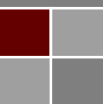


2016

# Spontaneous Volunteer Management System Job Action Sheets

Western Region Homeland Security Advisory  
Council (WRHSAC) and  
Western Massachusetts Medical Reserve Corps

The Spontaneous and Unaffiliated Volunteer Management System Plan provides guidance for safe, efficient and scalable volunteer management. The Plan includes integration with incident management systems; communication with community members and voluntary organizations; volunteer reception, screening and training; matching and deployment; and volunteer retention.

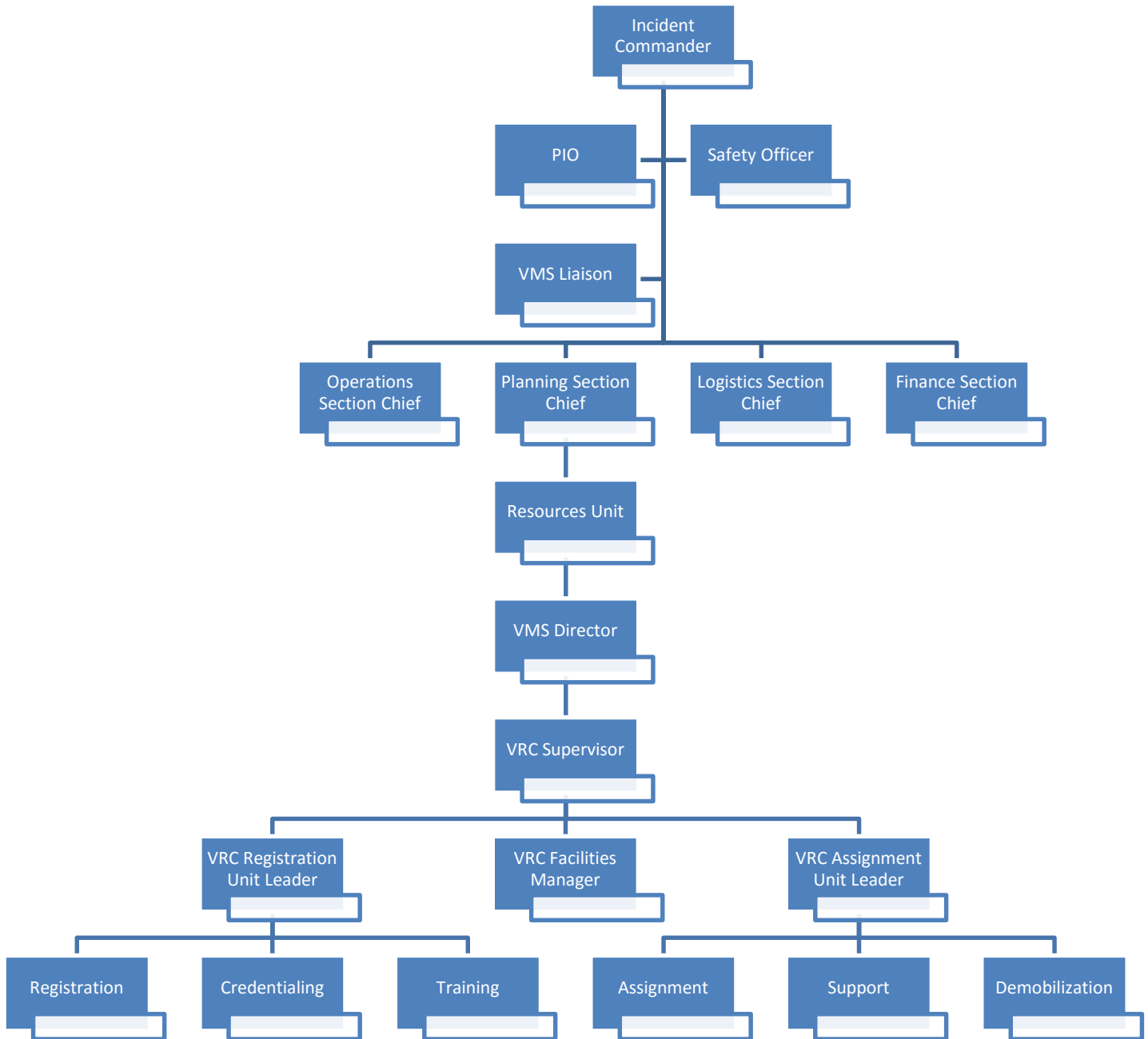


# JOB ACTION SHEETS

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**Figure 1: VMS Incident Command Structure**



# Volunteer Management System Job Action Sheet

## Resource Unit: Common Required Actions

2016

### Be Aware of the Following

- Chain of Command:** Know your supervisor and who you supervise.
- Safety First:** Be aware of staff and public safety. If in doubt call for help. Take the time to do your task right.
- Media/Social Media:** Have permission before talking to the press/media or posting any information while on assignment.
- Behavioral Health:** Take care of yourself, your co-workers, and volunteers. Be aware of staff burnout.

### Complete Required Forms

- ICS 214 Activity Log FORM:** Track Unit events/actions taken and submit at shift change
- Resources:** Provide all Resource Requests to the resource unit
- Job Action Sheets (JAS):** Provide information for actions specific to your position

### Initial Response

- Receive appointment and read associated Job Action Sheets (JAS) and Standard Operating Guides (SOG)
- ICS 211 Sign in FORM: Always sign in and out with the volunteer or staffing unit
- Wear proper identification at all times
- Attend/hold briefings to receive: situational awareness, Job Action Sheet, Activity Logs, and Resource Request forms
- Review incident briefing forms, as well as all policies, plans and procedures for your position
- Set-up your designated area
- Request needed supplies or staff from resource unit
- Confirm set-up with your supervisor

### Daily Volunteer Reception Center Operations

- Hold or attend daily shift change briefings with staff and collect Unit Activity Logs FORM
- Complete required Unit Activity Logs FORM for each shift
- Monitor for volunteer safety and staff burnout at all times
- Provide volunteer services and support to the best of your ability and within the scope of your training/credentials
- If in doubt or uncertain, ask for clarification or assistance

### Closing the Volunteer Reception Center

- Hold/attend closing briefing by supervisor to receive cleaning and take-down protocols
- Assist with recovery and the transition to the "new normal"
- Assist with demobilization, remove signs, dismantle and clean your operations area, clean and return equipment:
  - Refresh (clean and sanitize facility and equipment)
  - Repair (if practical)
  - Restore (if able, otherwise replace)
  - Return (borrowed equipment)
  - Replace (donations or purchases)
  - Remove (trash and broken equipment)
- Confirm clean-up with your supervisor
- Hold/attend debriefing with staff if you are an officer, manager, or team leader
- Participate in After Action meetings
- Participate in the After Action Report process, including identification of areas for improvement and revision of plans

# Volunteer Management System Job Action Sheet

## Resource Unit: VMS Director

2016

### Job Description

- Responsible for all aspects of volunteer management as directed and assigned by the Incident Commander/EOC
- Coordinates the provision of all volunteers for the response
- Ensures the health and safety of all volunteers
- Recommends all volunteer expenditures to the Resource Unit, Planning Section Chief for approval by IC/EOC
- Collects and maintains all job Activity Log FORMs and submits all reports for volunteer management

### Reports to

Planning Section Chief, Resource Unit

### Contact Information

### Supervises

Volunteer Center Supervisor

VRC Logistics/Facility Manager

Volunteer Reception Center Finance/Data

### Partner Agencies

### Contact Information

MEMA – Region III/IV

MEMA 24/7 call line 413-821-1500

MEMA State Emergency Operations Center (SEOC)

MEMA SEOC – 508-820-2000 – ESF 6 (sheltering desk)

Department of Public Health (DPH)

MEMA 24/7 call line 413-821-1500 – ESF 8 (medical desk)

American Red Cross (ARC)

24 hour phone Pioneer Valley Chapter: 413-737-4306

Multi-Agency Coordination Center (MACC)/REOC

Salvation Army

(617) 542-5420

Western Mass. Medical Reserve Corps

[www.wmmrc.org](http://www.wmmrc.org)

Western Region Homeland Security Adv. Council

[www.wrhsac.org](http://www.wrhsac.org)

Boards of Health/HMCC

[www.frcog.org/program-services/emergency-preparedness](http://www.frcog.org/program-services/emergency-preparedness)

Local voluntary agencies

Local faith community organizations

Community Organizations Active in Disasters (COAD)

To access, call DPH Coordinator Michael Nelson: (413) 485-8627

### Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Volunteer Management System (VMS) Plan		
<input type="checkbox"/> Job Action Sheets (JAS) for all positions		
<input type="checkbox"/> VMS Standard Operating Guide (SOG)		
<input type="checkbox"/> Regional Shelter Plan with FORMs/lists/JAS/SOG		
<input type="checkbox"/> Emergency Dispensing Site Plan/SOG		
<input type="checkbox"/> Facility Opening/Closing Assessment FORM	Forms Section	
<input type="checkbox"/> Resource Request or ICS 308 FORM	Forms Section	
<input type="checkbox"/> Action Log or ICS 214 FORM	Forms Section	
<input type="checkbox"/> Volunteer & Medical Vol. Registration FORMs	Forms Section	

