WHO IS A VOLUNTEER OR HUMANITARIAN AID WORKER:
It is the person who takes action to reduce the suffering of those affected by the disaster, provide for their needs, and support their return to normal life.

REDUCE PAIN / RELIEVE PAIN is the starting point. Every step to be taken serves this purpose.

Efforts to cope with every situation that causes pain, such as physical and psychological damage, loss, and grief, are the goal of the work.

DO NO HARM: the unwanted and unexpected effects of every action and word are considered.

Examples:
• Plans made without recognizing the sensitivities of disaster survivors are damaging.
• Getting information from one part of the society and not hearing the other part is damaging.
• Making a promise you cannot fulfill causes harm.
• Causing rumors and gossip to spread causes harm.
• Expressions that minimize and trivialize the experiences of disaster survivors cause harm.

Does not discriminate!
The social identity of the disaster survivor is irrelevant in terms of their needs and the support to be provided. Assistance and support are provided according to the needs of the people affected by the disaster, not according to who they are.

Impartial and independent!
Humanitarian aid workers/volunteers do not carry their ethnic, religious, political ideological stance, preferences, and ties to their work.

They are accountable, especially to the disaster survivors, on how the resources are used and how and according to what the activities are planned.

Establishes horizontal and effective communication and decides for the participation of disaster survivors at every stage.

• in the language of the community affected by the disaster,
• receives their evaluations, suggestions and complaints and reflects them in its work,
• establishes effective communication channels/pathways,

Communicates and coordinates with other service providers to ensure that support reaches all disaster survivors.

This brochure was prepared for aid volunteers and workers responding to the February 6 Kahramanmaraş earthquake, based on “Core Humanitarian Standard on Quality and Accountability” and “The Sphere Handbook: Humanitarian Charter and Minimum Standards in Humanitarian Response” handbook.

WHAT IS A DISASTER?
An event that disrupts the normal functioning of a society.

Natural disasters are caused by the actions of nature such as earthquakes, floods, avalanches, landslides, tsunamis.

Man-made disasters are caused by human actions such as war, conflict, genocide, man-made accidents.
Disaster survivors have basic rights like every one of us. Our “help/support” work is aimed at ensuring these rights.

Who Is a Disaster Survivor:
A person who is directly affected by a disaster; for example, a person who lost his/her relatives and/or home and/or belongings in an earthquake. The social status, education, occupation, marital status, ethnic group, etc. are not important.

Disaster survivors have basic rights like everyone of us. Our “help/support” work is aimed at ensuring these rights.

The Relationship between Rights and Services:
1. Right to life; search and rescue, life support and health services.
2. The right to shelter; to have shelter such as tents and containers, to be protected from weather movements, to be able to stay warm in the cold, to use toilets and bathrooms, to wash dishes and clothes.
3. The right to security; to live in safety, free from the risk of threats, attacks, theft, harassment and/or rape in the place of shelter. Safe spaces for children where risks such as theft and abuse are prevented.
4. The right to nutrition; the right to a healthy and satisfying diet and to have access to cooked food or cooking utensils and supplies.
5. The right to health care; to receive physical and mental health support and services, to have access to hospitals, pharmacies, or private health support such as glasses, headphones, prostheses, blood pressure medication.

6. Right to clean water, to use clean water for drinking and personal hygiene and care.
7. Right to access their specific needs, accessing the specific needs of a group such as diapers, sanitary pads, sick diapers.
8. Right to access information; what happened, what will happen, where information and materials can be accessed, how resources are used, why people ask questions, what are their legal rights, where can they get legal support, to whom can they submit their complaint, what has been done about their complaint and many more.
9. Right to access education; to start school or non-formal education at the earliest time after the disaster.

Note: You can extend this list with anything you see as your right.

Relief/support activities should be organized by protecting the human dignity of the disaster survivor:
- Support/relief supplies are brought to the disaster survivor! Long queues or throwing materials is disrespectful and hurtful.
- Help/support is not provided with second-hand goods.
- Foods that are not in the habit of being eaten and materials that are not in the habit of being used are not aid/support materials.
- Horizontal communication language is used.
- They are allowed to perform traditional rituals for their grief and loss.

Note: You can extend this list with examples of behaviors or events that make you feel bad.

The Disaster Survivor Has the Right to Decide on Assistance/Support Activities:
- In determining the needs, disaster survivors are first asked.
- People of different genders (men and women) or age groups (young and old) or social groups are asked about their needs.
- The disaster survivor is the final decision-maker in the planning of his/her life and needs.
- He/she has the right to request, receive or refuse assistance.
- No information about him/her can be shared with anyone else without his/her explicit consent.
- No photographs or videos can be taken or shared without his/her explicit consent.
- His/her explicit consent cannot be asked for anything in return for assistance or social services.
- If he/she does not want to, he/she does not have to give his/her identity information.

Note: You can extend this list with examples that someone else decides for you.