchburg was acquired and is used to house and maintain nearly all of the SBCV-owned DR units.

**2020**



**All DR orientations are now conducted online.** Advanced training sessions are scheduled 2-3 times per year across the Commonwealth.

There have been many deployments since Katrina and with each one the volunteers of SBCV make an eternal difference in the lives of those impacted by disaster. We continue to revise and update the assessment program, including computerizing the system and developing applications for notebook computers that can upload information to laptop or desktop computers. As we move forward, we need to be sure that we look forward as we plan for the future needs and ministry in DR. The Lord has truly blessed this ministry, allowing us to grow far beyond our expectation. With all of our volunteers and equipment, we can only wonder what He has in store for us.

**// He doesn't call us into this ministry to sit on our hands. //**

# WHAT TO TAKE

## Checklist

### Devotional Materials

- Bible
- Devotional
- Witnessing tracts

### Identification

- DR ID badge
- Driver's license
- Vehicle registration
- Phone numbers (family, physician, employer, church, emergency contact)
- Insurance information (health and vehicle)

### Supplies/Equipment

- Flashlight/lantern
- Watch/clock
- Canteen/water bottle
- Bedding (air or foam mattress, cot, and covers)
- Special personal items you need for health, safety, or comfort

### Miscellaneous Items

- Money (\$20-200)
- Cell phone & charger
- Notebook, pencils or pens
- DR travel handbook
- Clothing (4-7 day supply)
- DR caps, shirts, jackets
- Work shoes
- Coat/jacket
- Waterproof footwear
- Jeans/work pants
- Socks (2/day)
- Shirts
- Work gloves
- Underwear
- Rain suit/poncho
- Sleepwear
- Sneakers
- Bandannas/handkerchief
- Laundry bag
- Health, safety, and hygiene
- Medicine (prescription and OTC)
- Allergy kit: bees, etc.
- Sun block - SPF 15+
- Deodorant
- Soap/shampoo
- Personal needs
- Dental floss
- Mouthwash
- Chapstick
- Towels/washcloth
- Toothbrush
- Toothpaste
- Comb/brush
- Hairspray
- Shaving cream
- Razor
- Diarrhea/laxative cures
- Antacids
- Insect spray
- Skin lotion
- Blister kit
- Foot powder
- Antifungal ointment/spray
- Healing ointment (Neosporin)
- Food
- Personal drinking water
- Diet food
- Snacks

*Remember to leave behind any info regarding where you are and how to contact you in case of emergency.*

# CALLOUTS

Often as soon as disaster strikes the first question is "how can I go?" Of course, the first requirement is to have been trained as a DR volunteer during one of the SBCV DR training sessions. As the disaster unfolds, there are two basic scenarios:



## **A disaster occurring in Virginia.**

As is covered in training, "all disasters are local—so respond." This refers specifically to the local church reaching out to the local community—Ready Church. Trained DR volunteers should coordinate a response from their church, using both trained and untrained volunteers, to the local community. The team leader or church coordinator should contact the state director if additional assistance is needed, and be prepared to provide specific needs. A regional or statewide callout will be initiated as dictated by the circumstances. An incident commander and team will be activated and established as necessary.



## **A disaster occurring outside Virginia.**

A callout will be initiated by the state director when requested by an affected state to respond. The callout will be communicated by the state callout coordinator via email and/or phone communication. The callout will ask for specific types of teams or individuals with instruction on how to respond. The callout coordinator in conjunction with regional/state leadership will determine and assign unit leaders for each team that is deployed. Travel is the responsibility of the individual volunteer with the exception of anyone who transports a state-owned unit at the request of the state. In this case, mileage will be paid by SBCV.

***DO NOT DEPLOY UNLESS YOU ARE RELEASED BY THE CALLOUT COORDINATOR!***

When any type of callout is received, each volunteer should begin by praying how God would have them respond. Use this booklet and the included checklist to serve as a reminder of what to take. Remember to not only check with your family and employer, but also with your church to ensure that any ministry in which you serve is properly covered during your absence.