# Volunteer Management System Job Action Sheet

## Resource Unit: VMS Director

2016

<input type="checkbox"/> Personnel Sign In/Out Sheets or ICS 211 FORM	Forms Section	
<input type="checkbox"/> Incident Report FORM	Accidents/complaints – Plan forms section	First Aid Kit
<input type="checkbox"/> Equipment recommendations	Radio, cell phone, laptop, printer, internet, copier, camera, cables, power strip, lights	Also need directional/informational signage
<b>Initial Planning Actions</b>		
<input type="checkbox"/> Plan for volunteer management with Planning/Resources Unit/Incident Command/EOC		
<input type="checkbox"/> Designate and activate volunteer management staff positions as needed		
<input type="checkbox"/> Determine the need for spontaneous volunteers and private additional resources		
<input type="checkbox"/> Work with IC and PIO to provide appropriate messaging to the public concerning volunteer opportunities		
<input type="checkbox"/> Work with IC/EOC, planning, liaisons to determine the need for a Volunteer Reception System or Center, which could be: <ul style="list-style-type: none"> <li><input type="checkbox"/> Part of response facility like an emergency dispensing site, shelter, or comfort center</li> <li><input type="checkbox"/> Stand-alone, walk-in center</li> <li><input type="checkbox"/> Phone bank, call-in center</li> <li><input type="checkbox"/> Virtual on-line process</li> <li><input type="checkbox"/> Combinations of strategies</li> </ul>		
<b>Initial Response</b>		
<input type="checkbox"/> Conduct Volunteer Reception Center (VRC) facility walk-through (VRC Facility Assessment Form) as available to determine: <ul style="list-style-type: none"> <li><input type="checkbox"/> Adequate space for all VRC functions with multiple rooms and areas available</li> <li><input type="checkbox"/> Safety/security</li> <li><input type="checkbox"/> Availability of secure parking</li> <li><input type="checkbox"/> Availability of food, rest areas for staff</li> <li><input type="checkbox"/> Internet access including Wi-Fi or “hot spot”</li> <li><input type="checkbox"/> Communication capabilities, phones and sustainable power supply</li> <li><input type="checkbox"/> Accessible and in close proximity to the affected area</li> <li><input type="checkbox"/> Appropriate directional and informational signage</li> </ul>		
<input type="checkbox"/> Post VRC Code of Conduct and Expectations: Welcome and thank you for volunteering <ul style="list-style-type: none"> <li><input type="checkbox"/> Everyone must show a US government issued photo identification and sign-in and sign-out</li> <li><input type="checkbox"/> No pets, weapons, alcohol, drugs or smoking allowed at any time</li> <li><input type="checkbox"/> Volunteer safety is our first priority: all bags and containers are subject to search. If you see something; say something.</li> <li><input type="checkbox"/> Volunteers 16+ yrs old must be accompanied by a parent/guardian or have a signed Minor Release FORM</li> <li><input type="checkbox"/> Volunteers should consider their limitations and assignments based on their needs and capabilities</li> <li><input type="checkbox"/> Volunteers are responsible for their own safety and wellbeing and are prepared with appropriate clothing/supplies</li> </ul>		
<input type="checkbox"/> Set up the VRC stations and ensure VRC functions: <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Registration:</b> Welcome signs, lines/waiting, triage, info/message boards, phone center, registration tables; chairs,</li> <li><input type="checkbox"/> <b>Credentialing:</b> Credentialing FORMs, tables/chairs, scanner, photo equipment, printer</li> <li><input type="checkbox"/> <b>Training:</b> Forms; JITT Pocket Guide FORM, Computer/Projector, Safety and Just-in-Time training PowerPoint Video</li> <li><input type="checkbox"/> <b>Assignment:</b> Assignment FORMs, contact lists, tables/chairs, volunteer needs list; badging/vests</li> <li><input type="checkbox"/> <b>Support:</b> Support FORMs for transportation/trouble; table/chairs, phone, computer, printer; contact lists</li> <li><input type="checkbox"/> <b>Demobilization:</b> Demobilization FORMs for debriefing , evaluation and volunteer retention/follow-up; table/chairs</li> <li><input type="checkbox"/> <b>Facilities:</b> HVAC, power, volunteer and staff food, sanitation/cleaning and rest area</li> <li><input type="checkbox"/> <b>Data Management:</b> Documentation Logs/FORMs; tables/chairs, computer, printer, copier, office supplies</li> </ul>		

# Volunteer Management System Job Action Sheet

## Resource Unit: VMS Director

2016

Check in volunteer management staff as they arrive and distribute Job Action Sheets (JAS)

Hold initial staff briefing:

- Thank volunteers for their service
- Brief on situational awareness and safety
- Distribute JAS, Activity Logs, Resource Request FORMs

Confirm VMS/VRC set-up and readiness to operate with section chief/ IC/VRC liaison/PIO

Determine the extent of safety needs for VRC/VMS operations

- Address life safety issues for the facility during the pre-occupancy inspection. Document all repairs and actions.
- Make sure all exits are clearly marked.
- Limit the number of entrances and exits to control who enters and exits the facility. Unused doors should be secured. Work with the fire marshal to make sure restricted entrances/exits are not used.
- In the case of hurricane, tornado, high winds; make sure that doors and windows remain closed, since the structural building codes are created with the presumption that doors and windows are closed. Failure to follow these procedures can cause a building to fail and suffer structural damage, even if it is built to storm shelter standards.

### Daily VMS/VRC Operations

Monitor staff for "burn-out" and inappropriate behavior.

- Provide for staff breaks and rest periods
- Complete Incident FORM documenting any accidents or safety/security problems
- Report any concerns to your immediate supervisor and safety officer

Hold shift change briefings with staff and collect Activity Logs:

- Situational updates
- Collect/distribute forms: JAS; Activity Log FORMs; Medical Log FORMs; Expense Sheet FORMs, Inspection FORMs, etc.
- Emphasize the importance of documenting everything, especially injuries and complaints
- Sign in/out staff; Discuss needs or concerns for the next shift
- Create update for the Section Chief/IC

Monitor VMS/VRC operations for safety and address safety issues as they arise

Work with PIO to manage media representatives at the VRC. Coordinate with PIO to ensure consistent messaging.

- Ensure Media Release FORMs are obtained before allowing filming or interviews at the VRC.

Ensure VMS/VRC operations: Objective is to process volunteers efficiently and effectively with safety the first priority

**Volunteer Registration Desk:**

- Volunteer Welcome:** Make each volunteer feel valued
- Volunteer Triage:** Work with security to assess the appropriateness of all volunteers presenting (Rapid Interviews)
- Volunteer Orientation:** Provide situational awareness on incident and volunteer opportunities, including affiliations
- Volunteer Message Center:** Maintain a volunteer message board and phone bank
- Volunteer Registration:** Ensure all required FORMs are completed with an expedited process for affiliated volunteers
- FORMS:** (Must show US government issued photo ID)
  - Personnel Sign-in Sheet FORM
  - Message/Resource Request FORM; Call Center Intake Scripts
  - Volunteer Registration FORMs and Checklists: skills, interests, availability, licenses, equipment
  - Code of Conduct and FEMA Readiness FORM
  - Volunteer Releases and Confidentiality FORM
- Data Management:** Documentation, Logs of all Actions, Volunteer Time, Volunteer Records, FORMs, Expenses

# Volunteer Management System Job Action Sheet

## Resource Unit: VMS Director

2016

### Registration Desk Script:

- \* Thank you for volunteering and your willingness to help.
- \* You must have a US government issued photo ID with you at all times. Please complete these FORMs:
  - \* Registration FORM
  - \* Liability Release FORM
  - \* Code of Conduct FORM
  - \* Confidentiality Agreement FORM
- \* 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.

### Volunteer Credentialing Desk:

- Identification:** Must have a US government issued photo ID
- Licenses:** Must provide copies of all licenses and certifications such as
  - o Commercial driver's; hydraulic lift; crane operator; construction supervisor license
  - o CPR/first aid cards; medical license; must complete Medical License FORM
  - o MRC, DART, ARC, or other affiliation ID; health officer/agent; inspector of buildings; DPW; first responder
- Verification:** Must obtain official verification of all licenses, certifications, affiliations
  - o MAREsponds may be able to do real time license checks: [www.maresponds.org](http://www.maresponds.org). You must be registered to use this system. Most MRC unit leaders are registered users.
  - o MAREsponds may do CORI checks, but they may take as long as a week
  - o Some government agencies can do CORI checks: municipalities, regional planning, schools, etc.
  - o SORI/VSOS Level III checks can be done on the Mass. Sexual Offender Database <http://sorb.chs.state.ma.us/>
  - o CORI checks can sometimes be done in an emergency by local law enforcement
  - o Medical licenses can also be checked at <https://checklicense.hhs.state.ma.us/>

### 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.

### Volunteer Training Desk: (See Just-in-Time Training Pocket Guide FORM and PowerPoint Video)

- Welcome:** Thank you for volunteering, purpose of training,
- Volunteer Code of Conduct:**
  - o Treat all with respect - honor all victims, volunteers and responder
  - o Honor all Confidentiality Agreements
  - o Communicate clearly; ensure volunteer safety
- MRC 101 Core Competences and JIT Training**
  - o Personal and family protection and preparedness
  - o Incident Command System and MRC support Roles
  - o Mental health and personal limitations
  - o Communications and volunteer deployment protocols, including volunteer protection laws



# Volunteer Management System Job Action Sheet

## Resource Unit: VMS Director

2016

### **Volunteer Health and Safety Training:**

- Take care of yourself first; ask for behavioral health first aid support if needed
- Work within the scope of your training, experience and comfort/personal limitations
- All Incident work sites can be potentially hazardous or uncomfortable
  - Potential security issues; health safety issues
  - Local weather conditions; and local Living/work conditions
- Required immunizations/prophylaxis or personal protective equipment
- Identification to carry
- Work-to-rest ratio should not exceed 2:1 (16 hours work, 8 hours rest)
- Report promptly all accidents or injuries
- Critical response for any accident involving a vehicle – contact 9-1-1, supervisor or team leader

### **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.

### **Volunteer Assignment Desk:**

- Liaison:** Establish communications with volunteer liaison to coordinate volunteer needs and assignments
- Matching:** Work with available volunteers and requesting agencies to match volunteer skills/wants with needs
- Assignment Briefing:** Use Assignment Briefing FORM; provide details of assignment and Volunteer Tracking FORM
- Badges:** Issue official, dated incident badges or identification
- Vests:** Issue as available volunteer identification shirts, vests, wristbands or hats
- Returns:** Provide information on returning volunteer identification items
- Deployment:** Deploy volunteers with assignment instructions and Volunteer Tracking FORM
- Demobilization:** Provide volunteers with demobilization instructions

