

SIDE A (Communications). Use this side to collect phone numbers for the individuals and organizations you are most likely to need to talk to in the first minutes and hours after an emergency occurs: staff, emergency responders, facility managers, utilities, vendors, and assistance organizations.

Volunteer Reception Center Pocket Guide * SEE The WRHSAC Volunteer Management System Plan and Standard Operating Guide for more details, plans, forms, templates.

COMMUNITY CONTACTS	OTHER CONTACTS	MUTUAL AID PARTNERS	VMS TRIGGERS	INITIAL ACTIONS	PUBLIC INFORMATION
Chief Elected Official	EMD		<ul style="list-style-type: none"> Need to manage large numbers of all types of volunteers. Large numbers of spontaneous vol. Prolonged incident response Special skills; private resource needed Request by EOC/MACC/HMCC/MEMA 	<ul style="list-style-type: none"> Initial assessment of the event to determine the need for volunteers Notify response partners Establish command and control to ensure integration of volunteers Coordinate risk communication with the IC/PIO to manage volunteer and public expectations Assess logistical/resource needs Establish a system to document all response actions and expenditure 	<p>Begin Risk Communications about volunteers needs immediately</p> <ul style="list-style-type: none"> Only the PIO speaks to the Media All messages approved by the IC Manage volunteer expectations; communicate Volunteer policies Work with PIO/JIS to communicate need for volunteers Prepare messages for spontaneous volunteers (SUV). Be ready for media enquiries about volunteers Consider using social media to maintain contact with volunteers Review/Revise the Risk Communication Plan/Media Policies with the EMD, PIO, CEO, JIS/JIC, based on the Incident Action Plan Determine the essential messages/ public information Determine communication channels Develop and send initial holding messages for affiliated volunteers (MRC, CERT, COAD, ARC) <ul style="list-style-type: none"> This is an evolving emergency...we don't know the need for volunteers right now. Please do not self-deploy... Stand by for more info... Local officials are investigating the situation We will get back to you in 2 hrs. Communicate risks/rewards of volunteering Work with COAD to communicate volunteer status and needs Communicate ongoing need for volunteers or specific skills Coordinate with Donation Mgmt.
VRC Facility Contact	Police				
INCIDENT ICS RELATED TO VRC	Fire				
Emergency Operation Center	EMS				
Incident Commander	DPH Duty Officer 617-339-8351 Epi on-call: 617- 983-6800	WEBSITES	<p>VMS RESPONSE CHECKLIST After assessing the situation, follow these steps to manage SUVs.</p> <p>VMS MANAGEMENT OVERVIEW</p> <ul style="list-style-type: none"> Begin Risk Communications about volunteer needs immediately; coordinate with the PIO/Joint Information System(JIS) Establish Communications with COAD & affiliated volunteer groups/partners to maintain situational awareness Ensure that all expenses and staff/volunteer time, actions, etc. are documented/tracked IC/EOC determines the need for VMS Activation Level, VRC activation and/or the use of any online/virtual or phone registration systems. Establish VRC for level II/III and maintain communications with the Incident Commander; Emergency Operation Center; and Response Partners at the MEMA/MACC ESF 7 Volunteer Desks Manage volunteer expectations; establish and communicate Vol. policies Safely manage volunteer registration, credentialing, training, deployment, support, supervision, transportation, and safety/security Thank Volunteers and connect them to Recovery efforts through COAD 		
Logistics Section Chief	Public Health	DPH; www.mass.gov/dph			
Public Information Officer	MACC	CDC: www.cdc.gov			
COAD Liaison	MEMA	MEMA: www.mass.gov/mema			
VRC Liaison	Sheriff	FEMA: www.fema.gov			
VRC ICS	State Police	MA Responds: www.maresponds.org			
VMS Director	HMCC	Western MA MRC: www.wmmrc.org			
VRC Logistics/Building Manager	Red Cross	ARC: www.redcross.org/ma/springfield			
VRC Finance/Data	COAD	West. Homeland Council: www.wrhsac.org			
Operations/VRC Supervisor	MRC	SORI: www.sorb.chs.state.ma.us			
Planning	CERT				
<pre> graph TD VMS_Director((VMS Director)) --- PIO((PIO)) VMS_Director --- Safety((Safety)) VMS_Director --- VRC_Planning((VRC Planning)) VMS_Director --- VRC_Operations((VRC Operations - VRC Supervisor)) VMS_Director --- VRC_Logistic((VRC Logistic - Building Manager)) VMS_Director --- VRC_Finance((VRC Finance)) </pre>					

SIDE B (Operations). Use this side to setup and operate a Volunteer Reception Center or online Volunteer Registration System. These are the critical elements that should be available and activated as needed regardless of the location/methods used. Ensure that the IC/EOC have approved all your plans, policies and procedures before opening.