# DISASTER RELIEF UNITS

## Feeding Unit

Mass feeding is where Southern Baptists have received the most notoriety, since often it has the biggest impact on the greatest number of victims. Nearly all full meals served by the American Red Cross are, in fact, prepared by Southern Baptists. The SBCV's main feeding unit has a capacity of 12,000 meals per day, can be set-up in less than two hours and has prepared nearly 1,000,000 meals since it began operating. The Urban Feeding Unit can prepare up to 1,000 meals per day.

### Remember the following:

All food handlers must observe the health department regulations of the community in which they are operating!

Bathe/shower and shampoo hair daily

Wear clean clothes – short sleeves recommended

Wear an apron – it is not a hand towel!!

Leave jewelry at home

Wash your hands:

- » When you start to work
- » After you use the restroom
- » Handling raw food
- » Touching hair, face, or body
- » Sneezing, coughing, or blowing nose
- » Smoking, eating, or drinking
- » Cleaning or taking out garbage
- » Touching anything that may contaminate hands

Dishwashing—always use **THREE** sinks:

1. HOT SOAPY water (110°-180°)
2. RINSE water (110°-180°)
3. SANITIZING water (75°-100°)

Food temperatures:

- » Cook—165° (all food)
- » Hold—145°
- » Cool—40°
- » Freeze—0°

### RULE OF 4'S:

Between 40° and 140° for 4 hours—4get it!

**Never used home-canned or home-made/ home-cooked foods.**

nearly  
1 million  
meals!



# DISASTER RELIEF UNITS

## *Chainsaw Unit*

Chainsaw teams have the opportunity to dramatically impact a community that has been damaged by windstorms or winter storms. The gold hats and shirts, equipment, and roar of the chainsaws are sure to attract the attention of neighboring homeowners—who will all have the question in their minds—“Why are you here?”. This allows volunteers the chance to answer that question while sharing the Gospel with homeowners, other relief workers, and by-standers. SBCV chainsaw teams have responded to more than 20 states; for tornadoes, hurricanes, and ice storms.

### Chainsaw Safety Policies

For saw operators, safety gear requirements include hand, head, ear, and eye protection as well as the proper clothing with chaps.

Read and understand the owner’s manual before operating the chain saw.

Use the chain saw for cutting wood only. Do not use it for purposes not intended. Do not use it for cutting plastic, masonry, etc.

Only well-instructed adults should operate a chain saw. Never allow minors to operate one.

Keep work areas clean. Cluttered areas invite injuries.

Keep children, animals, and bystanders away from the chain saw. Only the chain saw user should be in work area.

As soon as anyone, company or person, fells a tree from the ground, they fall under the OSHA regulations for logging.

If a company or agency does not fell the tree, but is operating a chain saw, they fall under the OSHA 29 CFR 1910.132 General Industry Regulations which include:

- › Leg Protection; 29 CFR 1910.133
- › Eye & Face Protection; 29 CFR 1910.135
- › Head Protection; 29 CFR 1910.135
- › Foot Protection; 29 CFR 1910.136
- › Hearing Protection; 29 CFR 1910.95

Don't be  
part of  
the *problem*,  
be part of  
the *solution*.



# DISASTER RELIEF UNITS

## Flood Recovery Unit

While flood recovery can be demanding, the opportunity afforded to share the Gospel with victims is unparalleled. The nature of flood recovery is such that DR volunteers will be at the same home for two, three, or more days allowing a relationship to develop between the homeowners and the volunteers. It is through this relationship: the sharing of fears, struggles, and victories, that the Gospel can be shared and many turn to faith and a saving relationship with Jesus.