### **Assignment Desk 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.

# Volunteer Management System Job Action Sheet

## Resource Unit: VMS Director

2016

### Volunteer Support Desk:

- Transportation:** Coordinate and arrange safe transportation for volunteers
- Supervision:** Provide volunteer support, supervision and evaluation as able
- Trouble Shooting:** Staff the trouble desk and coordinate volunteer issues, requests and complaints
- Support:** Coordinate with Resource Unit to provided volunteers with support

### 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.

### Volunteer Demobilization Desk:

- Badge Return:** Collect all volunteer identification such as badges and vests
- Reports:** Collect all final reports and Activity Logs
- Exit Information:** Ensure that all volunteers receive exit information
- Sign-Out:** Ensure that all volunteers sign out and leave promptly
- Data:** Create a data base for medical follow-up and study as appropriate
- Volunteer Affiliations:** Provide information on affiliated volunteer opportunities and organizations such as the MRC
- Stress Management:** Provide Behavioral Health First Aid or Critical Incident Stress Management as appropriate
- Plan for VRC Closing:** Begin planning for demobilization, closing and recovery operations

### 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.

### VRC Facilities Team/Manager

- Food, water, sanitation, cleaning, rest area, first aid kit
- Phones, TV, Internet, secure power supply, HVAC
- Secure storage area for volunteer items, if available

### Data Management Team:

- Documentation:** Data management system both paper and electronic
- Security:** Security and privacy protection for all data
- Files:** Individual volunteer files
- Reporting:** Reporting protocols at the end of each shift/operational period
- Other:** support VRC operations as needed

- Coordinate with resource unit to ensure adequate staffing for the next operational period

Volunteer Management System Job Action Sheet  
Resource Unit: VMS Director

2016

**VMS/VRC Closing**

- Monitor demobilization for safety; address safety issues as needed
- Remove and store safety signage and safety equipment
- Assist with clean up and equipment return
  - Refresh (clean and sanitize facility and equipment)
  - Repair (if practical)
  - Restore (if able, otherwise replace)
  - Return (borrowed equipment)
  - Replace (donations or purchases)
  - Remove (trash and broken equipment)
- Conduct facility closing walk-through with Facility Manager/representative
- Turn in all logs and FORMs to your supervisor/Resource Unit Leader
- Participate in the After Action Report process, including identification of areas for improvement

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Supervisor

2016

Job Description		
<ul style="list-style-type: none"> <li>▪ Responsible for all aspects of Volunteer Reception Center (VRC) Management</li> <li>▪ Coordinates volunteers processed by the VRC for the response</li> <li>▪ Ensures the health and safety of all VRC volunteers</li> <li>▪ Recommends all VRC expenditures to the resource unit/Planning Section Chief for approval by the incident commander</li> <li>▪ Collects and maintains VRC Activity Log FORMs and submits all reports for VRC management</li> </ul>		
Reports to	Contact Information	
Volunteer Management System Director		
Supervises		
Volunteer Reception Center staff		
Partner Agencies	Contact Information	
MEMA – Region III/IV	MEMA 24/7 call line 413-821-1500	
MEMA State Emergency Operations Center (SEOC)	MEMA SEOC – 508-820-2000 – ESF 6 (sheltering desk)	
Department of Public Health (DPH)	MEMA 24/7 call line 413-821-1500 – ESF 8 (medical desk)	
Multi-Agency Coordination Center (MACC)/REOC		
American Red Cross (ARC)	24 hour phone Pioneer Valley Chapter: 413-737-4306	
Salvation Army	(617) 542-5420	
Western Mass. Medical Reserve Corps	<a href="http://www.wmmrc.org">www.wmmrc.org</a>	
Western Region Homeland Security Adv. Council	<a href="http://www.wrhsac.org">www.wrhsac.org</a>	
Boards of Health/HMCC	<a href="http://www.frcog.org/program-services/emergency-preparedness">www.frcog.org/program-services/emergency-preparedness</a>	
Local voluntary agencies		
Local faith community organizations		
Community Organizations Active in Disasters (COAD)	To access, call DPH Coordinator Michael Nelson: (413) 485-8627	
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Volunteer Management System (VMS) Plan		
<input type="checkbox"/> Job Action Sheets (JAS) for all positions		
<input type="checkbox"/> VMS Standard Operating Guide (SOG)		
<input type="checkbox"/> Regional Shelter Plan with FORMs/lists/JAS		
<input type="checkbox"/> Emergency Dispensing Site Plan		
<input type="checkbox"/> Regional Shelter SOP		
<input type="checkbox"/> Facility Opening/Closing Assessment FORM	In Forms Section	
<input type="checkbox"/> Resource Request ICS 308 FORM	In Forms Section	2 per JAS
<input type="checkbox"/> Incident Action or Activity Log ICS 214 FORM	In Forms Section of Shelter Plan	

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Supervisor

2016

<input type="checkbox"/> Volunteer/Medical Vol. Registration FORMs	Forms Section	
<input type="checkbox"/> Personnel Sign In/Out Time Sheets FORM	Forms Section	
<input type="checkbox"/> Incident Report FORMs	Accidents/Complaints – Plan Forms Section	First Aid Kit
<input type="checkbox"/> Equipment Recommendations	Radio, cell phone, laptop, printer, internet, copier, camera, cables, power strip, lights	Also need directional/informational signage
<b>Initial Planning Actions</b>		
<input type="checkbox"/> Plan for volunteer management with the Resource Unit/Planning Section/Incident Command/EOC		
<input type="checkbox"/> Designate and activate volunteer management staff positions as needed		
<input type="checkbox"/> Determine the need for spontaneous volunteers		
<input type="checkbox"/> Work with IC and PIO to provide appropriate guidance to the public		
<input type="checkbox"/> Determine the need for a Volunteer Reception Center		
<b>Initial Response</b>		
<input type="checkbox"/> Check in volunteer management staff as they arrive and distribute Job Action Sheets (JAS)		
<input type="checkbox"/> Conduct Volunteer Reception Center facility walk-through (VRC Assessment FORM) as available to determine:		
<ul style="list-style-type: none"> <li><input type="checkbox"/> Adequate space for all VRC functions</li> <li><input type="checkbox"/> Multiple rooms, areas available</li> <li><input type="checkbox"/> Safety/security</li> <li><input type="checkbox"/> Availability of secure parking</li> <li><input type="checkbox"/> Availability of food, rest areas for staff</li> <li><input type="checkbox"/> Internet access including Wi-Fi or “hot spot”</li> <li><input type="checkbox"/> Communication capabilities</li> <li><input type="checkbox"/> Accessible and in close proximity to the affected area</li> </ul>		
<input type="checkbox"/> Set up the VRC stations:		
<ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Registration:</b> Welcome signs, registration lines, triage protocols, information/message boards, phone center, registration tables/chairs, waiting area/chairs</li> <li><input type="checkbox"/> <b>Credentialing:</b> Credentialing FORM, tables/chairs, scanner, photo equipment, printer</li> <li><input type="checkbox"/> <b>Training:</b> FORMs; JITT Pocket Guide FORM, Computer/Projector, Safety and Just-in-Time training PowerPoint Video</li> <li><input type="checkbox"/> <b>Assignment:</b> Assignment FORM, contact lists, tables/chairs, volunteer needs list; badging/vests</li> <li><input type="checkbox"/> <b>Support:</b> Support FORM for transportation/trouble; table/chairs, phone, computer, printer; contact lists</li> <li><input type="checkbox"/> <b>Demobilization:</b> Demobilization Forms for debriefing , evaluation and volunteer retention/follow-up; table/chairs</li> <li><input type="checkbox"/> <b>Facilities:</b> HVAC, power, volunteer and staff food, sanitation/cleaning and rest area</li> <li><input type="checkbox"/> <b>Data Management:</b> Documentation Logs/FORMs; tables/chairs, computer, printer, copier, office supplies</li> </ul>		
<input type="checkbox"/> Hold initial staff briefing:		
<ul style="list-style-type: none"> <li><input type="checkbox"/> Thank volunteers for their service</li> <li><input type="checkbox"/> Brief on situational awareness and safety</li> <li><input type="checkbox"/> Distribute JAS, Activity Log FORMs, Resource Request FORMs</li> </ul>		

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Supervisor

2016

- Determine the extent of safety needs for VRC/VMS operations
  - Address life safety issues for the facility during the pre-occupancy inspection. Document all repairs and actions.
  - Make sure all exits are clearly marked.
  - Limit the number of entrances and exits to control who enters and exits the facility. Unused doors should be secured. Work with the fire marshal to make sure restricted entrances/exits are not used.
  - In the case of hurricane, tornado, or high winds, make sure that doors and windows remain closed, since the structural building codes are created with the presumption that doors and windows are closed. Failure to follow these procedures can cause a building to fail and suffer structural damage, even if it is built to storm shelter standards.

- Confirm VMS/VRC set-up with section chief/IC

### Daily VMS/VRC Operations

- Monitor staff for “burn-out” and inappropriate behavior.
  - Provide for staff breaks and rest periods
  - Complete Incident FORM documenting any accidents or safety/security problems
  - Report any concerns to your immediate supervisor and safety officer
- Hold shift change briefings with staff and collect Activity Logs:
  - Situational updates
  - Collect/distribute FORMS: JAS; Activity Log FORMS; Medical Log FORMS; Expense Sheet FORMS, Inspection FORMS, etc.
  - Emphasize the importance of documenting everything, especially injuries and complaints
  - Sign in/out staff
  - Discuss needs or concerns for the next shift
  - Create update for your supervisor/IC
- Monitor VMS/VRC operations for safety and address safety issues as they arrive
- Ensure VMS/VRC Operations:
  - Registration:** Welcome, triage, security, orientation, registration process, message center, information, phones
  - Credentialing:** Identification and credentialing
  - Training:** Safety and Just-in-Time training
  - Assignment:** Liaison with IC/operations; matching; badging/vests; deployment
  - Support:** Transportation, support and trouble desk
  - Demobilization:** Debriefing and volunteer retention/follow-up
  - Facilities:** Volunteer and staff food, sanitation and rest
  - Data:** Log all actions, volunteer time, expenses, incident reports

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Supervisor

2016

### Volunteer Registration Desk:

- Volunteer Welcome:** Make each volunteer feel valued
- Volunteer Triage:** Work with security to assess the appropriateness of all volunteers presenting (Rapid Interviews)
- Volunteer Orientation:** Provide situational awareness on incident and volunteer opportunities, including affiliations
- Volunteer Message Center:** Maintain a volunteer message board and phone bank
- Volunteer Registration:** Ensure all required FORMs are completed with an expedited process for affiliated volunteers
- FORMs:** (Must show US government issued photo ID).
  - Personnel Sign-in Sheets FORM
  - Message/Resource Request FORM; Call Center Intake Scripts
  - Volunteer Registration FORMs and Checklists: skills, interests, availability, licenses, equipment
  - Code of Conduct and FEMA Readiness FORM
  - Volunteer Releases and Confidentiality FORM
- Data Management:** Documentation logs of all actions, volunteer time, volunteer records, FORMs, expenses

### Registration Desk Script:

- \* Thank you for volunteering and your willingness to help.
- \* You must have a US government issued photo ID with you at all times. Please complete these forms:
  - \* Registration FORM
  - \* Liability Release FORM
  - \* Code of Conduct FORM
  - \* Confidentiality Agreement FORM
- \* 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.