<p>VRC LOGISTICAL NEEDS</p> <ul style="list-style-type: none"> ○ Establish # of Vol needed for the VRC <ul style="list-style-type: none"> ○ number and length of shifts ○ Staff requirements: <ul style="list-style-type: none"> ○ credentialing, badging, confidentiality agreements <p>Identify VRC Facility Needs</p> <ul style="list-style-type: none"> ○ Security ○ Tables, chairs, info boards, ○ Data Management; Sign Boards ○ Communication Capabilities <ul style="list-style-type: none"> ○ Phones/Phone Bank ○ Internet; TV ○ Computers, printers, projectors ○ Radios/Ham Radio ○ EM Tracking System ○ Parking/barriers ○ Accessible; on transportation routes ○ Staff Break Area/Basic Kitchen ○ ADA accessible/toilets ○ Optional: generator; HVAC <p>Equipment and Supplies</p> <ul style="list-style-type: none"> ○ Tables and chairs ○ Water & snacks ○ Copier ○ Computers and printer ○ Refrigerator ○ Coffee Maker ○ Bulletin board/dry erase board, ○ Signs, easels ○ Extension cords/power strips <p>Office Supplies</p> <ul style="list-style-type: none"> ○ Paper, pens, pencils, highlighters ○ Index cards/sticky notes ○ File folders/labels/hangers ○ Name tags ○ Scissors ○ Stapler/staples ○ Envelopes 	<p>VRC STEPS</p> <ul style="list-style-type: none"> ○ Volunteers sign in as they arrive ○ Welcome and thank volunteers ○ Registration Process/Forms; Volunteer Instructions ○ Credentialing Process; ID/Badge ○ Training Area <ul style="list-style-type: none"> ○ Event Briefing (scope, safety, limitations, sequence, objectives, etc.) ○ Review emergency procedures (sign in and out, evacuation, communications, 911, personal safety, etc.) ○ Press/Media Rules (Do not comment to media, refer to PIO) ○ Communications Protocols (radios, runners, cell phones, etc) ○ Field Assignments (JAS, VAC, etc.) with awareness reminder to report to supervisor/leader ○ Distribute appropriate badges or wrist bands, t-shirts, signage, vest ○ Support: Transportation; Problems ○ Demobilization: Back to Assignment or Retention/Release <p>VRC STAFF INSTRUCTIONS</p> <ul style="list-style-type: none"> ○ Safety First! Call Security/9-1-1 ○ Always sign in/out ○ Wear proper identification ○ ICS Basics: Know who you report to and who reports to you. ○ Use your Job Action Sheet ○ Review safety alerts, situation updates and Incident Action Plan ○ Maintain ICS 214 Action Log ○ Understand how to complete all documents used at your station ○ Take the time to do the task right ○ Maintain your station with forms, supplies, equipment ○ Take care of yourself and take breaks ○ Brief your replacements ○ Assist with demobilization and clean-up of your station ○ Maintain ICS 214 Action Log 	<p>VRC AREAS</p> <p>Registration</p> <ul style="list-style-type: none"> ○ Welcome and thank volunteers ○ Sign in /Roster: ICS 211 ○ Registration Instructions ○ Information: Situational Awareness; Alerts; Site Safety; Opportunities; Volunteer Registration Instructions; FORM: Complete Registration Forms <p>Credentialing</p> <ul style="list-style-type: none"> ○ Government issued photo ID copied ○ Affiliation ID copied ○ Credentials/Certifications copied ○ Confirm all licenses, credentials, certifications ○ CORI/CORI/VSOS ○ Take Photo of Volunteer ○ FORM: Issue Vol. Assign. Card (VAC) <p>Training</p> <ul style="list-style-type: none"> ○ Sign in/out every time entering or leaving ○ Check/sign Training Records; VAC ○ Affiliated Volunteers may proceed to Assignment Desk as per IC ○ Situational Awareness/Safety ○ Basic Safety Training and Volunteer Risk Management ○ Vol. JITT (Just-in-Time Training) ○ Specific Job training as available ○ FORM: Sign VAC <p>Assignment</p> <ul style="list-style-type: none"> ○ Work with