### Safety

- Safety first
- Know your limits
- Monitor your condition
- Moderate work when fatigued
- When fatigued, or taking medications that induce drowsiness, do not work on machinery or use power tools
- Work in pairs or part of a group
- Assume fallen electrical lines are live if receiving power from home generators
- Turn all utilities off
- Open windows and doors for ventilation
- Before throwing debris (particularly out a window or door) check for location of other workers
- Never operate gas powered equipment indoors

### Personal Protective Equipment:

- Hard hat
- Goggles/safety glasses
- Whistle
- Work gloves
- Disposable overalls
- Shoes with toe protection
- Over the shoe rubber boots
- Heavy duty rubber gloves
- Hand sanitizer
- Respirator
- Dust—face mask
- Mold—full face respirator with particulate filter and charcoal filter for nuisance gases
- Chlorine bleach—full face respirator with multi-gas (chlorine) filter



# DISASTER RELIEF UNITS

## *Showers & Water Closet*

Often in the wake of disaster, basic human needs of comfort are those most sought after. A shower, after several days without water, can change the entire outlook of a victim. While providing this basic need, workers have a great opportunity to talk with victims and share the Gospel with them. The shower units are also vital in providing safe and clean facilities to DR workers.

### Shower Units

These are used by both DR volunteers and those in the community who have been affected by disaster, though not at the same time or location. The team who responds with the unit is responsible for its set-up, cleaning, minor repairs during use, and return-to-ready service.

### The Water Closet

Provides comfort and sanitary facilities to DR workers in the field. This portable bathroom contains three separate rooms that are both heated and air conditioned.

The need is *great*,  
the workers are *few*.



# SPIRITUAL *First Aid*

This training is relevant to the care of:  
**self, team members, and  
crisis-affected individuals**

## IT IS...

A flexible, multi-step process for the timely assessment and preclinical care of stress reactions or injuries in individuals or units with the goals to preserve life, prevent further harm, and promote recovery.

*Primary-Aid* focuses on safety and calming to save a life and prevents further harm.

*Secondary-Aid* guides individuals, peers, leaders, and caregivers to work together to promote recovery or facilitate appropriate referral for further evaluation or treatment.

## IT IS NOT...

- › An event only intervention
- › A one-time only intervention
- › A replacement for needed medical or mental health treatment
- › A replacement for prevention efforts

## FOUR CAUSES OF STRESS INJURY INTENSE OR PROLONGED DISASTER OR OPERATIONAL STRESS

### LIFE THREAT

*a traumatic injury*

Due to an experience of death provoking terror, horror, or helplessness

### LOSS

*a grief injury*

Due to the loss of cherished people, things, or parts of oneself

### INNER CONFLICT

*a moral injury*

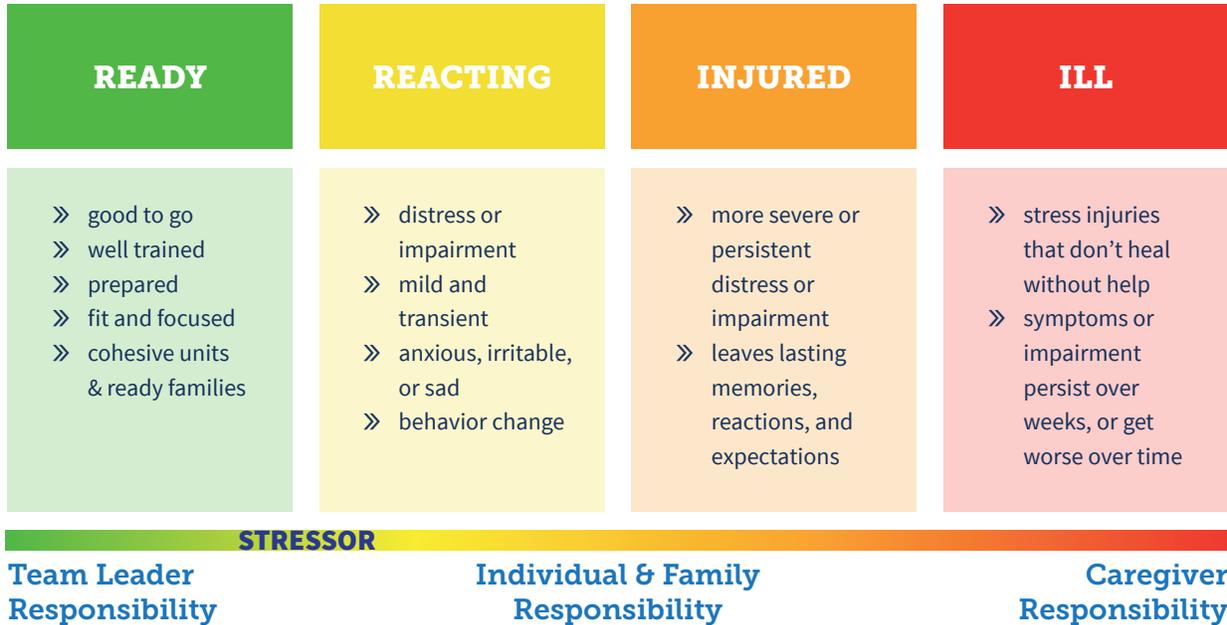
Due to behaviors or the witnessing of behaviors that violate moral values