### Volunteer Credentialing Desk:

- Identification:** Must have a US government issued photo ID
- Licenses:** Must provide copies of all licenses and certifications such as
  - Commercial driver's; hydraulic lift; crane operator; construction supervisor license
  - CPR/first aid cards; medical license; must complete Medical License FORM
  - MRC, DART, ARC, or other affiliation ID; health officer/agent; inspector of buildings; DPW; first responder
- Verification:** Must obtain official verification of all licenses, certifications, affiliations
  - MAREsponds may be able to do real time license checks: [www.maresponds.org](http://www.maresponds.org). You must be registered to use this system. Most MRC unit leaders are registered users.
  - MAREsponds may do CORI checks, but they may take as long as a week
  - Some government agencies can do CORI checks: municipalities, regional planning, schools, etc.
  - SORI/VSOS Level III checks can be done on the Mass. Sexual Offender Database <http://sorb.chs.state.ma.us/>
  - CORI checks can sometimes be done in an emergency by local law enforcement
  - Medical licenses can also be checked at <https://checklicense.hhs.state.ma.us/>

### 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.

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Supervisor

2016

**Volunteer Training Desk:** (See Just-in-Time Training Pocket Guide FORM and PowerPoint Video)

- Welcome:** Thank you for volunteering, purpose of training,
- Volunteer Code of Conduct:**
  - o Treat all with respect - honor all victims, volunteers and responder
  - o Honor all Confidentiality Agreements
  - o Communicate clearly; ensure volunteer safety

**MRC 101 Core Competences and JIT Training**

- o Personal and family protection and preparedness
- o Incident Command System and MRC support Roles
- o Mental health and personal limitations
- o Communications and volunteer deployment protocols, including volunteer protection laws

**Volunteer Health and Safety Training:**

- o Take care of yourself first; ask for behavioral health first aid support if needed
- o Work within the scope of your training, experience and comfort/personal limitations
- o All Incident work sites can be potentially hazardous or uncomfortable
  - Potential security issues; health safety issues
  - Local weather conditions; and local Living/work conditions
- o Required immunizations/prophylaxis or personal protective equipment
- o Identification to carry
- o Work-to-rest ratio should not exceed 2:1 (16 hours work, 8 hours rest)
- o Report promptly all accidents or injuries
- o Critical response for any accident involving a vehicle – contact 9-1-1, your supervisor or team leader

**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.

**Volunteer Assignment Desk:**

- Liaison:** Establish communications with volunteer liaison to coordinate volunteer needs and assignments
- Matching:** Work with available volunteers and requesting agencies to match volunteer skills/wants with needs
- Assignment Briefing:** Use Assignment Briefing FORM; provide details of assignment and Volunteer Tracking FORM
- Badges:** Issue official, dated incident badges or identification
- Vests:** Issue as available volunteer Identification shirts, vests, wristbands, or hats
- Returning:** Provide information on returning volunteer identification items
- Deployment:** Deploy volunteers with assignment instructions and Volunteer Tracking FORM
- Demobilization:** Provide volunteers with demobilization instructions



# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Supervisor

2016

### Assignment Desk 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.

### Volunteer Support Desk:

- Transportation:** Coordinate and arrange safe transportation for volunteers
- Supervision:** Provide volunteer support, supervision, and evaluation as able
- Trouble Shooting:** Staff the trouble desk and coordinate volunteer issues, requests and complaints
- Support:** Coordinate with resource unit to provided volunteers with support

### 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.

### Volunteer Demobilization Desk:

- Badge Return:** Collect all volunteer identification such as badges and vests
- Reports:** Collect all final reports and Activity Logs
- Exit Information:** Ensure that all volunteers receive exit Information
- Sign-Out:** Ensure that all volunteers sign out and leave promptly
- Data:** Create a data base for medical follow-up and study as appropriate
- Volunteer Affiliations:** Provide information on affiliated volunteer opportunities and organizations such as the MRC
- Stress Management:** Provide Behavioral Health First Aid or Critical Incident Stress Management as appropriate
- Plan for VRC Closing:** Begin planning for demobilization, closing and recovery operations.

### 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.

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Supervisor

2016

**VRC Facilities Team/Manager**

- Food, water, sanitation, cleaning, rest area, first aid kit
- Phones, TV, Internet, secure power supply, HVAC
- Secure storage area for volunteer items, if available

**Data Management Team:**

- Documentation:** Data management system both paper and electronic
- Security:** Security and privacy protection for all data
- Files:** Individual volunteer files, forms, information, logs
- Reporting:** Reporting protocols at the end of each shift/operational period
- Other:** support VRC operations as needed

- Coordinate with resource unit to ensure adequate staffing for the next operational period

### VMS/VRC Closing

- Monitor demobilization for safety

- Address safety issues as needed

- Remove and store safety signage and safety equipment

- Assist with clean up and equipment return

- Refresh (clean and sanitize facility and equipment)
- Repair (if practical)
- Restore (if able, otherwise replace)
- Return (borrowed equipment)
- Replace (donations or purchases)
- Remove (trash and broken equipment)

- Conduct facility closing walk-through with Facility Manager/representative

- Turn in all logs to your supervisor

- Participate in the After Action Report process, including identification of areas for improvement

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Registration Team Leader

2016

<b>Job Description</b>		
<ul style="list-style-type: none"> <li>▪ Responsible for all aspects of Volunteer Reception Center (VRC) welcome, orientation, and registration</li> <li>▪ Make volunteers feel welcome and valued</li> <li>▪ Works with the safety/security officer to triage volunteers for health and safety issues, including rapid assessments</li> <li>▪ Orient and provides messages and situational awareness to volunteers</li> <li>▪ Answer phones and provide information on volunteer opportunities</li> <li>▪ Ensures registration of volunteers and completion of all FORMs</li> </ul>		
Reports to	Contact Information	
VRC Registration Unit Leader or VRC Supervisor		
Supervises		
Registration Team staff		
Partner Agencies	Contact Information	
American Red Cross (ARC)	24 hour phone Pioneer Valley Chapter: 413-737-4306	
Salvation Army	(617) 542-5420	
Western Mass. Medical Reserve Corps	<a href="http://www.wmmrc.org">www.wmmrc.org</a>	
Local voluntary agencies		
Local faith community organizations		
Community Organizations Active in Disasters (COAD)	To access, call DPH Coordinator Michael Nelson: (413) 485-8627	
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Job Action Sheets for VRC Registration Desk staff		
<input type="checkbox"/> VMS Standard Operating Guide (SOG)		
<input type="checkbox"/> Resource Request ICS 308 FORM	In Forms Section	2 per JAS
<input type="checkbox"/> Activity Log ICS 214 FORM	In Forms Section of Shelter Plan	
<input type="checkbox"/> Volunteer Registration Forms FORM	Forms Section	
<input type="checkbox"/> Sign In/Out Time Sheets FORM	Forms Section	
<input type="checkbox"/> Incident Report FORM	Accidents/Complaints – Plan Forms Section	
<input type="checkbox"/> Equipment Recommendations	Radio, phone bank, cell phone, laptop with internet, printer, copier, scanner, camera	
Initial Planning Actions		
<input type="checkbox"/> Set-up volunteer Registration Desk with the VRC Supervisor or VMS Director		
Initial Response		
<input type="checkbox"/> Check in registration staff as they arrive, distribute Job Action Sheets (JAS), provide training		

# Spontaneous Volunteer Job Action Sheet

## Resource Unit: VRC Registration Team Leader

2016

Hold initial staff briefing and distribute Activity Log FORM, Resource Request FORM

Determine the extent of safety needs for the Registration Desk

Volunteer Reception Center registration set-up

- Adequate space, table, chairs, lighting for volunteer welcome and orientation
- Adequate phone system; answering area
- Safety/security; directional signage
- Adequate supplies: FORMS, pencils, staplers, folders, markers
- Volunteer message board and handouts

Confirm registration set-up with VRC Supervisor

### Daily VRC Registration Desk Operations

Monitor staff for "burn-out" and inappropriate behavior.

