



Glossary for Use with the MNVOAD/HSEM Assistance Request Form

1. **Advocacy:** Pleading the client's cause or getting support for the client. May also include efforts to secure government resources, to make (or suspend) policies/statutes/etc. to facilitate expedient and equitable recovery, to raise public awareness of an incident, etc.
2. **Animal Assistance/Shelter/Care:** Helping animals impacted by and (sometimes unavoidably) left behind in natural disasters. Utilize trained volunteers to provide care for animals during/after disaster including rescue, sheltering, reunification, and grieving services for people who have lost pets.
3. **Blankets:** Typically fleece or wool individual-sized blankets.
4. **Case Management:** One of the critical functions in long-term recovery. It is the time-limited process by which a skilled helper (Disaster Case Manager) partners with a disaster-affected individual or family (Client) to plan for and achieve realistic goals for recovery following a disaster. This comprehensive and holistic Disaster Case Management approach to recovery extends beyond providing relief, providing a service or resource, or meeting urgent needs.
5. **Chain Sawing:** Trained use of chain saws to remove trees, branches or brush that are affecting property impacted by a disaster. May occur due to fire, winds, water, landslides, or another event.
6. **Childcare/Counseling:** Establishment and staffing of temporary childcare centers or areas for disaster survivors. These services include working with the children to provide recreation, emotional, and educational support in a safe environment.
7. **Cleanup:**
 - a. **Cleanup Assessment:** An evaluation of a request for cleanup assistance that includes an estimate of resources needed, safety concerns, and a written scope of work along with the labor needed to accomplish it.
 - b. **Removal of debris, cleaning and disinfecting inside or outside of a structure.**
8. **Communications:** Usually radio equipment and personnel; may include any form of communication systems such as: radio, video, fax, runners, MESH local networks for internet, and more. Personnel may use their own equipment or that of served agencies. Communication types may include phone; two-way radio; paper; runner; establishing an internet connection; email over the radio; sending forms over the radio; or other means. *For messaging see #34 "Information."
9. **Community Outreach:** Collaboration with the whole community to contact individuals, organizations, businesses, and churches to share information with them about the local disaster relief and recovery operations, determine community needs, and provide information and referral for services and support to assist.
10. **Community Unmet Needs Assessment:** A program that employs trained volunteer teams to conduct door-to-door surveys of long-term recovery needs. The results become the property of the requesting community-based recovery organization, usually as a computerized database. This data provides accurate statistics for case management and grant proposal preparation. Reports can provide estimated costs for recovery, prioritize cases based on vulnerability, and provide a detailed list of total needs. The database provided is compatible with standard case management systems used for long-term recovery.
11. **Construction Estimating:** An evaluation of a request for construction assistance that includes an estimate of resources needed, safety concerns, and a written scope of work along with the labor needed to accomplish it.



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12. **Coordination of Services:** The centralized process by which multiple services and supports, often provided by multiple agencies, are synchronized to address the needs and strengths of each individual or family.
13. **Counselling:** The application of individual and group treatment procedures that are designed to improve the mental and emotional health and their subsequent short or long-term psychological and behavioral conditions resulting from a major disaster or its aftermath. This service requires specialized training and often professional licensure.
14. **Credit Counseling:** Assisting clients in working with creditors to protect and establish credit following a disaster or loss of income.
15. **Critical Incident Stress Debriefing:** A facilitator-led group process conducted soon after a traumatic event with individuals considered to be under stress from trauma exposure.
16. **Damage Assessment:** A damage assessment by a team of governmental (federal, state, local) inspectors viewing the disaster impact for purposes of projecting impact relative to various declaration requirements.
17. **Debris Removal:**
 - a. **External** - Is typified by the removal of unwanted and damaged tree, vegetative, or other disaster debris.
 - b. **Internal** - Is the removal of flood-affected personal items, appliances, fixtures, and any other items that are not structural components of the home that were submerged or damaged by floodwaters. This step is considered complete when all items to be discarded have been removed from the structure and any remaining undamaged items are in a safe location or in piles for disposal.
18. **Disaster Education & Planning:**
 - a. **Education:** Teaching or mentoring to increase understanding of, reduce the risk from, and mitigate the effects of disaster.
 - b. **Planning:** Preparation and documentation of policies and procedures used to train, respond, and recover from events, emergencies, and disasters.
19. **Disaster Health Services:** Provision of health care by meeting the disaster related needs of clients.
 - a. **Primary Health, Mobile:** health services provided via mobile units.
 - b. **Primary Health, Fixed:** health services provided at a single, fixed location.
 - c. **Prescription Support:** replacement or procurement of prescription medications.
 - d. **Vaccine Administration:** assistance with administering vaccinations, e.g. TDAP
 - e. **Other**
20. **Disaster Welfare Inquiry:** Connecting those affected or displaced by disaster with concerned family or friends.
21. **Distribution of Goods:** Warehousing, transportation, and distribution of supplies to victims of disaster.
22. **Donations Management:** Provision of systems to address receiving, transporting, warehousing, and distributing donations during disasters. Working collaboratively to address unsolicited donations of food, clothing, water, cleaning supplies, medical supplies, building materials, household goods, and other items.



