



# 2018 OTTAWA TORNADO REPORT



Giving  
Hope  
Today

SalvationArmy.ca  
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On September 21st, 2018, the Ottawa region was devastated by tornadoes that touched down and destroyed homes, businesses, and property. Despite widespread destruction and impact that stretched across the entire region, thankfully no lives were lost. However, for those who were directly impacted, their lives were changed in an instant.

In addition to the devastation caused by the tornadoes, hundreds of thousands of residents were in the dark due to power outages across the city, some waiting almost five days before their power was able to be restored. Food in fridges and freezers was left to ruin. No power to cook, clean or keep warm. The extreme weather affected hundreds of thousands.

With emergency response protocols in place with both Ottawa Fire Services and the City of Ottawa Emergency Operations Centre, and trained personnel on-call for such a time as this, The Salvation Army Emergency and Disaster Services team in Ottawa responded immediately to the disaster, assisting first responders and families affected by the storm.



## ON THE FRONTLINE

In times of disaster, The Salvation Army Emergency and Disaster Services program in Ottawa, based out of the Ottawa Booth Centre, responds immediately, deploying resources and personnel quickly and efficiently to the frontline of affected areas.

In Dunrobin, Ontario, the storm left a wake of destroyed homes and businesses. The Salvation Army deployed its Mobile Canteen Unit with trained Salvation Army staff, volunteers and Retired Ottawa Fire Fighters Association members to provide hot meals and hydration to first responders and residents. Additional emergency response teams, including staff from The Salvation Army Bethany Hope Centre, were deployed to city designated reception centres where they coordinated efforts with other partner agencies to provide immediate support to displaced families, including meals, snacks, emotional support and spiritual care.

The Arlington Woods and Craig Henry communities also found themselves directly impacted by a tornado that touched down, destroying homes and property in an area known for its majestic trees and green spaces. City Councillor Keith Egli, aware that residents in the area were in desperate need of a hot meal, contacted The Salvation Army to ask if they could respond. Salvation Army staff and volunteers from its Ottawa Citadel and Barrhaven

Churches, along with local community members and businesses gathered to provide meals and snacks to residents in Manordale Park.

Through partnerships with the Ottawa Food Bank, restaurants and volunteer groups wanting to make a difference in the lives of those affected, The Salvation Army deployed a second Mobile Canteen Unit to the area and began providing thousands of lunches, snacks, fruit, and hot meals to individuals and families over the course of several days.