- Provide for staff breaks and rest periods
- Complete Incident Form documenting any accidents or safety/security problems
- Report any concerns to your immediate supervisor and safety officer

Hold shift change briefings with staff and collect Activity Logs:

- Situational updates
- Collect/distribute FORMs: JAS; Activity Log FORM; Medical Log FORM; Expense Sheet FORM, Inspection FORMs, etc.
- Emphasize the importance of documenting everything, especially injuries and complaints
- Sign in/out staff
- Discuss needs or concerns for the next shift
- Create update for your supervisor/IC

Monitor VRC registration operations for safety and address safety issues as they arise

**Ensure VRC Registration Desk Operations:**

- Volunteer Welcome:** Make each volunteer feel valued
- Volunteer Triage:** Work with security to assess the appropriateness of all volunteers presenting (Rapid Interviews)
- Volunteer Orientation:** Provide situational awareness on incident and volunteer opportunities, including affiliations
- Volunteer Message Center:** Maintain a volunteer message board and phone bank
- Volunteer Registration:** Ensure all required forms are completed with an expedited process for affiliated volunteers
- Forms:** (Must show US government issued photo ID.)
  - Personnel Sign-in Sheets
  - Message/Resource Request FORM; Call Center Intake Scripts
  - Volunteer Registration FORMS and Checklists: skills, interests, availability, licenses, equipment
  - Code of Conduct and FEMA Readiness FORM
  - Volunteer Releases and Confidentiality FORM
- Data Management:** Documentation logs of all actions, volunteer time, volunteer records, FORMs, expenses

Coordinate with resource unit to ensure adequate staffing for the next operational period

### VRC Registration Desk Closing

Monitor demobilization for safety

Address safety issues as needed

Remove and store safety signage and equipment

Assist with clean up and equipment return

# Spontaneous Volunteer Job Action Sheet

## Resource Unit: VRC Registration Team Leader

2016

Turn in all logs to your supervisor

Participate in the After Action Report process, including identification of areas for improvement

### VRC Registration Desk Script

#### Registration Desk Script:

- \* Thank you for volunteering and your willingness to help.
- \* You must have a US government issued photo ID with you at all times. Please complete these FORMs:
  - \* Registration FORM
  - \* Liability Release FORM
  - \* Code of Conduct FORM
  - \* Confidentiality Agreement FORM
- \* 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.

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Credentialing Team Leader

2016

<b>Job Description</b>		
<ul style="list-style-type: none"> <li>▪ Responsible for all aspects of Volunteer Reception Center (VRC) credentialing, license and background checks</li> <li>▪ Ensure proper identification for all volunteers</li> <li>▪ Ensure verification of any licenses or credentials</li> <li>▪ Ensure CORI and SORI background checks are applied for and completed</li> <li>▪ Ensure updating and reporting of all credentialing and background checks</li> </ul>		
Reports to	Contact Information	
VRC Registration Unit Leader or VRC Supervisor		
Supervises		
Credentialing Team staff		
Partner Agencies	Contact Information	
American Red Cross (ARC)	24 hour phone Pioneer Valley Chapter: 413-737-4306	
Salvation Army	617-542-5420	
Western Mass. Medical Reserve Corps	<a href="http://www.wmmrc.org">www.wmmrc.org</a>	
Local voluntary agencies		
Local faith community organizations		
Community Organizations Active in Disasters (COAD)	To access, call DPH Coordinator Michael Nelson: (413) 485-8627	
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Volunteer Management System (VMS) Plan		
<input type="checkbox"/> Job Action Sheets for VRC Credentialing Desk staff		
<input type="checkbox"/> VMS Standard Operating Guide (SOG)		
<input type="checkbox"/> Resource Request ICS 308 FORM	In Forms Section	2 per JAS
<input type="checkbox"/> Activity Log ICS 214 FORM	In Forms Section of Shelter Plan	
<input type="checkbox"/> Volunteer Registration FORM	Forms Section	
<input type="checkbox"/> Sign In/Out Time Sheet FORM	Forms Section	
<input type="checkbox"/> Incident Report FORM	Accidents /Complaints: Plan Forms Section	
<input type="checkbox"/> Equipment Recommendations	Radio, cell phone, laptop with internet	
Initial Planning Actions		
<input type="checkbox"/> Set-up volunteer Credentialing Desk with the VRC Supervisor or VMS Director		
<input type="checkbox"/> Train credentialing staff as needed		
Initial Response		
<input type="checkbox"/> Check in credentialing staff as they arrive and distribute Job Action Sheets (JAS)		

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Credentialing Team Leader

2016

<input type="checkbox"/> VRC Credentialing Desk set-up <ul style="list-style-type: none"> <li><input type="checkbox"/> Adequate space and chairs for credentialing team</li> <li><input type="checkbox"/> Internet access, computer, printer set-up</li> <li><input type="checkbox"/> Adequate supplies: forms, pencils, staplers, folders, markers</li> </ul>
<input type="checkbox"/> Hold initial staff briefing and distribute Activity Log FORM, Resource Request FORM
<input type="checkbox"/> Determine the extent of safety needs for the Credentialing Desk.
<input type="checkbox"/> Confirm Credentialing Desk set-up with VRC Supervisor
<b>Daily VRC Credentialing Desk Operations</b>
<input type="checkbox"/> Monitor staff for “burn-out” and inappropriate behavior. <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide for staff breaks and rest periods</li> <li><input type="checkbox"/> Complete Incident FORM documenting any accidents or safety/security problems</li> <li><input type="checkbox"/> Report any concerns to your immediate supervisor and safety officer</li> </ul>
<input type="checkbox"/> Hold shift change briefings with staff and collect Activity Log FORM: <ul style="list-style-type: none"> <li><input type="checkbox"/> Situational updates</li> <li><input type="checkbox"/> Collect/distribute forms: JAS; Activity Log FORM; Medical Log FORM; Expense Sheet FORM, Inspection FORM, etc.</li> <li><input type="checkbox"/> Emphasize the importance of documenting everything, especially injuries and complaints</li> <li><input type="checkbox"/> Sign in/out staff; Discuss needs or concerns for the next shift</li> <li><input type="checkbox"/> Create update for your supervisor/IC</li> </ul>
<input type="checkbox"/> Monitor VRC operations for safety and address safety issues as they arise
<input type="checkbox"/> <b>Ensure VRC Credentialing Desk Operations:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Identification:</b> Must have a US government issued photo ID at all times</li> <li><input type="checkbox"/> <b>Licenses:</b> Must provide copies of all licenses and certifications such as                         <ul style="list-style-type: none"> <li>o Commercial driver’s; hydraulic lift; crane operator; construction supervisor license</li> <li>o CPR/first aid cards; medical license; must complete Medical License FORM</li> <li>o MRC, DART, ARC, or other affiliation ID; health officer/agent; inspector of buildings; DPW; first responder</li> </ul> </li> <li><input type="checkbox"/> <b>Verification:</b> Must obtain official verification of all licenses, certifications, affiliations                         <ul style="list-style-type: none"> <li>o MAREsponds may be able to do real time license checks: <a href="http://www.maresponds.org">www.maresponds.org</a>. You must be registered to use this system. Most MRC unit leaders are registered users.</li> <li>o MAREsponds may do CORI checks, but they may take as long as a week</li> <li>o Some government agencies can do CORI checks: municipalities, regional planning, schools, etc.</li> <li>o SORI/VSOS Level III checks can be done on the Mass. Sexual Offender Database <a href="http://sorb.chs.state.ma.us/">http://sorb.chs.state.ma.us/</a></li> <li>o CORI checks can sometimes be done in an emergency by local law enforcement</li> <li>o Medical licenses can also be checked at <a href="https://checklicense.hhs.state.ma.us/">https://checklicense.hhs.state.ma.us/</a></li> </ul> </li> </ul>
<input type="checkbox"/> Coordinate with resource unit to ensure adequate staffing for the next operational period
<b>VRC Credentialing Desk Closing</b>
<input type="checkbox"/> Monitor demobilization for safety
<input type="checkbox"/> Address safety issues as needed
<input type="checkbox"/> Remove and store safety signage and equipment
<input type="checkbox"/> Assist with clean up and equipment return
<input type="checkbox"/> Turn in all logs/FORMs to your supervisor
<input type="checkbox"/> Participate in the After Action Report process, including identification of areas for improvement

**VRC 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.



# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Assignment Team Leader

2016

<b>Job Description</b>		
<ul style="list-style-type: none"> <li>▪ Responsible for all aspects of Volunteer Reception Center (VRC) matching, assignment, badging, and deployment</li> <li>▪ Coordinates with IC and volunteer liaison to match volunteers with needs</li> <li>▪ Coordinates with IC/operations/volunteer liaison to assign volunteers</li> <li>▪ Ensure appropriate badging and vests/hats or other volunteer identification</li> <li>▪ Coordinates deployment of volunteers</li> <li>▪ Collects and maintains VRC Activity Log FORM and submits all reports /FORMs to VRC Management</li> </ul>		
Reports to	Contact Information	
VRC Assignment Unit Leader or VRC Supervisor		
Supervises		
Volunteer Reception Center Assignment Team staff		
Partner Agencies	Contact Information	
American Red Cross (ARC)	24 hour phone Pioneer Valley Chapter: 413-737-4306	
Salvation Army	617-542-5420	
Western Mass. Medical Reserve Corps	<a href="http://www.wmmrc.org">www.wmmrc.org</a>	
Local voluntary agencies		
Local faith community organizations		
Community Organizations Active in Disasters (COAD)	To access, call DPH Coordinator Michael Nelson: (413) 485-8627	
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Volunteer Management System (VMS) Plan		
<input type="checkbox"/> Job Action Sheets for VRC Assignment staff		
<input type="checkbox"/> VMS Standard Operating Guide (SOG)		
<input type="checkbox"/> Resource Request ICS 308 FORM	In Forms Section	2 per JAS
<input type="checkbox"/> Activity Log ICS 214 FORM	In Forms Section of Shelter Plan	
<input type="checkbox"/> Volunteer Registration Forms FORM	Forms Section	
<input type="checkbox"/> Sign In/Out Time Sheets FORM	Forms Section	
<input type="checkbox"/> Incident Report Forms FORM	Accidents and Complaints – Forms Section of Plan	
<input type="checkbox"/> Equipment Recommendations	Radio, cell phone, laptop with internet	
Initial Planning Actions		
<input type="checkbox"/> Plan for volunteer assignment with the Volunteer Reception Center Supervisor		

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Assignment Team Leader

2016

- Set up Assignment Desk:
  - Tables and chairs
  - Internet and phone
  - Office supplies; FORMs
  - Obtain volunteer badging supplies and any other volunteer identification items such as hats, vests, or shirts

- Establish communications with Volunteer Liaison/IC/Operations to ensure appropriate assignments

