



Ontario's quick reference guide to
Non-Governmental Organizations
with active roles in
Emergency Management.

PARTNER AGENCIES:



St. John Ambulance



Society of
Saint Vincent de Paul
Ontario Regional Council

2020-2021 HANDBOOK

EMERGENCY SERVICE USE ONLY

PURPOSE



CHAIR: Steve Elliott
AGENCY: Samaritan's Purse Canada
sellott@samaritan.ca

Emergencies and disasters in Ontario are becoming more frequent, more complex, and are in need of a comprehensive, efficient, and cost effective response and recovery strategy.

The NGO Alliance of Ontario is a network of non-governmental organizations that are active participants in Ontario's Emergency Management landscape.

The purpose of the NGO Alliance of Ontario is to support municipal and provincial emergency planning and preparedness, response and recovery efforts through coordination, cooperation, collaboration, and communication.

By valuing their independence and neutrality, and by utilizing their collective knowledge, experience and resources, the Alliance members remain committed to supporting municipal and provincial emergency management jurisdictions when disasters strike in the Province of Ontario.



EMERGENCY SERVICE USE ONLY

ANIMAL WELFARE DEBRIS MGMT. CLEAN-UP & CLOTHING DONATION MGMT. FOOD SERVICES MEDICAL SUPPORT PSYCHOSOCIAL SUPPORT REBUILDING SERVICES UNMET NEEDS

ANIMAL WELFARE



24-Hour Phone: 310-SPCA (7722)

SPCA Animal Rescue provides crisis intervention services to respond to the needs of vulnerable animals in urgent situations, such as fires, floods or hurricanes and, on the local level, in situations of hoarding. The Ontario SPCA and Humane Society is available to offer support for municipal emergency preparedness planning, as well as during a community emergency. We are your community support for animal protection.

Ontario SPCA Support Services provides a variety of critical, animal-related services to support vulnerable animals in times of crisis. This service is offered across Ontario.



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ANIMAL WELFARE
CLEAN-UP & DEBRIS MGMT.
CLOTHING
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FOOD SERVICES
MEDICAL SUPPORT
PSYCHOSOCIAL SUPPORT
REBUILDING
SHELTER SERVICES
UNMET NEEDS

CLEAN-UP & DEBRIS MANAGEMENT



**Mennonite
Disaster
Service**

Office: 1-866-261-1274
mdscn@mds.mennonite.net

Mennonite Disaster Service specializes in clean-up of residences and neighbourhoods after floods, windstorms and fires. MDS can clean up and remove debris from yards and fields after floods and windstorms using a large pool of volunteers, leadership and equipment (tool trailer with pumps, generators, chainsaws, etc).



Samaritan's Purse®

Office: 1-800-663-6500
24-Hour Contact: 403-770-7470

In Ontario, Samaritans Purse Canada is able to provide assistance to remove damaged and/or destroyed content, clean out and remediate flooded basements, mold sanitization, installation of roof tarps to protect damaged roofs, cutting, chipping and removal of organic debris, yard clean-up, and spiritual and emotional support and prayers. We operate a Disaster Response Unit (DRU), which is a tractor trailer outfitted with an office, generators, pumps, hand tools, and safety gear that we utilize to equip staff and volunteers to help those affected by disaster.



operations@teamrubiconcan.org

Team Rubicon leverages the abilities and experiences of our highly skilled volunteers to support communities and organizations affected by natural disaster. These capabilities include, but are not limited to, Incident Management Assistance Teams to aid in crisis planning and disaster management; Infrastructure Support, hazard mitigations, light demo, debris removal and mold remediation; and Disaster Mapping. All of our teams deploy as self-sustaining units with all equipment and resources necessary to provide our capabilities, ensuring minimal impact and burden on the affected communities.



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ANIMAL WELFARE DEBRIS MGMT. CLEAN-UP & CLOTHING DONATION MGMT. FOOD SERVICES SUPPORT MEDICAL PSYCHOSOCIAL SUPPORT REBUILDING SHELTER SERVICES UNMET NEEDS

CLOTHING



**For immediate support or planning purposes,
contact your local Salvation Army.**

Divisional HQ: 1-888-696-5386

The Salvation Army's Emergency Disaster Services personnel are equipped to provide vouchers for clothing and other practical household provisions, redeemable at any Salvation Army Thrift Store, helping residents to meet their individual needs in a dignified manner - when they are ready. When needed, and if available, emergency clothing can be brought in to a reception centre from a local Thrift Store.



