

# **LESSONS AND CHALLENGES IN DISASTER RELIEF OPERATIONS FOR FAMILIES AFFECTED BY TYPHOON ONDOY IN RIZAL PROVINCE**

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*Due to the 2009 flood brought by Typhoon Ondoy, relief operations were done through the partnership of a humanitarian organization and the academe. The engagement of the academe was deemed important to document and draw lessons from the experience in emergency response. This paper examines the experience on disaster relief operations. It looks at the processes, good practices, challenges and issues faced during the provision of relief goods from needs assessment, pre-distribution preparation, actual distribution and post-distribution activities. The paper provides insights in improving practices in disaster relief operations that can contribute to more humane processes, better interpersonal relations and substantial impact.*