### Initial Response

- Check in Volunteer Assignment staff as they arrive and distribute Job Action Sheets (JAS)
- Hold initial staff briefing and distribute Activity Log FORMs, Resource Request FORMs
- Confirm VRC Assignment Desk set-up with VRC Supervisor

### Daily VRC Assignment Desk Operations

- Monitor staff for "burn-out" and inappropriate behavior
  - Provide for staff breaks and rest periods
  - Complete Incident Form documenting any accidents or safety/security problems
  - Report any concerns to your immediate supervisor and safety officer
- Hold shift change briefings with staff and collect Activity Log FORMs:
  - Situational updates
  - Collect/distribute Forms: JAS; Activity Log FORM; Medical Log FORM; Expense Sheet FORM, Inspection FORM, etc.
  - Emphasize the importance of documenting everything, especially injuries and complaints
  - Sign in/out staff; Discuss needs or concerns for the next shift
  - Create update for your supervisor/IC

- Monitor VRC assignment operations for safety and address safety issues as they arrive

- Ensure VRC Assignment Desk Operations:**
  - Liaison:** Establish communications with Volunteer Liaison to coordinate volunteer needs and assignments
  - Matching:** Work with available volunteers and requesting agencies to match volunteer skills/wants with needs
  - Assignment Briefing:** Use Assignment Briefing FORM; provide details of assignment and Volunteer Tracking FORM
  - Badges:** Issue official, dated incident badges or identification
  - Vests:** Issue as available volunteer identification shirts, vests, wristbands, or hats
  - Returning:** Provide information on returning volunteer identification items
  - Deployment:** Deploy volunteers with assignment instructions and Volunteer Tracking FORM
  - Demobilization:** Provide volunteers with demobilization instructions

- Coordinate with resource unit to ensure adequate staffing for the next operational period

### VRC Assignment Desk Closing

- Monitor demobilization for safety
- Address safety issues as needed
- Remove and store safety signage and safety equipment
- Assist with clean up and equipment return
- Conduct area closing walk-through with Facility Manager/representative
- Turn in all logs to your supervisor
- Participate in the After Action Report process, including identification of areas for improvement

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Assignment Team Leader

2016

### Assignment Desk 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.

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Support Team Leader

2016

<b>Job Description</b>		
<ul style="list-style-type: none"> <li>▪ Responsible for all aspects of Volunteer Reception Center (VRC) support, including transportation and troubleshooting</li> <li>▪ Coordinates with resource unit and volunteers to ensure safe, efficient volunteer transportation</li> <li>▪ Operates the “trouble desk”: handles volunteer complaints and problems</li> <li>▪ Ensures that volunteers have the support and resources that they need</li> <li>▪ Collects and maintains VRC Activity Log FORMs and submits all reports/FORMs to VRC Management</li> </ul>		
Reports to	Contact Information	
VRC Assignment Unit Leader or VRC Supervisor		
Supervises		
Volunteer Reception Center support team staff		
Partner Agencies	Contact Information	
American Red Cross (ARC)	24 hour phone Pioneer Valley Chapter: 413-737-4306	
Salvation Army	617-542-5420	
Western Mass. Medical Reserve Corps	<a href="http://www.wmmrc.org">www.wmmrc.org</a>	
Local voluntary agencies		
Local faith community organizations		
Community Organizations Active in Disasters (COAD)	To access, call DPH Coordinator Michael Nelson: (413) 485-8627	
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Volunteer Management System (VMS) Plan		
<input type="checkbox"/> Job Action Sheets (JAS) for VRC Support Team		
<input type="checkbox"/> VMS Standard Operating Guide (SOG)		
<input type="checkbox"/> Resource Request ICS 308 FORM	In Forms Section	2 per JAS
<input type="checkbox"/> Activity Log ICS 214 FORM	In Forms Section of Shelter Plan	
<input type="checkbox"/> Volunteer Registration Forms FORM	Forms Section	
<input type="checkbox"/> Sign In/Out Time Sheets FORM	Forms Section	
<input type="checkbox"/> Incident Report Forms FORM	Accidents and Complaints – Forms Section of Plan	
<input type="checkbox"/> Equipment Recommendations	Radio, cell phone, laptop with internet	
Initial Planning Actions		
<input type="checkbox"/> Plan for volunteer support with the Volunteer Reception Center Supervisor		

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Support Team Leader

2016

- Set up Support Desk:
  - Tables and chairs
  - Office supplies
  - Internet and phone
  - Communications established with volunteer liaison at EOC

- Establish communications with logistics transportation unit to ensure appropriate transportation options for volunteers

### Initial Response

- Check in volunteer Support staff as they arrive and distribute Job Action Sheets (JAS)
- Hold initial staff briefing and distribute Activity Log FORMs, Resource Request FORMs
- Confirm VRC Support Desk set-up with VRC Supervisor

### Daily VRC Support Desk Operations

- Monitor staff for "burn-out" and inappropriate behavior
  - Provide for staff breaks and rest periods
  - Complete Incident Form documenting any accidents or safety/security problems
  - Report any concerns to your immediate supervisor and safety officer
- Hold shift change briefings with staff and collect Activity Log FORMs:
  - Situational updates
  - Collect/distribute Forms: JAS; Activity Log FORM; Medical Log FORM; Expense Sheet FORM, Inspection FORMs, etc.
  - Emphasize the importance of documenting everything, especially injuries and complaints
  - Sign in/out staff
  - Discuss needs or concerns for the next shift
  - Create update for your supervisor/IC

- Monitor VRC support for safety and address safety issues as they arrive

- Ensure VRC Support Desk Operations:**
  - Transportation:** Coordinate and arrange safe transportation for volunteers
  - Supervision:** Provide volunteer support, supervision and evaluation as able
  - Trouble Shooting:** Staff the trouble desk and coordinate volunteer issues, requests and complaints
  - Support:** Coordinate with resource unit to provided volunteers with support

- Coordinate with Resource Unit to ensure adequate staffing for the next operational period

### VRC Support Desk Closing

- Monitor demobilization for safety and address safety issues as needed
- Remove and store safety signage and safety equipment
- Assist with clean up and equipment return
  - Refresh (clean and sanitize facility and equipment)
  - Repair (if practical)
  - Restore (if able, otherwise replace)
  - Return (borrowed equipment)
  - Replace (donations or purchases)
  - Remove (trash and broken equipment)

- Conduct area closing walk-through with Facility Manager/representative

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Support Team Leader

2016

Turn in all logs to your supervisor

Participate in the After Action Report process, including identification of areas for improvement

### VRC 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.

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Demobilization Team Leader

2016

<b>Job Description</b>		
<ul style="list-style-type: none"> <li>▪ Responsible for all aspects of Volunteer Reception Center (VRC) demobilization and de-briefing</li> <li>▪ Ensure badges and identification items are returned and all Activity Log FORMs are submitted</li> <li>▪ Provide exit information and exit de-briefing</li> <li>▪ Provide volunteers with information on volunteering with affiliated organizations such as the MRC, CERT, DART, ARC</li> <li>▪ Ensure volunteers sign-out and leave promptly</li> </ul>		
Reports to	Contact Information	
VRC Assignment Unit Leader or VRC Supervisor		
Supervises		
Demobilization team staff		
Partner Agencies	Contact Information	
American Red Cross (ARC)	24 hour phone Pioneer Valley Chapter: 413-737-4306	
Salvation Army	617-542-5420	
Western Mass. Medical Reserve Corps	<a href="http://www.wmmrc.org">www.wmmrc.org</a>	
Local voluntary agencies		
Local faith community organizations		
Community Organizations Active in Disasters (COAD)	To access, call DPH Coordinator Michael Nelson: (413) 485-8627	
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Job Action Sheets for VRC Demobilization Desk staff		
<input type="checkbox"/> VMS Standard Operating Guide (SOG)		
<input type="checkbox"/> Resource Request ICS 308 FORM	In Forms Section	2 per JAS
<input type="checkbox"/> Activity Log ICS 214 FORM	In Forms Section of Shelter Plan	
<input type="checkbox"/> Volunteer Registration Forms FORM	Forms Section	
<input type="checkbox"/> Sign In/Out Time Sheets FORM	Forms Section	
<input type="checkbox"/> Incident Report Forms FORM	Accidents/Complaints – Plan Forms Section	
<input type="checkbox"/> Equipment Recommendations	Radio, phone bank, cell phone, laptop with internet, printer, copier, scanner, camera	
Initial Planning Actions		
<input type="checkbox"/> Set-up volunteer Demobilization Desk with the VRC Supervisor or VMS Director		
Initial Response		
<input type="checkbox"/> Check in staff as they arrive, distribute Job Action Sheets (JAS), provide training		
<input type="checkbox"/> Hold initial staff briefing and distribute Activity Log FORMs, Resource Request FORMs		