Office: 905-890-1000
24 Hour Contact: 416-209-0432

The Canadian Red Cross can support people impacted by a disaster or an emergency by providing basic clothing to meet their needs. This can happen in several ways, which may include purchasing items, providing vouchers, or referral to other agencies.



**Society of
Saint Vincent de Paul**
Ontario Regional Council

Office: 1-866-997-7787
24 Hour Contact: 613-218-4377

The Society of Saint-Vincent de Paul has volunteers equipped to provide vouchers to obtain material help such as clothing & accessories; other material help such as furniture is also available.



EMERGENCY SERVICE USE ONLY

ANIMAL CLEAN-UP & WELFARE DEBRIS MGMT. CLOTHING DONATION MGMT. SERVICES FOOD MEDICAL PSYCHOSOCIAL SUPPORT REBUILDING SERVICES UNMET NEEDS

DONATION MANAGEMENT



Primary Contact: 416-725-9451
Secondary Contact: 1-888-274-2372

The ACS Disaster Response program has developed a step by step process to manage in-kind donations early on so it doesn't become a second disaster. The process includes collection, triage, identification, packaging, temporary storage, transportation, and distribution of all in-kind donations sent in the context of emergencies and disasters. This process has been used many times in situations all over the US as well as the 1996 Saguenay, QC floods and the 2016 Fort McMurray, AB fire.



For immediate support or planning purposes, contact your local Salvation Army.

Divisional HQ: 1-888-696-5386

The Salvation Army is a leader in collecting, sorting and distributing donated goods through its 60+ Thrift Store locations in Ontario. Through the Emergency Disaster Services program and the use of Salvation Army Thrift Stores, we can accept and transport small and large amounts of donated goods from across Ontario, when providing other emergency support services.



Office: 905-890-1000
24 Hour Contact: 416-209-0432

The Canadian Red Cross can support communities with financial donation management.



Office: 1-866-997-7787
24 Hour Contact: 613-218-4377

The Society of Saint-Vincent de Paul is equipped to receive monetary donations and has in-kind donation locations available at Thrift stores or at different donation bins to provide another life to the donations. Upon reception, triage is performed and made available for persons in need via vouchers.



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FOOD SERVICES



**For immediate support or planning purposes,
contact your local Salvation Army.**

Divisional HQ: 1-888-696-5386

The most visible service of The Salvation Army's Emergency Disaster Services is the provision of hot meals and refreshing beverages to evacuees and emergency personnel. The Salvation Army has a dedicated and custom fleet of food trucks positioned all across Ontario, along with caterers in major urban centers. Using our volunteer base, we can provide dozens, hundreds or thousands of freshly prepared meals virtually anywhere with road access within hours. As well, we make every attempt to address allergies, food sensitivities, and cultural sensitivities.



Office: 905-890-1000

24 Hour Contact: 416-209-0432

The Canadian Red Cross can provide emergency feeding services during emergencies. The Red Cross is careful to ensure to the best of its ability that food meets the nutritional needs of at-risk groups, in particular infants, children, pregnant and breast-feeding women, the elderly, individuals with dietary restrictions and emergency workers. We also work to respect the culture of the population affected.



Office: 416-916-0522

24 Hour Contact: 647-885-7311

GlobalMedic's domestic food program, McAntony's Menu, provides packaged dry foods to food banks and social service organizations around the country, and this product would be available to deploy to communities affected by disaster. Additionally, GlobalMedic has a variety of point of source and point of use water purification units that available for deployment.



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MEDICAL RESPONSE SUPPORT



St. John Ambulance

24-Hour Pager: 1-888-249-8531

St. John Ambulance has the capability of providing the following services in times of disaster, public health crisis or civil emergency:

- Medical first response and health care support services
- Health-related screening and residential inspections during public health emergencies (i.e. SARS, Pandemic Influenza, etc.)
- Assisting with the transportation of ill, injured or vulnerable persons in support of the public ambulance system.
- Assisting in the evacuation of hospitals and other health care facilities.
- Assisting in the search for missing or lost persons.



