Appendix A

Acronym List

This appendix includes a list of acronyms, with their full meanings, used throughout the Independent Study course. The acronyms are organized alphabetically.

ACS – Adventist Community Services
ARRL – American Radio Relay League
AMURT – Ananda Marga Universal Relief Team
CDR – Christian Disaster Response
CRWRC – Christian Reformed World Relief Committee
CWS – Church World Service
DCT – Donations Coordination Team
DFO – Disaster Field Office
EMI – Emergency Management Institute
EOC – Emergency Operations Center
ESF – Emergency Support Function
FDS – Friends Disaster Services
FEMA – Federal Emergency Management Agency
APPENDIX A: ACRONYM LIST

IAJVS – International Association of Jewish Vocational Services
IRFF – International Relief Friendship Foundation
LDR – Lutheran Disaster Response
MDS – Mennonite Disaster Service
MOU – Memorandum of Understanding
NDR – Nazarene Disaster Response
NERT – National Emergency Response Team
NETC – National Emergency Training Center
NFA – National Fire Academy
NOVA – National Organization for Victim Assistance
NVOAD – National Voluntary Organizations Active in Disaster
PDA – Presbyterian Disaster Assistance
SEMA - State Emergency Management Agency
TRAC – Terrebonnes Recovery Assistance Committee
UMCOR – United Methodist Committee on Relief
USFA – United States Fire Academy
VISTA – Volunteers in Service to America
VITA – Volunteers in Technical Assistance
VOA – Volunteers of America
VOAD – Voluntary Organizations Active in Disaster
VOLAG – Voluntary Agency
Appendix B

NVOAD Membership

This appendix includes a current listing of NVOAD member agencies as of January, 1999. For more information on a NVOAD member agency, you may also see the NVOAD home page on the internet at www.nvoad.org. This website includes direct links to all NVOAD member agencies. In addition to these NVOAD member agencies, there are many other voluntary agencies and community-based organizations that may respond to emergencies in local communities. Your local emergency manager or the local American Red Cross can provide additional information about these disaster relief organizations. For more information on U.S. based voluntary agencies that work abroad, see www.interaction.org.

Adventist Community Services
12501 Old Columbia Pike
Silver Spring, MD 20904

Contact Person: John Gavin
Telephone: 301/680-6473
Fax: 301/680-6464
E-Mail: 74617.461@compuserve.com

American Radio Relay League
225 Main Street
Newington, CT 06111

Contact Person: Rick Palm
Telephone: 860/594-0261
Fax: 860/665-7531
E-Mail: rpalm@arrl.org

The American Red Cross
8111 Gatehouse Road
2nd Floor
Falls Church, VA 22042

Contact Person: Jerry Collins
Telephone: 703/206-8635
Fax: 703/206-8833
E-Mail: collinsj@usa.redcross.org
### Ananda Marga Universal Relief Team
North American Headquarters
7627 16th Street, NW
Washington, DC 20012

**Contact Person:** Clark Forden  
**Telephone:** 202/829-8676  
**Fax:** 202/829-0462  
**E-Mail:** amurt-wdc@amps.org

### Catholic Charities USA Disaster Response
1731 King Street, Suite 200  
Alexandria, VA 22314

**Contact Person:** Jane Gallagher  
**Telephone:** 703/549-1390  
**Fax:** 703/549-1656  
**E-Mail:** jgallagher@catholiccharities.usa.org

### Christian Disaster Response
Office of the Executive Director  
P.O. Box 3339  
Winter Haven, FL 33885-3339

**Contact Person:** Ron Patterson  
**Telephone:** 941/956-5183  
**Fax:** 941/956-5183  
**E-Mail:** Drpat@gte.net

### Christian Reformed World Relief Committee
2850 Kalamazoo Avenue, SE  
Grand Rapids, MI 49560-0600

**Contact Person:** Bev Abma  
**Telephone:** 616/224-0738  
**Fax:** 616/224-0806  
**E-Mail:** abmab@crcna.org

### Church of the Brethren Disaster Response
P.O. Box 188  
New Windsor, MD 21776

**Contact Person:** Stanley Noffsinger  
**Telephone:** 410/635-8731  
**Fax:** 410/635-8739  
**E-Mail:** cob_disaster_and_refugee.Parti@ecunet.org

