

Spontaneous Volunteer Management System Module 2: Operations

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WRHSAC
Western Region Homeland
Security Advisory Council



**Berkshire
Regional
Planning
Commission**

Introduction

Welcome and Safety Briefing

- * Exits and Housekeeping
- * Questions anytime
- * **Resource Book and Handouts**
- * Has Everyone signed the Roster?
- * Introductions

**This Training is for Team Leaders working at a
Volunteer Reception Center (VCR)**

Agenda

- * Volunteer Orientation
- * Overview of the Spontaneous Volunteer Management System
- * Operations at a Volunteer Reception Center – real or virtual:
 - * Registration
 - * Credentialing
 - * Training
 - * Assignment
 - * Support
 - * Demobilization
- * Wrap up and Next Steps

This training will lead you through the steps for processing spontaneous and unaffiliated volunteers (SUV)

Orientation

- * Today's training assumes that the Volunteer Management System has been activated.
- * You are volunteers and staff working at a Volunteer Reception Center.
- * Your first assignment is to take the Volunteer Just-in-Time Training that all volunteers processed by the VRC will take.

Use the **SVMS Resource Book** [here](#) or online for all guides, checklists, forms and reference materials.

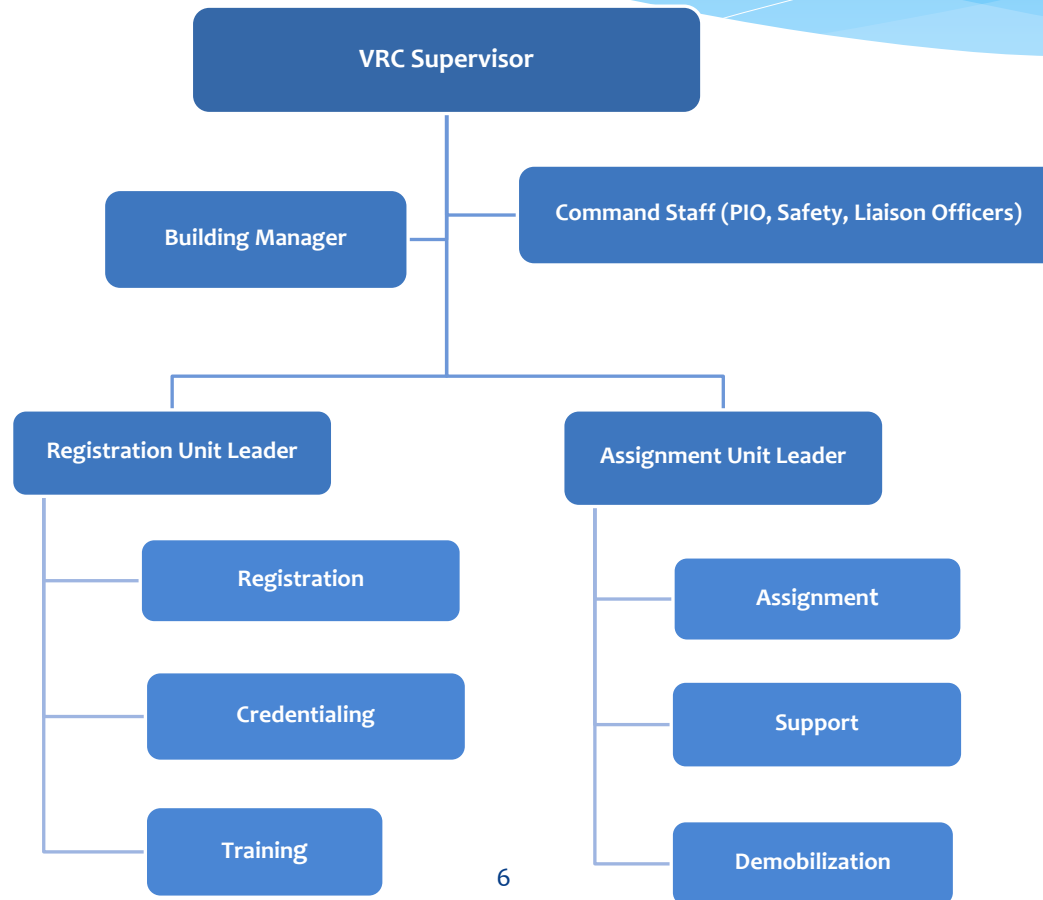
Just-in-Time Training

The 15 minute SUV Volunteer Training and Pocket Guide is used by the VRC Supervisor/Training Desk. It is:

- * targeted at unaffiliated or infrequent volunteers.
- * designed to be a self-directed training, but can also be used by groups with or without an instructor.
- * should be modified to fit the response needs and type of volunteer management e.g. virtual/on-line or at the Volunteer Reception Center.
- * may include handouts and instructions.

