



NATIONAL VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER POINTS OF CONSENSUS

MASS CARE

Mass Care services in a disaster are intended to minimize the immediate, disaster-caused suffering and address the urgent needs of people through the provision of food, shelter, supplies and other support services. These provisions are intended as supplemental to individual preparedness.

Mass Care providers will:

1. Be transparent and collaborate with non-governmental organizations, government agencies and the private sector to provide Mass Care services.
2. Determine the scope, scale, type and duration of Mass Care services based on the impact of the disaster, community demographics, culture, economy and geography of the affected region and respond accordingly.
3. Provide care with dignity and respect, in a non-judgmental, confidential and non-discriminatory manner.
4. Provide services in a manner that ensures the safety, security and well-being of all, particularly children, youth and older adults.
5. Strive to offer reasonable accommodations for people with disabilities and functional needs.
6. Provide a safe place for individuals and families. Respect for the cultural and religious differences of residents will be maintained. Consideration will be given for the care of household pets.
7. Distribute food in a responsive, transparent and equitable manner. Every effort will be made to ensure meals meet the cultural, ethnic, religious and dietary needs of the affected individuals.
8. Distribute relief supplies in an equitable and coordinated manner while placing priority on items related to basic survival, health and sanitation.