## NO HYDRO, BUT POWER IN COMMUNITY

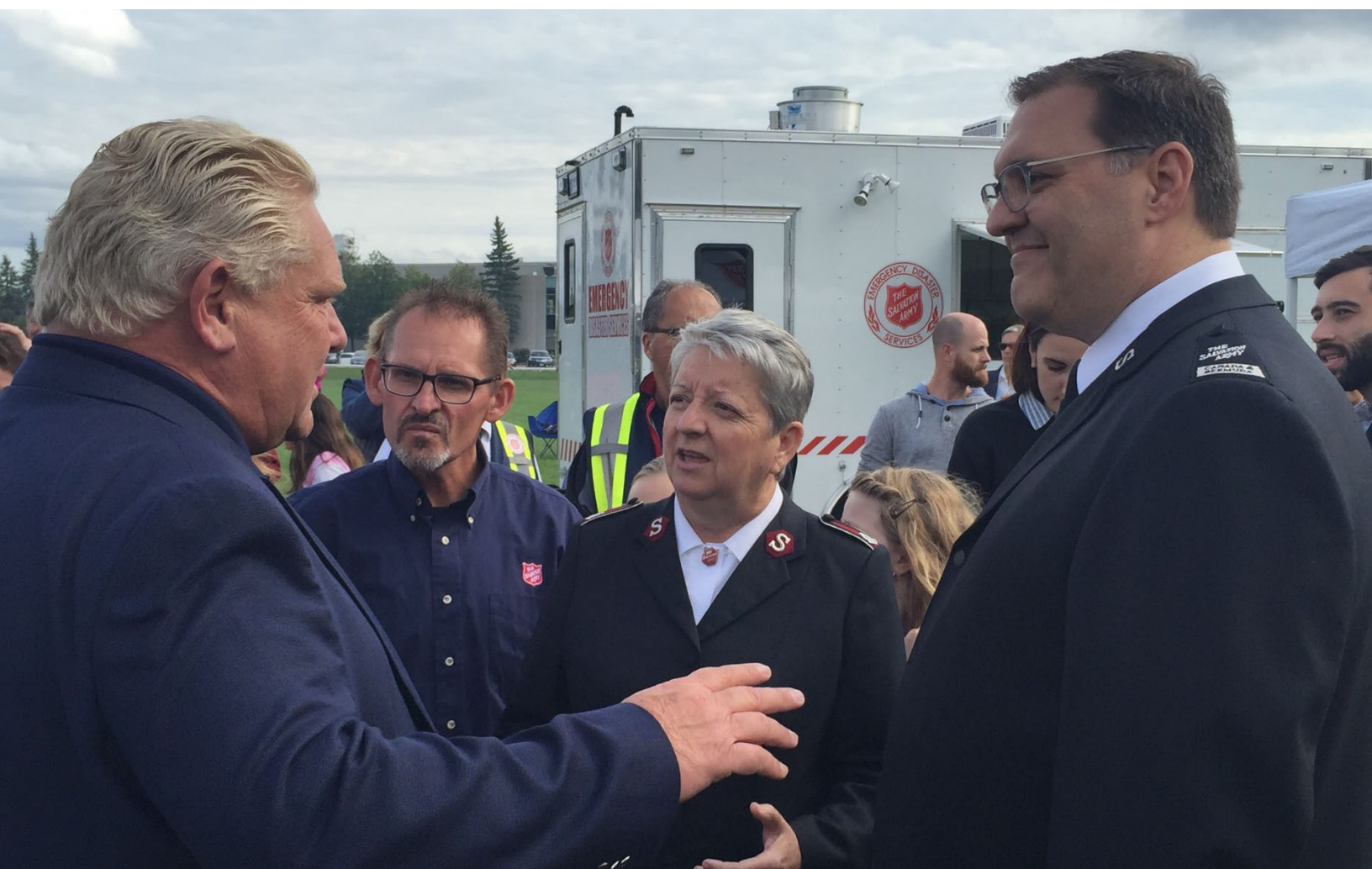
Hydro outages impacted hundreds of thousands of residents, including almost 100,000 customers in the south Ottawa community of Barrhaven. With no relief in sight, food that was in fridges and freezers had already begun to go bad, and neighbours were realizing that this was no ordinary hydro outage.

Community volunteers, MPP Lisa Macleod, Councillor Jan Harder, local businesses and The Salvation Army all partnered together to serve over 10,000 hot meals throughout the weekend after the tornadoes hit. Dinner

time on Saturday and Sunday saw thousands gather at Larkin Park in Barrhaven, as the community came together for a meal. Children played, neighbours exchanged stories and strangers became friends.

The Salvation Army's Barrhaven Church congregation served dinner throughout the weekend and were delighted to see Ontario's Premier, the Honourable Doug Ford, stop by during his visit to the region and communities affected by the tornadoes. Premier Ford arrived to meet with and encourage the community and its volunteers.

The Salvation Army's Divisional Commander, Lt-Colonel Sandra Rice, had opportunity to speak with Premier Ford. "Our communities can always count on The Salvation Army to be there and to make a difference," said Premier Ford.





## DOOR-TO-DOOR IN THE COMMUNITY

While dinner was being served by The Salvation Army in several different areas of the city, Salvation Army personnel were also in Dunrobin going door-to-door in the community to visit with homeowners who were cleaning up debris. With hot meals in hand and bottles of water in tow, Salvation Army officers and staff took time with families and individuals, to listen to their stories and learn more about how The Salvation Army could help.

