



## The Rotary Foundation (Katrina Relief Fund-DAF)

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“卡翠娜救災基金” Katrina Relief Fund，它是一個國際扶輪之國際扶輪基金會所核准的“捐贈者建議使用基金” Donor Advised Fund (DAF)

身為 DMORT III 一員在墨西哥灣個人奮鬥

MY PERSONAL GULF WAR AS A MEMBER OF DMORT III

## 卡翠娜颶風災後的協助工作

### Helping in the aftermath of Katrina

台北松山扶輪社前社長 高永吉 PP Spencer 譯 2005/01/08

註：災禍喪葬執行反應小組 Disaster Mortuary Operational Response Team(DMORT)為國家災禍醫療系統 National Disaster Medical System 來協助群眾災禍事變的團隊，隸屬於美國公共衛生服務 US Public Health Service 的一部份。

這是我生平第一次被派遣到災區，因此真的無從加以比較。我被分派至巴頓魯治市共有 10 天。我的任務是非常清楚的。之前我就知道將被分派到家庭協助中心 Family Assistance Center (FAC)。我將不會去停屍間同時也不會擔任收集屍體的工作。身為法醫的牙科醫生，我的任務是來協助卡翠娜颶風遇難者的辨認。

家庭協助中心(FAC)是設在美國路易斯安那州之首府巴頓魯治市前體育用品店。大約有幾英里長的電話與電腦線來聯接大約有 200 部電話及筆記型電腦，以許多移動式屏風來隔間並且有較小的房間用來檢查 DNA 及家庭面談。另外的隔間包含電話的中心、資料輸入中心、一個行政管理中心及物流中心、網路搜尋中心、牙齒及醫療部門，另外還有一間牧師室和資訊科技室(IT)。

在這種情況下工作，你必需要有點回歸個人品格原點才能夠存活下來。當我環顧周遭參與此次任務不同的工作人員時，我深深著迷著。他們大多是殯葬業的老闆或與太平間的人員，畢竟災禍喪葬執行反應小組之定義原先係由喪葬業的人們所組成的。那是毫無疑問的，但是要用不同行業人員去參與災禍喪葬執行反應小組的任務。那不是每個人能做的。

你必需要願意一天花 12 小時，然後回家，或許在吃晚餐時放鬆心情或喝幾杯酒，但是你仍然會被迫去談論這一天的成敗。你必須樂於在非常不好的情況下在停屍間工作，或尋找屍體，或如同我作的，是要去目前仍在 6 到 8 呎水深的牙醫診所的環境中工作一般。

我的工作負責去找尋牙醫師以便得到可能的遇難者之記錄。我們的資訊是從通報人一點一滴的蒐集而來，而這些通報者的資訊則是從罹難者親朋來電所收集的，他們大多不認識牙醫師，有時連名字也是錯的。記住那是大約有 120-140 位被迫離開的牙醫師，並且要至全國去找尋他們與循線追蹤至全國，那就如同任何優秀的偵探所做的一樣。你可能花一小時去尋找，但結果一無所獲。經過一兩天的工作後我得到一個結論，當我成就了一件事時，那我就會

This was my first deployment so I really had nothing to compare it to. My 10-day deployment was to Baton Rouge. My assignment was a relatively clean one. I knew ahead of time that I would be in the Family Assistance Center (FAC). I would not be in the Morgue and I would not be collecting bodies. As a forensic dentist I would be helping to identify victims of Katrina.

The Family Assistance Center (FAC) was set up in a former sporting goods store in Baton Rouge, Louisiana. There were miles of telephone and computer wires connecting some 200 phones and laptops. There were mobile partitions separating sections and making smaller booths where DNA and family interviews were done. The other sections included a call center, a data entry center, an administration and logistics center, a web search center, a dental and a medical section, as well as a section for chaplains and information technology (IT).

You do need to have a somewhat laid back personality to survive this kind of work. I was fascinated as I looked around at the various people involved with this mission. Most of them are funeral directors or connected with the mortuary field. After all DMORT by definition was originally made up with mortuary people. There is no question but that it takes a different breed of cat to want to be involved with the DMORT mission. It's not for everyone.

You have to be willing to put in 12 hour days, go home, perhaps unwind over dinner and a few drinks and still find your self compelled to talk about your successes or failures of the day. You have to be willing to work in very unpleasant conditions in the morgue or retrieving bodies or as I did, go into dental offices that until recently had been under 6 to 8 feet of water.

My job was to try to locate dentists in order to get records of potential victims. Our information was gleaned from informants who had called in search of friends or loved ones. Most of the times they did not know the dentist. Sometimes the name was wrong. Keep in mind that some 120-140 dentists were displaced and it was common to search all over the country for them and following up leads all over the country, just as any good detective might do.