IC/EOC/Liaison/COAD to identify needed volunteers ○ Discuss Job/Service options ○ Assignments and Instructions ○ Must carry VAC/Badge/photo ID at all times ○ Volunteer Identifiers: vests, hats, shirts, wristbands, etc. ○ Job Action Sheets, if available ○ Handout demobilization instructions: ○ Signing out ○ Returning equipment/identifiers ○ FORM: Issue Vol. Badge 	<p>Volunteer Support</p> <ul style="list-style-type: none"> ○ Transportation ○ Troubleshooting and Support ○ Supervision/Monitoring: work with Operations/Planning Resource Unit ○ Monitor/record complaints, injuries and follow-up actions <p>Demobilization/Exit/Retention</p> <ul style="list-style-type: none"> ○ Handout Exit Information ○ Debrief and collect I reports/forms ○ Psychological First Aid as needed and info on stress management ○ Information on ongoing volunteer opportunities (MRC/DART) ○ Service thank you ○ Release/return badge ○ Sign out ○ Debriefing ○ Evaluation ○ Volunteer Retention: join affiliated ○ Begin planning for closing & recovery <p>HVAC; utilities</p> <ul style="list-style-type: none"> ○ Sanitation ○ Food/Water ○ Heat/Air Conditioning ○ Internet ○ Phone systems <p>Other Support Areas</p> <ul style="list-style-type: none"> ○ Data Management ○ Facilities Management ○ Security/Safety ○ Access/parking ○ Phone Bank/Questions/Recruitment ○ Health Services/private area ○ Staff Rest Area ○ Command Staff Office/Administration and Finance 	<p>FORMS</p> <p>Registration</p> <p>(all forms must be completed, signed, dated and witnessed by Registration Staff)</p> <ul style="list-style-type: none"> ○ ICS 211 Sign-in Sheet ○ Volunteer Registration Instructions ○ Volunteer Registration Form ○ Volunteer Code of Conduct & FEMA Readiness Checklist ○ Volunteer Confidentiality ○ Volunteer Release and Waivers ○ Call-Center Volunteer Intake Script <p>Credentialing</p> <ul style="list-style-type: none"> ○ Volunteer Processing Checklist ○ Volunteer Assignment Checklist ○ Volunteer Assignment Card (VAC) ○ CORI MAResponds Acknowledge. <p>Training</p> <ul style="list-style-type: none"> ○ JITT Attendance Log ○ JITT Pocket Guide <p>Assignment</p> <ul style="list-style-type: none"> ○ MAResponds Request for Volunteers ○ Volunteer Badge/Assignment Log ○ Volunteer Badge ○ Volunteer Equipment ○ Volunteer Tracking Log <p>Volunteer Support</p> <ul style="list-style-type: none"> ○ Incident Action Log ○ Incident Report ○ Complaint Report ○ Transportation Request <p>Volunteer Demobilization</p> <ul style="list-style-type: none"> ○ Volunteer Demobilization Instructions ○ ICS 221 Demobilization ○ MRC Information Poster 	<p>VOLUNTEER MESSAGES:</p> <ul style="list-style-type: none"> ○ Need/No Need for volunteers ○ Special skills/resources needed: ○ What to expect when volunteering: ○ How/when to register to volunteer: ○ What <u>not</u> to bring along: <ul style="list-style-type: none"> ○ Pets ○ Children ○ Drugs/alcohol ○ Weapons ○ Valuables ○ What to bring along: <ul style="list-style-type: none"> ○ Government Photo ID ○ Affiliations/Professional Cred. ○ Cell phone ○ Contact information ○ Personal supplies such as snacks, water, extra clothing, boots, flashlight, <p>COORDINATE WITH COAD</p> <p>Coordinate through the COAD Liaison Officer; Vol Task Force to recruit volunteers. The Following COAD subcommittees have been established:</p> <ul style="list-style-type: none"> ○ Animal Care ○ Care Services (Respite/Case Manage) ○ Debris Removal ○ Financial Assistance ○ Food ○ Goods ○ Health Care/ Spiritual/Mental ○ Housing ○ Professional Services ○ Repair/Rebuilding ○ Services for Special Populations ○ Transportation ○ Volunteers <p>NOTES:</p>
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