Office: 905-890-1000

24 Hour Contact: 416-209-0432

The Canadian Red Cross can facilitate access to medical care or provide for personal needs such as renewing a prescription for essential medications, replacing or repairing eyeglasses, prosthetics, hearing aids or mobility assistance equipment, where no other financial resources are available. In situations where vulnerable people have been affected, we can also mobilize volunteers to do check-ins.



Office: 416-916-0522

24 Hour Contact: 647-885-7311

GlobalMedic has rapidly deployable shelters that can be used as field hospitals and clinics, medical equipment, and supplies, in addition to our Rapid Response Team members who are available for deployment and are medically trained as paramedics, first responders, doctors, nurses, etc.



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PSYCHOSOCIAL SUPPORT



**For immediate support or planning purposes,
contact your local Salvation Army.**

Divisional HQ: 1-888-696-5386

The Salvation Army is on hand to provide pastoral care by providing chaplaincy through a wide variety of professional experience and certification. Emotional & Spiritual Care means compassion through listening, and maintaining a "ministry of presence" among those affected by a disaster. In times when The Salvation Army, as a Christian Church, cannot meet the spiritual needs of an individual or community, we actively work with many faith groups to ensure residents are respected in their beliefs.



Office: 905-890-1000

24 Hour Contact: 416-209-0432

Through the Canadian Red Cross Safety & Wellbeing program, Red Cross can support beneficiary and community priorities by addressing the immediate psychosocial needs of the affected population. To accomplish this goal in relief operations, direct services can include psychosocial support and community outreach.



Office: 1-800-663-6500

24-Hour Contact: 403-770-7470

Emotional distress and trauma are common and local Samaritan's Purse volunteers are positioned to provide the relational support that people need as they get back on their feet. Through our compassionate volunteers, families not only receive clean-up services, they also receive valuable human interaction and a shoulder to lean on to provide hope for the future.



More...

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PSYCHOSOCIAL SUPPORT



Office: 416-725-9451

24-Hour Contact: 1-888-274-2372

The ACS Crisis Care concept is a service offering emotional support where people can come and express their feelings in total confidentiality and respect of personal issues and beliefs. This service is provided one on one to the individuals after a traumatic experience through the participation of specially trained crisis response counselors, usually from the church pastoral teams, and chaplains, who provide their services on a volunteer basis. The counselors receive extensive training and a strong emphasis is included on the aspect of this service being offered regardless of spiritual beliefs or denominational affiliation of the clients.



**Mennonite
Disaster
Service**

Office: 1-866-261-1274

mdsn@mds.mennonite.net

Mennonite Disaster Service offers caring, compassionate relationships and support of clients during clean-up, restoration, and rebuilding.



24-Hour Contact: 1-800-293-3717

As a Christian Ministry, our Rapid Response Team (RRT) of Chaplains are trained for Emotional and Spiritual care during times of disaster and crisis. Our trauma-trained Chaplains, utilizing skills taught in recognized Critical Incident Stress Management courses, come alongside those going through a tragic event. Chaplains with the RRT Chaplaincy come from varied backgrounds in ministry fields, serving as Chaplains, Pastors, Psychotherapists, and/or Grief Counsellors. All Chaplains come alongside those in the community and, as necessary, link them to ongoing community resources for any ongoing assistance. Chaplains play a unique role in the way they respond to by coming alongside the communities' church leadership and its Emergency Services Chaplains during these times.



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REBUILDING



**Mennonite
Disaster
Service**

Office: 1-866-261-1274
mdsn@mds.mennonite.net

Mennonite Disaster Service offers free labour and leadership for repair or rebuilding of homes for home owners who cannot rebuild with their own resources, after floods, windstorms and fires. MDS comes fully equipped with a tool trailer for restoration, rebuilding and finishing in collaboration with long-term recovery organizations.



Samaritan's Purse®

Office: 1-800-663-6500
24-Hour Contact: 403-770-7470

Samaritan's Purse can provide no-cost, volunteer home repair and restoration services as part of an integrated recovery program post-disaster. Through effective case management, each homeowner receives an accurate needs assessment and is encouraged to utilize their own resources first towards their own rebuild. Samaritan's Purse can help fill the gap to get homes to a safe, warm and dry condition through the use of volunteer labour and occasionally funding materials.