You could spend an hour and end up at a dead end. After a couple of days I had gotten to the point that I became absolutely ecstatic when I made a hit and incredibly frustrated

變成絕對的欣喜若狂。但是當我沒有成功時，就會非常的沮喪。當電話線不通或太忙碌時，我們一直有很多的挫折感及失望，終於找到一位牙醫師時，但他卻說他無法辨認死者之姓名，有時到牙醫室花費三分之二小時，用鐵撬及圓鋤試圖撬開資料櫃以便窺探腫脹的病例記錄，結果你會發現你所要找的病例記錄並不在那裡。

有一天我們到紐奧良去找牙齒病例記錄。我得以有機會在聖伯納及奧良的教區親身目睹蹂躪的慘狀。卡翠娜颶風二個多月之後的一個真正的戰場，那就好像是經歷過一顆中子彈的摧毀，除了許多樓房仍然屹立外，沒有一人存活。在我印象中有一條街。我一眼看到的除了一堆垃圾在人行道外，還有許多漂亮的房子完好的存在著。但當我們慢慢的駛入到市區，透過門口或窗戶，你所看到屋內完全被破壞。觸目所及，壁骨均被黴菌所蓋住。清潔工作人員正拆除石牆如此才能乾燥。你可以看到水線有 6 至 9 呎高。沒有電力可供應除非該間房子及建築物通過檢驗。

因為有黴菌及破瓦殘礫，因此我們都穿上有口罩的 Tybec 衣服及長統鞋子，我們要進辦公室都要帶圓鋤，鐵撬及手電筒以便進入取得並防破壞資料。我們牙醫領隊並非美國農用機具製造商協會 Farmer Equipment Manufacturers Association( FEMA)的成員而是紐奧良當地的牙醫師，他失去一切包括房子、診所、車子，甚至於遊艇。他是非常珍貴的人物，因為他認識許多牙醫師，同時也知道診所的位置。

誠如我所說的，這些人（義工們）是非常優秀的。他們願意放下身邊的工作，一天投入 12 小時的時間，在惡劣環境中工作，作些不是令人喜歡作的事情。

當家人來電或有時僅僅要與你談話時，你必需是位精神病醫師。我曾與一些非常有趣的人一起工作。所有的人都承諾要去盡其所能作得最好。我們這一小組有些是軍人，有些是小企業的老闆，有些已退休，有些是為國際大公司服務而我所聽到只是對我們善意的評價。我可看到有一種無形而特別的凝聚力，把這些從事於災禍任務的人們結合在一起。

一天工作之後，你會覺得身心俱疲，但我却發現那是一件非常有益的經驗，而我真高興我也曾經參與這份工作。

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when I didn't. There was a lot of frustration and disappointment, phone lines that are dead or overcrowded, finally locating a dentist who says he does not recognize that victim's name, or getting into an office and spending a half to three quarters of an hour using crowbars and cement trowels to try to pry swollen records loose from file cabinets, only to discover that the record you are looking for is not there.

We went into New Orleans one day to retrieve dental records. I had a chance to see first hand some of the devastation in St. Bernard and Orleans parishes. A virtual war zone, more than 2 months after Katrina, it looks like a neutron bomb hit, no people but many of the buildings still standing.

There is one street that comes to mind. At first glance, except for a lot of trash on the sidewalk, some very nice houses looked pretty good. But as we drove slowly down the street and looked in the doorways or windows you saw that the inside was totally gutted. All you see is the studs covered with mold. Clean up crews work at removing the drywall so that drying can take place. You see water lines that are 6-9 feet high. There is no electricity but current can't be turned on until homes and buildings pass inspection.

We wore Tybec suits with masks and booties because of mold and debris and we went into offices with crowbars, cement trowels, and flashlights to help us get in between records without destroying them. Our lead dentist was not a member of FEMA but a local New Orleans dentist who lost everything, house, office, cars, even boats. He was invaluable because he knew many of the dentists and he knew where the offices were located.

As I said, these people (volunteers) are unique. They are willing to leave their jobs, put in 12-hour days under sometimes-harsh conditions, doing work that is certainly not pleasant.

You have to be a psychiatrist when family members call and sometimes simply want to talk. I worked with and met some very interesting people. All were committed to do the very best they can. Some were military, some self employed, some retired, some worked for international companies and I heard only favorable comments about our group. I could see that there is a special bonding that develops among those who are deployed (or who volunteer) on disaster missions.

At the end of the day you are drained physically and mentally, but I found it to be a very rewarding experience and I am glad to have been part of it.

Dr. Robert Singer, Dentist, Jenkintown, Pennsylvania USA, DMORT 111

讓一個當地問題解決的成功充分發揮到什麼程度。沒有人知道當地任何人要如何決定解決他們的問題僅僅只是無論什麼他們所選擇的解決辦法要能充份的去支持並精心地去衡量而已。

*What maximizes the success of a local solution. Nobody knows how anybody locally has decided to solve their problem just that whatever solution they have chosen will be well supported and carefully measured*



Waveland 市居民懷疑處於新奧爾良離媒體焦點以外的該城鎮，是否將會徹底地恢復。在 9 月 18 日，颶風襲擊三星期之後，僅僅清潔了大約百分之五的損害區域。美國密西西比州的 Waveland 市是卡翠娜颶風災襲擊最嚴重的區域。國際扶輪 Alyce Henson

Residents of Waveland doubt whether the town, which lies far from the media spotlight in New Orleans, will ever fully be restored. On 18 September, three weeks after the hurricane struck, only about five percent of the damage has been cleaned up.

Waveland, Mississippi was one of the areas hardest hit by Hurricane Katrina. Alyce Henson/RI