One young woman, with an infant in her arms was in tears when asked if she wanted a hot meal. Asked about her experience, the woman told her story of where she was at the time, and how it affected her. The images of shattered glass cutting people's faces was overwhelming.

Another family had just sat down to take a break from clearing debris. "Can you use a hot meal?", asked one of The Salvation Army officers. The homeowner looked at her with a tired smile and said: "We were all just wondering how we would eat tonight." Eight burgers, hot off the grill, with bottles of water, handed over with a simple, "God bless you".



## IN THE DAYS THAT FOLLOWED

As a clearer understanding of the response phase unfolded, plans were quickly put in place with local Salvation Army ministry units to support the effort of hydration, nutrition, and emotional & spiritual care.

Thousands of meals were served throughout Arlington Woods until power was fully restored. Meanwhile in Dunrobin, The Salvation Army's Mobile Canteen Unit remained in place serving hot lunches, drinks and snacks.

Trained Salvation Army officers and volunteers, including some from The Salvation Army in Kemptville, continued to walk around the affected neighbourhoods each day with bagged lunches and cases of water in hand. They offered residents the opportunity to talk while our emotional & spiritual care team listened. A hug and words of encouragement were given. A prayer was offered for those interested.

"It's these connections with people, at their most vulnerable point, that sets The Salvation Army apart from other groups. We care deeply for the whole person – body, mind and soul. It's a privilege to connect with others," says Jeff Robertson, Divisional Director of Emergency Disaster Services.



## THE WEEKS AND MONTHS AHEAD

The Salvation Army Emergency and Disaster Services team, deployed to the Dunrobin area to provide hydration and nutrition services, stood down mid-day on Monday, October 1st, 2018.

However, while other groups arrived to look after the on-site recovery phase, The Salvation Army's Community & Family Services department had already begun enhancing their long-term support for those affected, providing vouchers for free clothing and furniture to Salvation Army Thrift Stores, as well as food and other practical assistance. This phase of The Salvation Army's response will continue long after the emergency, often lasting for months or even years as families continue the process of picking up the pieces and getting back on their feet.

The Salvation Army is also committed to ongoing training and preparation of volunteers and personnel so that they can be ready to serve at future emergencies and disasters. Well established training sessions on a variety of emergency services are scheduled well in advance, however an immediate *Introduction to The Salvation Army Emergency and Disaster Services* training session was also held just 4-weeks after the Ottawa tornadoes which officially began the training process of an additional 25 volunteers in the Ottawa area.