### WEAR & TEAR

*a fatigue injury*

Due to the accumulations of stress from all sources over time without sufficient rest of recovery

## STRESS CONTINUUM



## HOW DO WE IDENTIFY STRESS REACTIONS OR INJURIES?

### STOP—establish situational awareness

- » change in function
- » statements of internal distress
- » known stress exposure

### LOOK—observation & report by caregivers

- » ADVANTAGES: by-pass stigma/denial; semi-objective
- » DISADVANTAGES: requires skill, familiarity, and continual monitoring

### LISTEN—self-report by team member

- » ADVANTAGES: universal and immediate
- » DISADVANTAGES: stigma/denial are major barriers

# INCIDENT *Command System*

**A standardized, on-scene, all-hazard incident management concept.**

Using management's best practices, ICS helps to ensure:

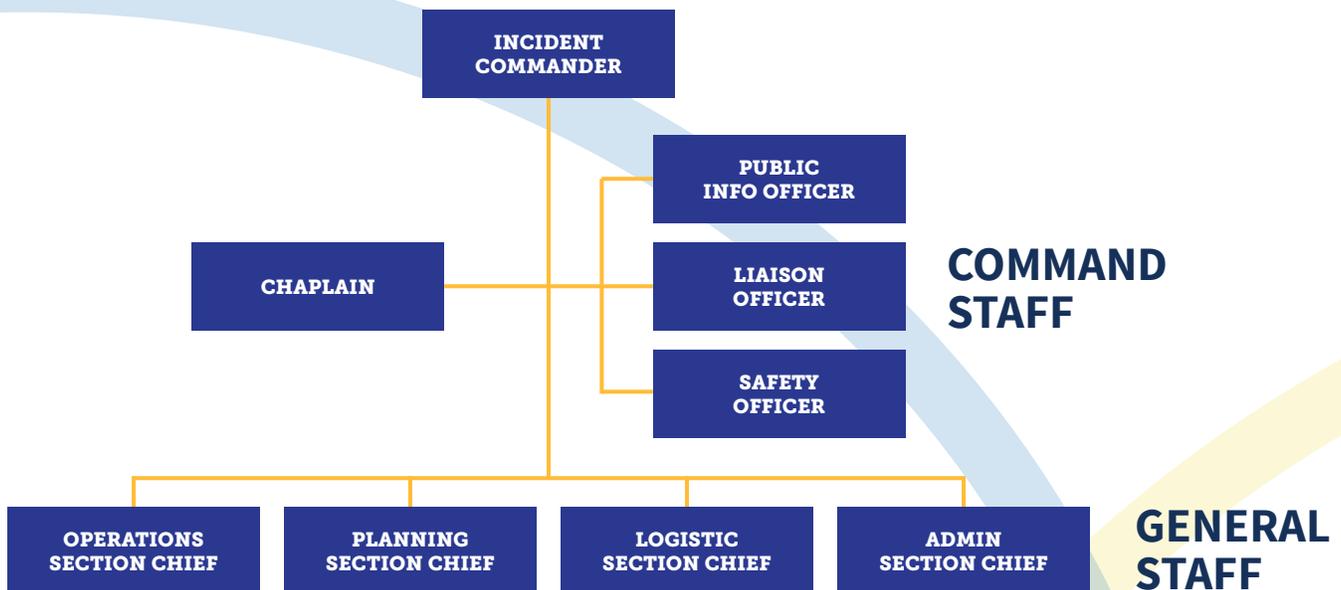
- » The safety of responders and others.
- » The achievement of objectives.
- » The efficient use of resources.