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23. Elder Care: Specialized care, focus and support to the elderly.
24. Emergency Financial Assistance: Linking with public, private, and non-profit organizations and entities to assist in obtaining grants and low-interest loans.
25. Emergency Repairs: Immediate repair to dwellings to ensure habitats are safe and livable.
26. Emergency Supplies: May include food, water, cleaning supplies or kits, hygiene kits, first aid supplies, flashlights, tarps, plastic sheeting, tools, and other items.
27. Emotional/Spiritual Care:
 - a. Care for the Caregiver: Provision of services, to include emotional and spiritual care, for relief workers to promote health and well-being to help them sustain their contribution to a Disaster operation. Support for caregivers promotes safety and maintains sustainability of the assistance effort.
 - b. Crisis Intervention: A brief ameliorative, rather than specifically curative, use of psychotherapy or counseling to aid individuals, families, and groups who have undergone a highly disruptive experience.
 - c. Disaster Mental Health Care: Emotional care for disaster survivors and responders delivered by licensed mental health professionals during all phases of disaster.
 - d. Disaster Emotional Care: An umbrella term that includes a wide range of services intended to offer comfort, support, and resources to individuals, families, and communities throughout all phases of the disaster cycle. Grounded in concepts of resilience, and behavioral health, and informed by research and best practices, disaster emotional care is intended to mitigate and prevent serious psychological consequences of disaster, to offer appropriate referral for those needing higher levels of care, and to facilitate psychological recovery and a return to adaptive functioning.
 - e. Disaster Spiritual Care: A sustaining care that assists individuals, families, and communities affected by disaster to draw upon their own inner religious or spiritual resources as a form of strength that bolsters the recovery process. In the context of a disaster, spiritual care involves responding to the poignant need for spiritual meaning and comfort by providing accompaniment, compassionate care, individual and communal prayer and appropriate ritual.
National VOAD member or member-affiliated organizations may deploy individuals from outside the impacted local community to provide disaster spiritual care following disasters and other crisis events. Deploying organizations provide training and/or vetting of training, supervision, credentialing, and accountability, and ensure appropriate invitation and context for deployed disaster spiritual care providers.
 - f. Psychological First Aid: PFA is an evidence-informed modular approach for assisting people in the immediate aftermath of disaster and crisis events to reduce initial distress, manage intense emotions, and foster short- and long-term adaptive functioning by promoting a safe, calm environment. It is used by first responders, incident command systems, primary and emergency health care providers, school crisis response teams, faith-based organizations, disaster relief organizations, and other care providers in diverse settings.
28. Equipment: Purchasing, renting, leasing, borrowing or otherwise obtaining appliances or implements that are not available to help in response or recovery.