# THE NUMBERS

# days served in response phase



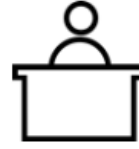
**11**

# of canteens used



**2**

# of reception centres used



**2**

# families served through CFS after-care



**230**

# meals served



**3,300**

\$ value of groceries served through CFS after-care



**\$29,420**

# thrift store vouchers handed out for clothing/furniture



**30**

\$ value of thrift store vouchers handed out



**\$3,595**

# emotional & spiritual care connections made



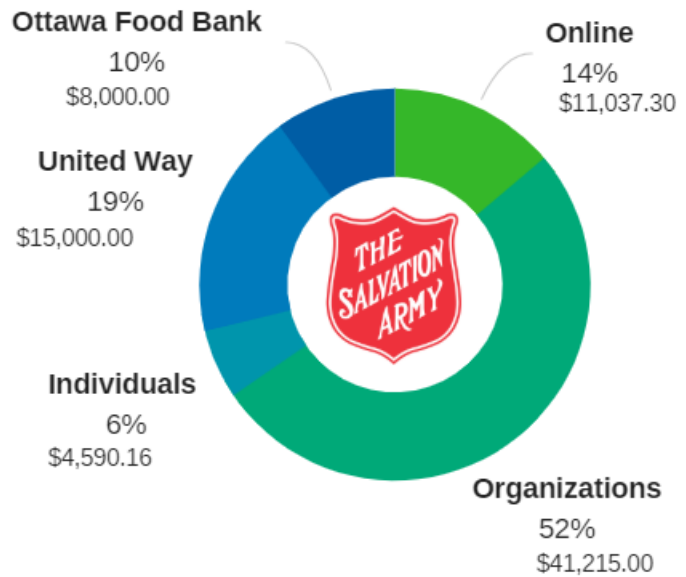
**125**

# THE DOLLARS

## Donations

In response to The Salvation Army's efforts and in support of those directly impacted or affected by the Ottawa tornadoes, communities throughout the region and across the country continue to give generously, both financially and with donations of clothing, household furniture and goods.

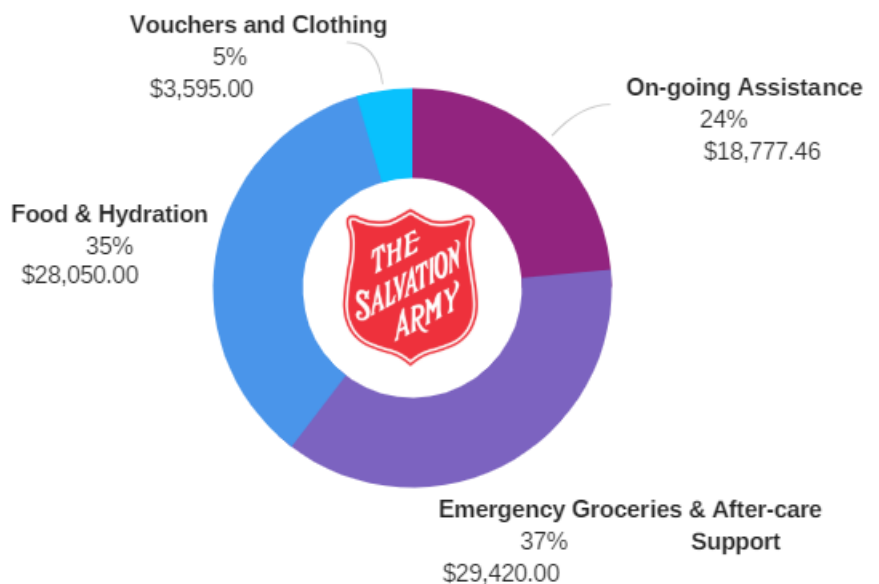
As of November 1, 2018, The Salvation Army has received **\$79,842.46** from individuals, organizations and partners.



## Ottawa Tornado Expenses

All funds that have been donated are directly supporting Emergency and Disaster Services efforts in response to the Ottawa tornadoes.

The Salvation Army will continue to support those affected in weeks and months ahead, and teams remains emergency ready to respond when called upon again.



# THANK YOU FOR YOUR SUPPORT

The Salvation Army's ability to respond to emergencies and disasters through its Emergency and Disaster Services programs is only possible through the generosity of the community.

As Emergency and Disaster Services teams in Ottawa were responding immediately to support those in need, The Salvation Army was also receiving donations from individuals and business alike, giving financially and donating clothing, furniture and household goods.

Families dropped off clothing and food, individuals donated financially online, and organizations like the Loaves and Fishes Fund of Ottawa-Carleton and Kanata Legion found added ways to support The Salvation Army's response.

Partners, including the Ottawa Food Bank and United Way, generously shared the resources they had to help other agencies including The Salvation Army to meet the needs on the frontlines.

Finally, and with the deepest of appreciation, thank you to the hundreds of volunteers who assisted The Salvation Army in serving tirelessly to help others, help neighbours, and help our community.

## YOU ARE THE **ARMY** BEHIND **THE SALVATION ARMY.**



For more information regarding The Salvation Army's emergency response and efforts relating to the 2018 Ottawa tornadoes, please contact:

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