### Church World Service Disaster Response
475 Riverside Drive, #606  
New York, NY 10115

**Contact Person:** Rick Augsburger  
**Telephone:** 212/870-3154  
**Fax:** 212/870-2236  
**E-Mail:** rick@ncccsusa.org

### The Episcopal Church Presiding Bishop’s Fund for World Relief
815 Second Avenue  
New York, NY 10017

**Contact Person:** Angela Cappiello  
**Telephone:** 212/716-6025  
**Fax:** 212/983-6377  
**E-Mail:** acapiello@dfms.org

### Friends Disaster Service
241 Keenan Road  
Peninsula, Ohio 44264

**Contact Person:** Dean Johnson  
**Telephone:** 216/650-4975  
**Fax:** 216/650-2919  
**E-Mail:** frmdsdissv@aol.com
<table>
<thead>
<tr>
<th>Organization</th>
<th>Contact Person</th>
<th>Telephone</th>
<th>Fax</th>
<th>E-Mail</th>
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</thead>
<tbody>
<tr>
<td>International Association of Jewish Vocational Services</td>
<td>Marvin Kivitz</td>
<td>215/854-0233</td>
<td>215/854-0212</td>
<td><a href="mailto:iajvs@jevs.org">iajvs@jevs.org</a></td>
</tr>
<tr>
<td>International Relief Friendship Foundation</td>
<td>Kathy Winings</td>
<td>914/366-0558</td>
<td>914/366-0558</td>
<td></td>
</tr>
<tr>
<td>Lutheran Disaster Response</td>
<td>Gil Furst</td>
<td>773/380/2822</td>
<td>773/380/2493</td>
<td><a href="mailto:gil_furst@ecunet.org">gil_furst@ecunet.org</a></td>
</tr>
<tr>
<td>Mennonite Disaster Services</td>
<td>Tom Smucker</td>
<td>717/859-2210</td>
<td>717/859-3875</td>
<td><a href="mailto:tom_smucker@ecunet.org">tom_smucker@ecunet.org</a></td>
</tr>
<tr>
<td>National Emergency Response Team</td>
<td>Robert Van Deventer</td>
<td>800/NERTUSA</td>
<td>516/371-6880</td>
<td><a href="mailto:usanert@aol.com">usanert@aol.com</a></td>
</tr>
<tr>
<td>National Organization for Victim Assistance</td>
<td>Cheryl Tyiska</td>
<td>202/232-6682</td>
<td>202/462-2255</td>
<td><a href="mailto:cheryl@try-nova.org">cheryl@try-nova.org</a></td>
</tr>
<tr>
<td>Nazarene Disaster Response</td>
<td>Jim Morsch</td>
<td>407/841-4082</td>
<td>407/294-2275</td>
<td><a href="mailto:jvmor@aol.com">jvmor@aol.com</a></td>
</tr>
<tr>
<td>Northwest Medical Teams International</td>
<td>Dick Roland</td>
<td>503/624-1000</td>
<td>503/625-1001</td>
<td><a href="mailto:nwmti@transport.com">nwmti@transport.com</a></td>
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### APPENDIX B: NVOAD MEMBERSHIP

