



## **211 San Diego Media Release**

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### **Nonprofit Plays Key Role in Disaster Response**

211 San Diego provides critical support in the Golden Guardian Exercise

San Diego – In October 2007, Southern California communities experienced first-hand the role 211 can play during a disaster. In San Diego, 211 helped more than 120,000 residents connect to valuable resources like road closures, shelters, evacuations, and recovery assistance. Because of this experience and its partnership with the County of San Diego Office of Emergency Services (OES), 211 San Diego played a critical role in the Golden Guardian exercise yesterday.

“We know that providing a live voice with accurate information is essential in the times of disaster – people need that reassurance from the person they’re talking to that the information they’re getting is as accurate as possible,” said Mona Freels, 211 San Diego’s Programs Director and Emergency Response Manager when operating in disaster mode. “Participating with full support from our staff in this exercise alongside our first responder partners was beneficial to our operations.”

With 211’s participation in the exercise beginning promptly at 10:00 a.m. with an intercom voice announcing that there has been earthquake, staff members immediately followed the instructions documented in their Emergency Facilities Plan to drop, cover, and hold, and then evacuate the building. 211 Leadership Team got to work responding to the mock earthquake by changing into their disaster clothes and calling their families followed by an immediate leadership team meeting to officially and effectively activate into disaster mode. Roles of staff and their needs were identified and filled while volunteers were being used to simulate calls into 211.

Golden Guardian is the nation’s largest state sponsored emergency exercise that tests California’s capability to respond and recover during a major catastrophic earthquake. This year’s exercise scenario focuses on a simulated, catastrophic 7.8 magnitude earthquake along the southern portion of the San Andreas Fault.

211 is San Diego’s primary source for community, health and disaster information. During times of disaster 211 is the public’s source for official non-emergency disaster information. 211 helps people by connecting them efficiently to the service delivery system, and providing vital trend information for community planning.

**211 San Diego**

**Real People. Real Answers. Real Help.**

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