Please run the SUV JITT now.

Incident Command at the Volunteer Reception Center (VRC)





Questions about the JITT?

Overview of the SVMS Plan

Our Spontaneous Volunteer Management System Plan:

- * follows the National Incident Management System (NIMS) and is under the command and control of the IC/EOC
- * supplements/supports response/recovery capabilities
- * provides effective management of all volunteers
- * supports volunteer supervision and safety
- * reduces expenses for impacted communities
- * enhances community resiliency by getting more people involved in the response and recovery

Definitions

- * **Affiliated, Credentialed and Deployed:** Volunteers who are affiliated, credentialed, trained and deployed by established groups such as the Medical Reserve Corps or Red Cross.
- * **Spontaneous and Unaffiliated:** Spontaneous and unaffiliated who self deploy or are affiliated with groups who do not credential ...people who just show up to help. These are the volunteers the VRC will likely be processing.
- * **VRC Operations:** The Spontaneous Volunteer Management System (SVMS) Unit charged with processing and managing spontaneous and unaffiliated volunteers (SUV).

Processing Volunteers

The goal of the Volunteer Reception Center (VRC) is to:

- * Organize, register and coordinate volunteers, especially self-deployed/spontaneous and unaffiliated individuals (SUV)
- * Identify and organize individuals with specific skills, equipment and qualifications, including those with special language skills and cultural competencies.
- * Match them with jobs needed for the response/recovery
- * Ensure safety by credentialing, tracking, training and supervising volunteers

Priority #1: Maintain Safe Operations

Volunteer, Staff, Responder and Public Safety
is our #1 priority.

**KEY ITEM: If uneasy about anyone's safety, call security.
For life threatening emergencies, call 9-1-1**

Guidelines for all VRC Staff

- * Make sure you have signed in! Always sign out.
- * Know who you report to and who reports to you.
- * Use your **Job Action Sheet (JAS)**, if given one.
- * Review safety and situation reports and Incident Action Plan.
- * Maintain **ICS 214 Action Log** for each shift you work.
- * Understand how to complete all documents at your station.
- * Maintain your station; ask questions if unsure.
 - * Forms
 - * Supplies/equipment
- * Take care of yourself and take breaks....

Remember, Safety is Priority #1

Volunteer Processing Steps



- Welcome and register volunteers



- Verify credentials and do background checks



- Provide orientation, situational awareness briefings and general JIT training



- Give job assignments or call-back instructions and any briefings or special training



- Issue incident badge and Volunteer Assignment Card (VAC) and deploy volunteers



- Ensure transportation to site where volunteers will receive further instructions



- Have volunteers return for re-assignment or demobilization

SVMS Toolkit Resources used Today

Module 2 Resources:

- * VRC Field Guide
- * VRC Forms
- * VRC Job Action Sheets
- * SUV Just-in-Time Training
- * SUV Training Pocket Guide

Module 3 Resources:

- * SVMS Plan
- * SVMS Standard Operating Guide (SOG)
- * VRC Field Guide
- * SVMS Training Modules 1, 2 and 3
- * Links to Online Volunteer Management Systems

List of Available Forms

Registration FORMS:

1. ICS 211 Personnel Sign-in Sheet
2. Volunteer Registration Instructions
3. Volunteer Registration Form
4. Volunteer Liability Waiver, Confidentiality Agreement
5. Volunteer Code of Conduct and FEMA ICS Deployment Checklist
6. Medical Volunteer Registration
7. Call Center Volunteer Intake Script

Credentialing FORMS:

8. Volunteer Processing Checklist
9. Volunteer Assignment Checklist (front of 9)
10. Volunteer Assignment Checklist (back of 9)
11. Volunteer Assignment Card (VAC); Training Record/Assignments Back
12. CORI MA Responds Acknowledgement
 - 12B. CORI Request Form

Training FORMS:

13. JITT Basic and Safety Training Attendance Log
14. JITT Pocket Guide

Assignment FORMS:

15. MA Responds Request for Volunteers
16. Volunteer Badge and Assignment Log
17. Volunteer Badges (front of #17)
18. Volunteer Badges (back of #17)

19. Volunteer Equipment Issue and Return
20. Volunteer Tracking Log

Support FORMS:

21. Incident Action Log
22. Incident Report
23. Complaint Report
24. Transportation Request

Demobilization FORMS:

25. Volunteer Demobilization Instructions
26. ICS 221 - Demobilization
27. MRC Volunteer Poster

Facilities FORMS:

28. Volunteer Reception Center Field Guide
29. Volunteer Reception Center ICS Positions
30. ICS 203 Organization Assignment List
31. Volunteer Reception Center Security Plan
32. Volunteer Reception Center Signs
33. VRC Facility Assessment Checklist
34. ICS 205B Personnel Communications List
35. Volunteer Reception Center Partner Contact List
36. Volunteer Reception Center Supply List
37. Volunteer Reception Center Communication Resources

Data Management FORMS:

38. ICS 213- General Message/Resource Request
39. Finance Tracking
40. ICS 214 Activity Log
- 15 41. Thank you Card/Script
42. Minor Volunteer Permission/Release

Use of Forms

The Spontaneous Volunteer Management System Plan includes many forms, templates and guides to help manage volunteers and operate the Volunteer Reception Center.