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Demobilization Team Leader

2016

<input type="checkbox"/> Determine the extent of safety needs for the Demobilization Desk
<input type="checkbox"/> Volunteer Reception Center Demobilization Desk set-up <ul style="list-style-type: none"> <li><input type="checkbox"/> Adequate space, table, chairs, lighting</li> <li><input type="checkbox"/> Adequate supplies: FORMS, pencils, staplers, folders, markers</li> </ul>
<input type="checkbox"/> Confirm demobilization set-up with VRC Supervisor
<b>Daily VRC Demobilization Desk Operations</b>
<input type="checkbox"/> Monitor staff for “burn-out” and inappropriate behavior <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide for staff breaks and rest periods</li> <li><input type="checkbox"/> Complete Incident FORM documenting any accidents or safety/security problems</li> <li><input type="checkbox"/> Report any concerns to your immediate supervisor and safety officer</li> </ul>
<input type="checkbox"/> Hold shift change briefings with staff and collect Activity Log FORMs: <ul style="list-style-type: none"> <li><input type="checkbox"/> Situational updates</li> <li><input type="checkbox"/> Collect/distribute Forms: JAS; Activity Log FORMs; Medical Log FORMs; Expense Sheet FORMs, Inspection FORMs, etc.</li> <li><input type="checkbox"/> Emphasize the importance of documenting everything, especially injuries and complaints</li> <li><input type="checkbox"/> Sign in/out staff</li> <li><input type="checkbox"/> Discuss needs or concerns for the next shift</li> <li><input type="checkbox"/> Create update for the supervisor/IC</li> </ul>
<input type="checkbox"/> Monitor VRC operations for safety and address safety issues as they arise
<input type="checkbox"/> Begin planning for VRC closing
<input type="checkbox"/> <b>Ensure VRC Demobilization Desk Operations:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Badge Return:</b> Collect all volunteer identification such as badges and vests</li> <li><input type="checkbox"/> <b>Reports:</b> Collect all final reports and Activity Logs</li> <li><input type="checkbox"/> <b>Exit Information:</b> Ensure that all volunteers receive exit information</li> <li><input type="checkbox"/> <b>Sign-Out:</b> Ensure that all volunteers sign out and leave promptly</li> <li><input type="checkbox"/> <b>Data:</b> Create a data base for medical follow-up and study as appropriate</li> <li><input type="checkbox"/> <b>Volunteer Affiliations:</b> Provide information on affiliated volunteer opportunities and organizations such as the MRC</li> <li><input type="checkbox"/> <b>Stress Management:</b> Provide Behavioral Health First Aid or Critical Incident Stress Management as appropriate</li> <li><input type="checkbox"/> <b>Plan for VRC Closing:</b> Begin planning for demobilization, closing and recovery operations</li> </ul>
<input type="checkbox"/> Coordinate with resource unit to ensure adequate staffing for the next operational period
<b>VRC Demobilization Desk Closing</b>
<input type="checkbox"/> Monitor demobilization for safety
<input type="checkbox"/> Address safety issues as needed
<input type="checkbox"/> Remove and store safety signage and equipment
<input type="checkbox"/> Assist with clean up and equipment return
<input type="checkbox"/> Turn in all logs to your supervisor
<input type="checkbox"/> Participate in the After Action Report process, including identification of areas for improvement



**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.

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Facilities Team Leader

2016

<b>Job Description</b>		
<ul style="list-style-type: none"> <li>▪ Responsible for all aspects of Volunteer Reception Center (VRC) facility staging, set-up, and maintenance</li> <li>▪ Work with facility owner to ensure utilities, sanitation, maintenance and cleaning</li> <li>▪ Work with Logistics to obtain food, water, and supplies</li> <li>▪ Document all repairs and actions</li> <li>▪ Responsible for cleaning and returning facility to owner</li> </ul>		
Reports to	Contact Information	
Volunteer Reception Center Supervisor		
Supervises		
Facilities Team staff		
Partner Agencies	Contact Information	
American Red Cross (ARC)	24 hour phone Pioneer Valley Chapter: 413-737-4306	
Salvation Army	617-542-5420	
Western Mass. Medical Reserve Corps	<a href="http://www.wmmrc.org">www.wmmrc.org</a>	
Local voluntary agencies		
Local faith community organizations		
Community Organizations Active in Disasters (COAD)	To access, call DPH Coordinator Michael Nelson: (413) 485-8627	
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Job Action Sheets for VRC Facilities Team staff		
<input type="checkbox"/> VMS Standard Operating Guide (SOG)		
<input type="checkbox"/> Resource Request ICS 308 FORM	In Forms Section	2 per JAS
<input type="checkbox"/> Activity Log ICS 214 FORM	In Forms Section of Shelter Plan	
<input type="checkbox"/> Volunteer Registration Forms FORM	Forms Section	
<input type="checkbox"/> Sign In/Out Time Sheets FORM	Forms Section	
<input type="checkbox"/> Incident Report Forms FORM	Accidents/Complaints – Plan Forms Section	
<input type="checkbox"/> Equipment Recommendations	Radio, phone bank, cell phone, laptop with internet, printer, copier, scanner, camera	
Initial Planning Actions		
<input type="checkbox"/> Stage volunteer facility with logistics and the VRC Supervisor or VMS Director		
Initial Response		
<input type="checkbox"/> Check in staff as they arrive, distribute Job Action Sheets (JAS), provide training		
<input type="checkbox"/> Hold initial staff briefing and distribute Activity Log FORMS, Resource Request FORMS		

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Facilities Team Leader

2016

<input type="checkbox"/> Determine the extent of safety needs for the VRC facility
<input type="checkbox"/> Volunteer Reception Center facilities staging: <ul style="list-style-type: none"> <li><input type="checkbox"/> Adequate space, table, chairs, lighting</li> <li><input type="checkbox"/> Adequate supplies: FORMS, pencils, staplers, folders, markers</li> <li><input type="checkbox"/> Utilities, HVAC, communications</li> <li><input type="checkbox"/> Food, water, sanitation; cleaning supplies</li> <li><input type="checkbox"/> First aid kit</li> <li><input type="checkbox"/> Locked storage area for volunteer items</li> </ul>
<input type="checkbox"/> Confirm facility set-up with VRC Supervisor
<b>Daily VRC Facilities Operations</b>
<input type="checkbox"/> Monitor staff for “burn-out” and inappropriate behavior <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide for staff breaks and rest periods</li> <li><input type="checkbox"/> Complete Incident Form documenting any accidents or safety/security problems</li> <li><input type="checkbox"/> Report any concerns to your immediate supervisor and safety officer</li> </ul>
<input type="checkbox"/> Hold shift change briefings with staff and collect Activity Log FORMs: <ul style="list-style-type: none"> <li><input type="checkbox"/> Sign in/out staff; Provide Situational updates</li> <li><input type="checkbox"/> Collect/distribute Forms: JAS; Activity Log FORMs; Medical Log FORMs; Expense Sheet FORMs, Inspection FORMs, etc.</li> <li><input type="checkbox"/> Emphasize the importance of documenting everything, especially injuries and complaints</li> <li><input type="checkbox"/> Discuss needs or concerns for the next shift</li> <li><input type="checkbox"/> Create update for your supervisor/IC</li> </ul>
<input type="checkbox"/> Monitor VRC operations for safety and address safety issues as they arise
<input type="checkbox"/> <b>Ensure VRC Facilities Operations:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Food, water, sanitation, cleaning, rest area, first aid kit; Secure storage area for volunteer items, if available</li> <li><input type="checkbox"/> Phones, TV, Internet, secure power supply, HVAC</li> </ul>
<input type="checkbox"/> Coordinate with Resource Unit to ensure adequate staffing for the next operational period
<b>VRC Closing</b>
<input type="checkbox"/> Monitor demobilization for safety
<input type="checkbox"/> Address safety issues as needed
<input type="checkbox"/> Remove and store safety signage and equipment
<input type="checkbox"/> Assist with clean up and equipment return <ul style="list-style-type: none"> <li><input type="checkbox"/> Refresh (clean and sanitize facility and equipment)</li> <li><input type="checkbox"/> Repair (if practical)</li> <li><input type="checkbox"/> Restore (if able, otherwise replace)</li> <li><input type="checkbox"/> Return (borrowed equipment)</li> <li><input type="checkbox"/> Replace (donations or purchases)</li> <li><input type="checkbox"/> Remove (trash and broken equipment)</li> </ul>
<input type="checkbox"/> Turn in all logs to your supervisor
<input type="checkbox"/> Participate in the After Action Report process, including identification of areas for improvement

# Volunteer Management System Job Action Sheet

## Command Staff: VRC Liaison

2016

### Job Description

- Responsible for connecting and coordinating the Volunteer Reception Center with Incident Command
- Supports Incident Command
- Supports IC/Operations resource requests and provides updates on the availability of volunteer resources

### Reports to

Incident Commander (IC)/EOC or VMS Director

### Contact Information

### Supervises

VRC Liaison staff

### Partner Agencies

### Contact Information

MEMA – Region III/IV

MEMA 24/7 call line 413-821-1500

MEMA State Emergency Operations Center (SEOC)

MEMA SEOC – 508-820-2000 – ESF 6 (sheltering desk)

Department of Public Health (DPH)

MEMA 24/7 call line 413-821-1500 – ESF 8 (medical desk)

Multi-Agency Coordination Center (MACC)/REOC

American Red Cross (ARC)

24 hour phone Pioneer Valley Chapter: 413-737-4306

Salvation Army

617-542-5420

Western Mass. Medical Reserve Corps

[www.wmmrc.org](http://www.wmmrc.org)

Western Region Homeland Security Advis. Council

[www.wrhsac.org](http://www.wrhsac.org)

Boards of Health/HMCC

[www.frcog.org/program-services/emergency-preparedness](http://www.frcog.org/program-services/emergency-preparedness)

Local voluntary agencies

Local faith community organizations

Community Organizations Active in Disasters (COAD)

To access, call DPH Coordinator Michael Nelson: (413) 485-8627

### Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Volunteer Management System (VMS) Plan		
<input type="checkbox"/> Job Action Sheets for VRC Liaison staff		
<input type="checkbox"/> VMS Standard Operating Guide (SOG)		
<input type="checkbox"/> Regional Shelter Plan with FORMS/LISTS/JAS		
<input type="checkbox"/> Emergency Dispensing Site (EDS) Plan		
<input type="checkbox"/> Regional Shelter SOP (SOP)		
<input type="checkbox"/> Facility Opening/Closing Assessment FORM	In Forms Section	
<input type="checkbox"/> Resource Request ICS 308 FORM	In Forms Section	2 per JAS
<input type="checkbox"/> Activity Log ICS 214 FORM	In Forms Section of Shelter Plan	
<input type="checkbox"/> Volunteer Registration FORM	Forms Section	
<input type="checkbox"/> Sign In/Out Time Sheets FORM	Forms Section	
<input type="checkbox"/> Incident Report FORM	Accidents/complaints – Plan Forms Section	

# Volunteer Management System Job Action Sheet

## Command Staff: VRC Liaison

2016

<input type="checkbox"/> Equipment Recommendations	Radio, cell phone, laptop, printer, internet, copier, camera, cables, power strip,
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### Initial Planning Actions