Under unity of command, personnel:

- » Report to only one supervisor.
- » Receive work assignments only from their supervisors.

## FUNCTIONS OF ICS:

- » Meets the needs of incidents of any kind or size.
- » Allows personnel from a variety of agencies to meld rapidly into a common management structure.
- » Provides logistical and administrative support to operational staff.
- » Is cost effective by avoiding duplication of efforts.
- » Develops in a top-down, modular fashion.
- » Is based on the size and complexity of the incident.
- » Incident objectives determine the organizational size.
- » Only functions/positions that are necessary will be filled.
- » Each element must have a person in charge.



# GENERAL *Safety Rules*

The following general safety rules have been developed to provide a safe and healthy working environment.

- 01.** Inappropriate behavior, such as horseplay and practical jokes are extremely dangerous and will not be tolerated.
- 02.** Any unsafe conditions which are encountered shall be corrected or reported to your Supervisor.
- 03.** Do not operate any machinery or equipment if it is known to be in an unsafe condition.
- 04.** Machinery and equipment, including vehicles, are only to be operated by qualified persons and then only when adequately trained in the use of the equipment and authorized to operate it.
- 05.** Personal protective equipment (PPE) must be worn when performing specific duties that require its use to ensure worker safety. Persons refusing to wear PPE will be re-assigned to other tasks not requiring PPE.
- 06.** DR volunteers must inform Supervisors when they have significant allergies which might be encountered while at work (i.e., bee stings). The person with the severe allergy should carry an “ANA Kit” or “Epi-pen” and be familiar with how to use it.
- 07.** Avoid manual lifting of materials, articles, or objects which are too heavy. Wherever possible, use mechanical lifting devices to move heavy objects.
- 08.** DR volunteers are responsible for reporting to their Supervisor and Safety Officer whenever they become sick or injured at work. All injuries, no matter how minor, must be reported immediately.
- 09.** Always keep your work area clean and orderly. Poor housekeeping habits can be a serious safety hazard. Do not leave materials in aisles, walkways, stairways, roads, or other points of egress.
- 10.** All warning signs, signals, and alarms shall be obeyed.
- 11.** DR volunteers shall not use unfamiliar tools or equipment without proper instruction and permission from their immediate Supervisor. Always use the correct tool for the job, do not improvise.
- 12.** Loose or ragged clothing, dangling neckwear, or bracelets shall not be worn around moving parts of machinery or electrically energized equipment.
- 13.** Never dispense gasoline into a fuel tank while the engine is running, or the motor is hot.
- 14.** Do not dispose of any hazardous materials or flammable liquids by pouring them down a sewer or drain.
- 15.** Compressed gas cylinders should be stored in an upright position and chained or otherwise secured. Where not connected to a service line or manifold system, the protective caps for these cylinders shall be in place.
- 16.** Do not attempt to repair defective wiring or other electrical equipment. Report defective electrical equipment to your Supervisor. Electrical equipment can only be repaired or serviced by a qualified electrician.
- 17.** Faulty or makeshift ladders must not be used.
- 18.** When lifting, have a secure footing, bend your knees, keep your back straight, take a firm hold of the object being lifted, and slowly straighten your legs. If you must turn with a load, turn your feet and whole body. DO NOT twist yourself. Avoid reaching while lifting or putting the object down. If the object is too heavy for you, get assistance.
- 19.** Keep your work area safe, efficient, and pleasant by keeping it clean and orderly.
- 20.** If something looks unsafe it probably is...IF YOU ARE IN DOUBT...ASK!







*You are not alone.*

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