Use these resources to help keep volunteer management staff organized and volunteers safer.

- modify forms to meet the needs of the response
- if you choose not to use the forms, keep detailed documentation, especially about accidents, and other significant issues.

Document Everything!

- * **Liability:** Data and documentation are especially important for liability protection. If it isn't documented it didn't happen or worse... it is their word against yours.
- * **Reimbursements:** FEMA/State reimbursements require a local match. Volunteer time and donations can count against that match, if properly documented.

VRC Operations

VRC Staff Areas/Desks:

**Refer to the Job Action Sheets (JAS)
in the Resource Guide**

Job Action Sheet Layout

There are Job Action Sheets (JAS) for each of the major VRC staff positions . If a new JAS is needed, use the one closest to what needs doing; edit the tasks.

Job Description
Reports to:
Supervises:
Partner Agencies:
Forms, Protocols, Resources:
Initial Planning Actions:
Initial Response Actions:
Daily Operations:
Closing Actions:
Scripts

Registration Desk Tasks

- * Welcome and thank volunteers.
- * Sign everyone in and out.
- * Along with security, keep order.
- * Explain registration instructions; answer questions.
- * Handout/post information: Instructions, alerts, site safety information, volunteer opportunities, situation updates.
- * Ensure that all forms are signed, complete, accurate, legible.
- * Send volunteers to the Credentialing Desk.

Forms: ICS 211 Sign-in Sheet, Registration Instructions, Volunteer Registration Form, Liability Release, Confidentiality Agreement, Code of Conduct, FEMA Readiness Checklist, Call-Center Volunteer Intake Script

Registration Desk Script

“Thank you for volunteering and your willingness to help.

- * You must have a government issued photo ID with you at all times. Please complete these forms:
 - * Registration Form
 - * Liability Release Form
 - * Code of Conduct
 - * Confidentiality Agreement
- * Bring the completed forms back here for review.
- * If you are having trouble filling out the forms, please ask for help.
- * You will be called by the Credentialing Desk for an interview.
- * If you have any questions, please ask.”

Credentialing Desk Tasks

- * Review Volunteer Applications.
- * Make copies of
 - US Government issued photo ID
 - Affiliated volunteer organization ID (e.g. MRC badge)
 - Credentials/Certifications/Licenses
- * Confirm all licenses, credentials, certifications.
 - * CORI verifications can sometimes be done by MAResponds, government agencies, police, schools, and others. Ask the EOC/IC to help with this.
- * Take a head-shot photo of the volunteer for Volunteer Assignment Card (VAC).
- * Issue VAC with credentialing status noted.
- * Get signed Criminal Offender permission form and begin processing.
- * Send volunteers to the Training Desk.

Forms: Volunteer Processing Checklist, Assignment Checklist, Volunteer Assignment Card, CORI Permission

Credentialing Desk: Script

“I will be reviewing your registration form and we can discuss your skills and interests.

- * Do you have any abilities or disabilities I should know about?
- * For some assignments we will need to check your credentials & begin a Criminal Offender background check.
- * We can look over some potential assignments and review the requirements.
- * Would you be interested in registering today with a recognized volunteer organization such as the Medical Reserve Corps?
- * If you have any questions, please ask.”

Training Desk Tasks

- * Provide volunteers with the SUV Just-in-Time Training.
- * Answer questions about:
 - * The current situation; what is happening and safety issues
 - * Specific job training that might be available
- * Complete the training section on the Volunteer Assignment Card.
- * **NOTE:** Affiliated/Credentialed Volunteers may skip basic training if approved by the Incident Commander/your Supervisor.
- * Send volunteers to the Assignment Desk.

Forms: Volunteer Training Attendance Log, JIT Training Pocket Guide and JITT PowerPoint

Training Desk Script

“We provide volunteers with basic training in:

- Personal Preparedness/Volunteer Readiness
- Safety and Security
- Volunteer Code of Conduct
- Incident Command System - ICS

* The training will take about 15 minutes.

* If you are affiliated with a recognized/approved organization, go right to the Assignment Desk.

* When training is complete, we will sign your Volunteer Assignment Card (VAC) and then you can....