**World
Renew**
LIVING JUSTICE • LOVING MERCY • SERVING CHRIST

**DISASTER
RESPONSE
SERVICES**

Office: 1-800-848-5818
24-Hour Contact: 519-614-2238

World Renew Disaster Response Services can supply reconstruction teams for repair and rebuilding. Generally, these teams may be at a location for one to two years. However, a short term reconstruction service lasting a month or two is also a possibility.

More...



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REBUILDING



Office: 905-890-1000

24 Hour Contact: 416-209-0432

RECOVERY:

The Canadian Red Cross recognizes that the recovery process can take years for a community impacted by a disaster. To help the most vulnerable people recover from the long-term impacts of emergencies, communities can call on the Red Cross to provide the following assistance:

- Transitional Shelter Support
- Direct Aid for Basic Needs
- Safety and Wellbeing Support
- Community Projects and Initiatives
- Economic Resilience and Recovery Programs (for individuals and businesses)

BUILDING RESILIENCE:

Through education and training programs, the Canadian Red Cross is working alongside government and community leaders to build stronger, safer and healthier communities that will be more resilient the next time an emergency occurs.



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SHELTER SERVICES



Office: 905-890-1000

24 Hour Contact: 416-209-0432

Center Management

The Canadian Red Cross can provide management services for shelters and reception centres. These services include the planning, set-up, operations, and close-down of temporary facilities to either house or ensure service delivery to those impacted by disasters.

Lodging/ Shelter Services

The Canadian Red Cross can also provide safe and secure temporary accommodations for those affected by disaster. Evacuees who cannot stay with relatives, friends or neighbours can benefit through the provision of commercial, congregate and transitional shelter solutions. This service can also support the individuals' return to home process.

Registration & Family Reunification

The Canadian Red Cross can provide registration services including digital registration. Registering with the Red Cross ensures people impacted by an emergency or disaster are accounted for, can be contacted while away from home, and can be reached with information and assistance on further Red Cross services that may be available during a time of need. It can also help to restore contact between family and household members, thereby reducing the anxiety and fear of those separated from their loved ones.



Office: 416-916-0522

24 Hour Contact: 647-885-7311

GlobalMedic has a selection of large field tents available for deployment, to support critical infrastructure and logistical needs.



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UNMET NEEDS



Office: 905-890-1000

24 Hour Contact: 416-209-0432

Personal Services

The Canadian Red Cross can provide various types of personal assistance to people in addition to the services already outlined. The Red Cross provides these services based on needs of people impacted by emergencies, ensuring that no one is left behind.



Office: 1-800-663-6500

Samaritan's Purse Canada ("SPC") can deploy staff that work with external helping organizations and government entities to facilitate an inter-organizational Unmet Needs Committee. In keeping with the goal of strengthening community capacity over the recovery process, local management of the committee is encouraged. SPC Case Managers use a strengths-based approach that encourages individuals to assess their strengths and resources and take ownership over their recovery journey. The Case Manager, together with the Unmet Needs Committee, is also able to connect individuals with various kinds of community support. As Unmet Needs can be 'hidden' from mainstream organizations, case finding is a significant part of Samaritan's Purse's Case Manager role.



**DISASTER
RESPONSE
SERVICES**

Office: 1-800-848-5818

24-Hour Contact: 519-614-2238

World Renew - Disaster Response Services has a strength in the area of Unmet Needs Assessment. This is accomplished by conducting a community survey to identify those with unmet needs, generally several months after a disaster when a local recovery group is operational and most homeowners know the financial assistance they will be receiving from insurance and the government. The results of the community survey are compiled into a searchable database. This information is then used by the local recovery group to respond to and meet the needs of those in their community.



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**NGO Alliance of Ontario 2020 Handbook
and information contained within
is not for public use.**

For EMERGENCY planning, response and recovery ONLY.

NGO Alliance of Ontario 2020-2021 Leadership

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**Steve ELLIOTT [Samaritan's Purse]
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[Volunteer]**

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