

CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

CSWD Main Office, Saray, Iligan City
Tel.: (063) 221-2488 / 222-3417

Frontline Service : **EMERGENCY ASSISTANCE WELFARE PROGRAM - RELIEF ASSISTANCE AND CRITICAL INCIDENT STRESS DEBRIEFING**

Schedule of Availability of Service : 24/7

Where : Emergency Division
CSWD Main Office, Saray, Iligan City

Who may avail of the Services : Calamity Victims/Individuals in Crisis Situation

What are the Requirements : None

Duration : 1 week and 13 hours

How to avail of the Services:

Step	Applicant/Client	Service Provider	Duration of Activity under normal circumstances	Person In Charge	Fees	Forms/Documents/ Materials Needed
1.	Client becomes a calamity victim and the incident is reported	Respond immediately for relief assistance and make masterlist of victims	2 hours	Lydia V. Pasco	None	Relief Distribution Sheet Master List
2.	Express need for shelter assistance	Assess shelter needs of victim	1 hour	Peregrina L. Mantos Lydia V. Pasco	None	Disaster Assistance Family Access Card

How to avail the service -

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3.	Clients stay at evacuation center Victims ventilate traumatic experience	Manage the operation of the evacuation center Facilitate conduct of Critical Incident Stress Debriefing	1 week (maximum) 4 hours	Peregrina L. Mantos Lydia V. Pasco CSWD Disaster Operation Cluster/DOC Peregrina L. Mantos All trained CISD Facilitators	None	Disaster Assistance Family Access Card Relief Distribution Sheet
4.	Victims scout for alternative dwelling	Endorse/refer homeless victims to HRO with barangay officials during a meeting	4 hours	Peregrina L. Mantos Nena L. Macalisang	None	Minutes of Meeting
5.	Victims leave the evacuation center	Distribute dry ration	2 hours	Peregrina L. Mantos Lydia V. Pasco Nena L. Macalisang	None	Relief Distribution Sheet
End of Transaction						