* Proceed to the Assignment Desk

* Your assignment may mean you will need additional training, either here, or at your assignment location

If you have any questions, please ask.”

Assignment Desk Tasks

- * Work with the Volunteer Liaison/ Resource Unit to identify needed roles.
- * Keep a list of volunteer requests provided by the Resource Unit.
- * Review Volunteer Applications and discuss possible job/service options.
- * Assign tasks based on the match between their qualifications and needs.
- * Review and complete the Volunteer Assignment Card.
- * Provide assignment, JAS and demobilization instructions.
- * Issue/log Volunteer Badge #, vest, wristband or other identifiers, if used.
- * Log any equipment/supplies issued that must be returned.
- * Send volunteers to Support Desk or directly to their job assignment.

Forms: MA Responds Volunteer Request, Volunteer Badge/Assignment Log, applicable JAS, Volunteer Badge Forms, Equipment Issue and Return, Volunteer Tracking Log

Volunteer Assignment Card (VAC)

The VAC includes :

- Contact information
- Physical description
- Photo
- Training completed
- Job assignment log (signed by their supervisor)
- Assigned supplies/equipment

Volunteers must carry the VAC at all times

Assignment: Script

- “We will try to match you with areas/agencies requesting volunteers.
- * If there are no appropriate positions, we will place you on a list for a possible call-back.
 - * While we wait for your CORI/credential check would you like to connect with a local Neighbor-to-Neighbor volunteer group?
 - * We may issue a temporary Volunteer Badge today and call later with your job assignment and reporting information.
 - * You may return here for final assignment and identifiers or go directly to your job assignment.
 - * When your status is confirmed, you will receive a numbered/dated Volunteer Badge and VAC that will give you access to assigned tasks/sites during your deployment on the dates specified.
 - * You may need additional training here and/or at the job site.
 - * You may proceed directly to your assigned job or the Support Desk if you need transportation information.
 - * If you have any questions, please ask.”²⁸

Support Desk Tasks

- * Support volunteers while on assignment.
- * Ensure volunteer transportation to the job site.
- * Troubleshoot general issues as they arise.
- * Work with Resource Unit/Incident Operations to ensure volunteer supervision/monitoring.
- * Monitor and record complaints, injuries and follow-up on actions/reports related to volunteers.

Forms: Incident Action Log, Incident Report, Complaint Report, Transportation Request

Support Desk Script

“We have the following transportation options...

- * If you need to call us here at the Volunteer Reception Center, check your Volunteer Assignment Card for our contact information...
- * If you have questions, ask your direct supervisor.
- * You can call this number anytime for answers or help regarding volunteering that your direct supervisor can't provide...
- * If you have any questions, please ask.”

Demobilization Desk Tasks

- * Debrief and collect evaluations.
- * Collect all reports/forms, badges and equipment.
- * Ensure final sign-out.
- * Provide:
 - exit information
 - Psychological First Aid as needed and information on stress management
 - information on ongoing volunteer opportunities (MRC/DART)
 - thank you card/gift, if available

Forms: Volunteer Demobilization Instructions, ICS 221 Demobilization, MRC Affiliation Information, Volunteer Thank-You Card/Script

Demobilization Desk Script

“When your assignment is complete, come back here or sign out with your job supervisor. It is important for everyone’s safety that we know where all volunteers are when working. Please:

- sign out
- return your badge
- turn in completed Volunteer Assignment Card, signed by your supervisor
- return borrowed equipment or Volunteer IDs like vests, hats, shirts

We will:

- * provide a debriefing, if appropriate
- * answer any questions
- * give you a number to call if you are experiencing lasting effects associated you associate with your service
- * check to see if you might be interested in joining an established volunteer group

If you have any questions, please ask. “

Encourage Volunteers to Join an Established Organization

Communities often work with established volunteer groups to respond to disasters:

- * Medical Reserve Corps (MRC): www.wmmrc.org
- * Disaster Animal Response Teams (DART):
www.wmdart.org
- * MaResponds: www.maresponds.org
- * Community Emergency Response Teams (CERT)
www.citizencorps.fema.gov/cc/searchCert.do?submitByZip

KEY ITEM: Honor Volunteer Service and encourage volunteers to become affiliated

Next Steps

- * **Volunteering:** Continue to encourage community members to become affiliated with a recognized volunteer organization before the next disaster.
- * **Planning:** Update local and regional all hazard plans to include strategies for managing all types of volunteers and donations.
- * **Training:** Continue to train yourself and your volunteers.

Questions?



***Have a Plan. Build a Kit. Stay Informed.
Volunteer!***

For copies of training materials and handouts
www.wrhsac.org – Preparedness Projects

For more Information on preparing for emergencies:
www.westernmassREADY.org

www.wmmrc.org

www.mass.gov/MEMA

www.ready.gov

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