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29. Financial Services: Accounts like checking accounts, savings accounts, investments, as well as credit and loans for homes, cars, personal, and business needs.
30. Fiscal Agent, Long-Term Recovery: An agency or individual that may collect, maintain, and disperse funds on behalf of a community Long-Term Recovery Group.
31. Food and Non-Food Product: Bulk food, water, blankets, heaters, baby needs, childcare products, and other disaster-specific items not available from retail outlets that may have been impacted by the event.
32. Funeral Services: Mortuary services or funeral service funds.
33. Gutting: The tearing out and removal of construction related materials from a home that has been damaged by a disaster, including protruding nails in exposed studs and flooring. Gutting is considered complete when all damaged construction materials and protruding nails have been removed.
34. Information: Gathering and dissemination of information vital to those recovering from a disaster. Assisting with the creation and dissemination of messaging.
35. Listening/Referral: Trained counselors that can gather information and provide links to services or supplies.
36. Long-Term Recovery: Long-Term Recovery Groups are a coordinating body that are comprised of voluntary organizations and community-based organizations to address the long-term disaster caused needs. Voluntary organizations can assist in the foundation and administration of LTRGs.
37. Mass Care: A wide range of humanitarian activities that provide life-sustaining support to individuals and families who are temporarily displaced or otherwise impacted by a disaster or emergency that disrupts their ability to provide for their basic needs. May include sheltering, feeding, distribution of emergency supplies, and reunification.
38. Mass Feeding (Fixed): Location, provisions, preparation and serving of meals.
39. Mass Feeding (Mobile): Trailers, canteens, or other mobile operations for the serving of meals where they are needed.
40. Mass Sheltering: Congregate care is a facility that provides sheltering in a group setting. Non-Congregate care is in separate lodging, such as motel or hotel.
41. Mental Health Crisis Counseling: Methods that offer immediate, short-term help to individuals who are experiencing an event that is producing emotional, mental, physical, and behavioral distress or problems.
42. Muck out: Removal of mud, muck, silt, and other typically semi-solid material from a home as a result of water inundation.
43. Organizational Capacity Planning: The process of determining the production capacity needed by an organization to meet changing demands for its goods and services.
44. Organizational Mentoring: A relationship wherein an organization acquires practical knowledge, guidance, support, and feedback from a more experienced person or organization.
45. Power/Pressure Washing: Using pressurized water to clean dirt, algae, and other contaminants from surfaces.
46. Rebuilding: Construction of replacement structures or major repair of an existing building.



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47. Preparedness and Planning: Assistance in preparing for potential or imminent emergencies or disasters.
48. Sandbagging: Using bags filled with sand in fortifications, for levee or property protection against floods, etc.
49. Sanitization: (post gutting, pre-mold treatment) The final and thorough cleaning of any remaining dried or wet remnants from the structure after gutting to prepare for mold control and treatment activities. Completion is typified by the absence of all nails, piles of dust/contaminates, standing water in the basement/crawlspace, and surfaces having been cleaned and rinsed of any dirt, mud, or other contaminants.
50. Search and Rescue: Search for and provision of aid to people who are in distress or imminent danger. This could include recovery of remains.
51. Short-term Econ. Development: The process by which the economic well-being and quality of life of a region, local community, or an individual are improved according to targeted goals and objectives.
52. Shower/Laundry: Facilities or services provided to support volunteer efforts or sheltering activities.
53. Support for Responders: Supplies, facilities, transportation, feeding, medical, and ground support.
54. Technical Assistance: Provision of technical assistance and subject matter expertise to ensure connectivity, mobile command centers, applications, and other varieties of technological support.
55. Therapy Animals: Animals used to reduce anxiety and depression in all people following disasters.
56. Translation Services: Rendering of written or spoken language into another for the purpose of communicating. May also include cultural, religious, or spiritual interpretation.
57. Transportation: Movement of personnel and goods. Includes the vehicle, driver(s), supplies and maintenance. (Note: not the transportation of people affected by disaster.)
58. Volunteer Services/Coordination: Assistance with the registration and assignment of volunteers.
59. Volunteer Reception: A starting point for both volunteers and people or agencies needing volunteer assistance; often through Volunteer Reception Centers (VRC) activated for registering spontaneous volunteers and matching their skills to agencies needing assistance in response to a disaster.
60. Warehousing: Storing, managing, and documenting supplies.

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