<table>
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<tr>
<th>Organization</th>
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<th>Telephone</th>
<th>Fax</th>
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| **The Phoenix Society for Burn Survivors**  
11 Rust Hill Road  
Levittown, PA 19056 | Wendy Hunt | 800/888-2876 | 603/889-4688 | |
| **Points of Light Foundation**  
1400 Eye Street, NW.  
Washington, DC 20005 | Amy Hall | 202/729-8175 | 202/729-8100 | |
| **Presbyterian Disaster Assistance**  
100 Witherspoon Street  
Louisville, KY 40202-1396 | Stan Hankins | 502/569-5797 | 502/569-8039 | stan.hankins@pcusa.org |
| **NOTE:** Presbyterian Disaster Assistance is a program of the Presbyterian Church (USA) | |
| **REACT International**  
242 Cleveland Avenue  
P.O. Box 998  
Wichita, KS 67214 | Frederick Lanshe | 610/434-3235 | 610/434-3235 | flansche@reactintl.com |
| **The Salvation Army**  
615 Slaters Lane  
P.O. Box 269  
Alexandria, VA 22313 | Major David Dalberg | 703/519-5886 | 703/519-5880 | david_dalberg@usw.salvationarmy.org |
| **Second Harvest National Network of Food Banks**  
116 South Michigan Avenue  
Suite 4  
Chicago, IL 60603 | Chris Rebstock | 312/263-2303 | ext. 110 | cfreboutstock@secondharvest.org |
| **Society of St. Vincent De Paul**  
58 Progress Parkway  
St. Louis, MO 63043-3706 | Robert Zaiki | 314/576-3993 | 314/576-6744 | svdp@aol.com |
| **Southern Baptist Disaster Relief**  
4200 North Point Parkway  
Alpharetta, GA 30022-4176 | Mickey Caison | 770/410-6000 | 770/410-6018 | mcaison@compuserve.com |
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<tr>
<td><strong>UJA Federation of North America</strong></td>
<td>Debra Stein</td>
<td>201/489-2700 x134</td>
<td>201/489-3136</td>
<td><a href="mailto:debra_stein@uja.com">debra_stein@uja.com</a></td>
</tr>
<tr>
<td>Suite 11E</td>
<td></td>
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<td></td>
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<tr>
<td>11 Eighth Avenue</td>
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<td></td>
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<tr>
<td>New York, NY 10011</td>
<td></td>
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</tr>
<tr>
<td><strong>United Methodist Committee on Relief</strong></td>
<td>F. Thomas Hazelwood</td>
<td>703/284-3601</td>
<td>703/284-3602</td>
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</tr>
<tr>
<td>1601 North Kent Street</td>
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<tr>
<td>Suite 902</td>
<td></td>
<td></td>
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<tr>
<td>Arlington, VA 22209</td>
<td></td>
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<tr>
<td><strong>United States Service Command</strong></td>
<td>Joseph Howe</td>
<td>847/689-2545</td>
<td>847/689-2549</td>
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<tr>
<td>1118 Sheridan Road</td>
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<tr>
<td>P.O. Box 1084</td>
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<tr>
<td>North Chicago, IL 60064</td>
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<tr>
<td><strong>Volunteers in Technical Assistance</strong></td>
<td>Richard Muffley</td>
<td>703/276-1800</td>
<td>703/243-1865</td>
<td><a href="mailto:rmuffley@vita.org">rmuffley@vita.org</a></td>
</tr>
<tr>
<td>1600 Wilson Boulevard</td>
<td></td>
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<td></td>
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<tr>
<td>Suite 500</td>
<td></td>
<td></td>
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<tr>
<td>Arlington, VA 22209-1800</td>
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<tr>
<td><strong>Volunteers of America</strong></td>
<td>Chuck Gould</td>
<td>703/548-2288</td>
<td>703/684-1972</td>
<td><a href="mailto:cgould@voa.org">cgould@voa.org</a></td>
</tr>
<tr>
<td>110 South Union Street</td>
<td></td>
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<tr>
<td>Alexandria, VA 22314</td>
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<tr>
<td><strong>World Vision</strong></td>
<td>Mark Publow</td>
<td>206/815-2197</td>
<td>206/815-3341</td>
<td><a href="mailto:mpublow@wvccg.wvus.org">mpublow@wvccg.wvus.org</a></td>
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<tr>
<td>P.O. Box 9716</td>
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<tr>
<td>Federal Way, WA 98063-9716</td>
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Appendix C

Steps For Developing A VOAD

When it has been decided that your community will develop a collaboration to partner the efforts of emergency management with the efforts of the voluntary agency community, the following steps are suggested. There is additional guidance provided on developing a VOAD at the NOVAD website: [www.nvoad.org](http://www.nvoad.org).

**Step 1:** Start now. Don’t wait for a disaster to happen to establish a VOAD.

**Step 2:** Establish contacts.

- Meet with your local American Red Cross Disaster Services Representative to discuss your desire to develop a VOAD. The American Red Cross has Statements of Understanding with over 70 disaster responding agencies. Your American Red Cross may have already established a sound foundation for a VOAD.

- If you do not have a local American Red Cross, make a list of agencies in your community that may be willing to assist in emergency management. From this list, choose three or four that you think would be willing to help you plan an initial meeting.

**Step 3:** Prepare for an initial meeting.

- Discuss the goals for the initial meeting with your agency representatives.

- Draft the purpose of the VOAD.

- Prepare an invitee list, focusing on agencies that can assist in emergency management.
Step 4: Develop an agenda for the initial meeting. Include the following items.

- Welcome and introductions.
- Introduction of the emergency management program in your area.
- Introduction to the role of FEMA in emergency management.
- VOAD briefing.
- Discussion about the need to establish collaboration, emphasizing the benefits that collaboration would bring to your community. See Unit Four: Working Together for more information on the benefits of coordination.
- Discussion of the roles and responsibilities of the voluntary agency community, local emergency management, and FEMA throughout the entire emergency management cycle. See Unit Three: Roles and Services of Disaster Relief Voluntary Agencies for specific information on what activities voluntary agencies perform in each phase of emergency management.
- Establishment of a Planning Committee.
- Closing remarks.

Step 5: Send out invitations.

- Address the invitations to the senior management of each agency.
- Include a letter explaining the purpose of the meeting and the need to establish a community collaboration.
- Call to confirm that the invitations are received and to inquire about who will attend the meeting.

Step 6: Conduct the initial meeting.

- Ask a representative from the local emergency management agency or one of the voluntary agency representatives to chair the first meeting.
- Take notes during the meeting.
- Establish a Planning Committee to draft guidelines for membership criteria, draft the VOAD’s mission and goals, and develop a list of priority issues that need to be addressed by the member agencies.
**Step 7:** Follow up on the meeting.

- Send out minutes of the meeting to all attendees.
- Schedule the next meeting
- Invite agencies to attend the next meeting.
- Encourage agencies to bring to the next meeting additional agencies that might have a role to play in the VOAD.

**Step 8:** Convene the newly-formed Planning Committee.

**Step 9:** Don’t give up!
Appendix D

Additional Resources

This appendix is a resource section designed to help you continue learning after completing the course. Below is a list of recommended readings to provide additional information relevant to the information presented in this Independent Study course.


Gruntfest, Eve, “Twenty Years Later: What Have We Learned Since the Gg Thompson Flood?.” Natural Hazards Research and Applications Information Center Special Publication No. 33205, July 1996.


Thomas, Mike, “To the Rescue.” *Orlando Sentinel*, November 1, 1992.


Appendix E

Answers to Pretest And Check Your Memory

PRETEST

1. a  (Material covered in Unit One)
2. a  (Material covered in Unit One)
3. d  (Material covered in Unit Two)
4. a  (Material covered in Unit Two)
5. b  (Material covered in Unit Two)
6. c  (Material covered in Unit Two)
7. a  (Material covered in Unit Two)
8. b  (Material covered in Unit Two)
9. d  (Material covered in Unit Four)
10. a (Material covered in Unit Three)
11. c (Material covered in Unit Three)
12. b (Material covered in Unit Three)
13. d (Material covered in Unit Three)
14. c (Material covered in Unit Three)
15. d (Material covered in Unit Three)
16. f (Material covered in Unit Three)
17. a (Material covered in Unit Three)
18. d (Material covered in Unit Three)
19. b (Material covered in Unit Three)
20. e (Material covered in Unit Three)
21. c (Material covered in Unit Three)
22. d (Material covered in Unit Four)
23. b (Material covered in Unit Four)
24. b (Material covered in Unit Four)
25. d (Material covered in Unit Four)
CHECK YOUR MEMORY

Unit One
1. d (See page 1-2)
2. a (See page 1-5)
3. b (See page 1-6)
4. a (See page 1-9)
5. a (See page 1-9)

Unit Two
1. b (See page 2-4)
2. d (See page 2-8)
3. b (See page 2-13)
4. c (See page 2-17)
5. a (See page 2-23)

Unit Three
1. a (See page 3-4)
2. c (See page 3-6)
3. a (See page 3-15)
4. d (See page 3-7)
5. b (See page 3-7)

Unit Four
1. d (See page 4-3)
2. b (See page 4-19)
3. c (See page 4-21)
4. a (See page 4-23)
5. a (See page 4-26)