- Plan for volunteer management with the IC, EOC, operations, resource unit and planning sections
- Establish communications with Community Organizations Active in Disasters (COAD) Liaison
- Help IC determine the need for spontaneous volunteers
- Work with IC, PIO, and VMS Director to provide appropriate guidance to the public concerning volunteer opportunities
- Work with IC, Resource Unit and Liaison to determine the need for a Volunteer Reception System or Center

### Initial Response

- Maintain communications with VRC, IC, Operations
- Work with the VMS/VRC to recruit and assign volunteers
- Check in VRC Liaison staff as they arrive and distribute Job Action Sheets (JAS)
- Hold initial staff briefing:
  - Thank volunteers for their service
  - Brief on situational awareness and safety
  - Distribute JAS, Activity Log FORMs, Resource Request FORMs
- Confirm volunteer liaison set-up and readiness to operate with VRC/IC/PIO

### Daily Liaison Functions

- Monitor staff for "burn-out" and inappropriate behavior
  - Provide for staff breaks and rest periods
  - Complete Incident Form documenting any accidents or safety/security problems
  - Report any concerns to your immediate supervisor and safety officer
- Hold shift change briefings with staff and collect Activity Log FORMs:
  - Situational updates
  - Create update for your supervisor/IC
  - Collect/distribute Forms: JAS; Activity Log FORMs; Medical Log FORMs; Expense Sheet FORMs, Inspection FORMs, etc.
  - Emphasize the importance of documenting everything, especially injuries and complaints
  - Sign in/out staff; Discuss needs or concerns for the next shift
- Monitor VMS/VRC operations for safety and address safety issues as they arrive
- Work with PIO to manage media representatives that may show up at the VRC: Coordinate with PIO to ensure consistent messaging. Ensure Media Release FORMs are obtained before allowing filming or interviews at the VRC
- Ensure VMS/VRC operations: Objective is to process volunteers efficiently and effectively with safety the first priority
- Coordinate with Resource Unit to ensure adequate staffing for the next operational period

### VMS/VRC Closing

- Monitor demobilization for safety; address safety issues as needed
- Assist with clean up and equipment return
- Turn in all logs to your supervisor
- Participate in the After Action Report process, including identification of areas for improvement

# Volunteer Management System Job Action Sheet

## Finance: Data Management Team

2016

<b>Job Description</b>		
<ul style="list-style-type: none"> <li>▪ Responsible for all aspects of Volunteer Reception Center (VRC) Data Management and reporting</li> <li>▪ Ensures VRC Director and IC have accurate, timely information and data on volunteer activity and costs</li> <li>▪ Ensures that all records are kept to help ensure expense re-imburements, including federal/state matching requirements</li> </ul>		
Reports to	Contact Information	
Volunteer Management System Director		
Supervises		
Data management team		
Partner Agencies	Contact Information	
Chief elected officials		
EOC		
Municipal finance officers		
Multi-Agency Coordination Center (MACC)/REOC		
Community Organizations Active in Disasters (COAD)	To access, call DPH Coordinator Michael Nelson: (413) 485-8627	
Forms, Protocols, and Other Resources		
Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Job Action Sheets for VRC Data Management staff		
<input type="checkbox"/> VMS Standard Operating Guide (SOG)		
<input type="checkbox"/> Resource Request ICS 308 FORM	Forms Section	2 per JAS
<input type="checkbox"/> Activity Log ICS 214 FORM	Forms Section of Shelter Plan	
<input type="checkbox"/> Volunteer Registration FORM	Forms Section	
<input type="checkbox"/> Sign In/Out Time Sheets FORM	Forms Section	
<input type="checkbox"/> Incident Report FORM	Accidents/Complaints – Plan Forms Section	
<input type="checkbox"/> Equipment Recommendations	Radio, phone bank, cell phone, laptop with internet, printer, copier, scanner, camera	
Initial Planning Actions		
<input type="checkbox"/> Set-up volunteer Data Management System with the VMS Director and Finance Section Chief		
Initial Response		
<input type="checkbox"/> Check in staff as they arrive, distribute Job Action Sheets (JAS), provide training		
<input type="checkbox"/> Hold initial staff briefing and distribute Activity Log FORMs, Resource Request FORMs		
<input type="checkbox"/> Determine the extent of safety needs for the Data Management Team		

# Volunteer Management System Job Action Sheet

## Finance: Data Management Team

2016

- Volunteer Reception Center Data Management set-up
  - Adequate space, table, chairs, lighting, internet
  - Adequate phones, computers, printers, copiers, supplies, FORMS, pencils, staplers, folders, marker, etc.

- Confirm Data Management set-up with VMS Director

### Daily VRC Data Management Operations

- Monitor staff for “burn-out” and inappropriate behavior
  - Provide for staff breaks and rest periods
  - Complete Incident FORM documenting any accidents or safety/security problems
  - Report any concerns to your immediate supervisor and safety officer

- Hold shift change briefings with staff and collect Activity Log FORMs:
  - Situational updates
  - Collect/distribute forms: JAS; Activity Logs; Medical Log FORMs; Expense Sheet FORMs, Inspection FORMs, etc.
  - Emphasize the importance of documenting everything, especially injuries and complaints
  - Sign in/out staff
  - Discuss needs or concerns for the next shift
  - Create update for your supervisor/IC

- Monitor VRC operations for safety and address safety issues as they arise

- Ensure VRC Data Management Operations:**
  - Documentation:** Data management system both paper and electronic
  - Security:** Security and privacy protection for all data
  - Files:** Individual volunteer files
  - Reporting:** Reporting protocols at the end of each shift/operational period

- Coordinate with resource unit to ensure adequate staffing for the next operational period

### Data Management Closing

- Monitor demobilization for safety
- Address safety issues as needed
- Remove and store safety signage and equipment
- Assist with clean up and equipment return
  - Refresh (clean and sanitize facility and equipment)
  - Repair (if practical)
  - Restore (if able, otherwise replace)
  - Return (borrowed equipment)
  - Replace (donations or purchases)
  - Remove (trash and broken equipment)

- Turn in all logs to your supervisor

- Participate in the After Action Report process, including identification of areas for improvement

# Volunteer Management System Job Action Sheet

## Command Staff: COAD Liaison

2016

### Job Description

- Responsible coordination with Community Organizations Active in Disasters (COAD) regarding volunteers / other resources
- Supports Incident Command
- Helps to integrate COAD agencies into the Volunteer Management System

### Reports to

Incident Commander (IC) or EOC or VMS Director

### Contact Information

### Supervises

COAD Liaison staff

### Partner Agencies

### Contact Information

MEMA – Region III/IV

MEMA 24/7 call line 413-821-1500

MEMA State Emergency Operations Center (SEOC)

MEMA SEOC – 508-820-2000 – ESF 6 (sheltering desk)

Department of Public Health (DPH)

MEMA 24/7 call line 413-821-1500 – ESF 8 (medical desk)

Multi-Agency Coordination Center (MACC)/REOC

American Red Cross (ARC)

24 hour phone Pioneer Valley Chapter: 413-737-4306

Salvation Army

617-542-5420

Western Mass. Medical Reserve Corps

[www.wmmrc.org](http://www.wmmrc.org)

Western Region Homeland Security Advisory Coun.

[www.wrhsac.org](http://www.wrhsac.org)

Boards of Health/HMCC

[www.frcog.org/program-services/emergency-preparedness](http://www.frcog.org/program-services/emergency-preparedness)

Local voluntary agencies

Local faith community organizations

Community Organizations Active in Disasters (COAD)

To access, call DPH Coordinator Michael Nelson: (413) 485-8627

### Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Volunteer Management System (VMS) Plan		
<input type="checkbox"/> Job Action Sheets for COAD Liaison staff		
<input type="checkbox"/> VMS Standard Operating Guide (SOG)		
<input type="checkbox"/> Regional Shelter Plan with forms/lists/JAS		
<input type="checkbox"/> Emergency Dispensing Site Plan		
<input type="checkbox"/> Regional Shelter SOP		
<input type="checkbox"/> Facility Opening/Closing Assessment FORM	In Forms Section	
<input type="checkbox"/> Resource Request ICS 308 FORM	In Forms Section	2 per JAS
<input type="checkbox"/> Activity Log ICS 214 FORM	In Forms Section of Shelter Plan	
<input type="checkbox"/> Volunteer Registration FORM	Forms Section	
<input type="checkbox"/> Sign In/Out Time Sheets FORM	Forms Section	
<input type="checkbox"/> Incident Report FORM	Accidents/Complaints – Plan Forms Section	



# Volunteer Management System Job Action Sheet

## Command Staff: COAD Liaison

2016

<input type="checkbox"/> Equipment Recommendations	Radio, cell phone, laptop, printer, internet, copier, camera, cables, power strip,
<b>Initial Planning Actions</b>	
<input type="checkbox"/> Plan for COAD volunteer management with the IC, EOC, Operations, Resource Unit and Planning Sections	
<input type="checkbox"/> Establish communications with Community Organizations Active in Disasters (COAD)	
<input type="checkbox"/> Help IC determine the need for spontaneous volunteers	
<input type="checkbox"/> Work with IC, PIO, VMS Director and COAD to provide appropriate guidance to the public concerning volunteer opportunities	
<input type="checkbox"/> Work with IC, Resource Unit, and Liaison to determine ways to integrate COAD volunteers into the VMS	
<b>Initial Response</b>	
<input type="checkbox"/> Maintain communications with COAD, VRC, IC, Operations	
<input type="checkbox"/> Work with the VMS/VRC to recruit and assign volunteers	
<input type="checkbox"/> Check in COAD Liaison staff as they arrive and distribute Job Action Sheets (JAS)	
<input type="checkbox"/> Hold initial staff briefing: <ul style="list-style-type: none"> <li><input type="checkbox"/> Thank volunteers for their service; Brief on situational awareness and safety</li> <li><input type="checkbox"/> Distribute JAS, Activity Log FORMs, Resource Request FORMs</li> </ul>	
<input type="checkbox"/> Confirm COAD liaison set-up and readiness to operate with COAD/IC/PIO	
<b>Daily Liaison Functions</b>	
<input type="checkbox"/> Monitor staff for "burn-out" and inappropriate behavior <ul style="list-style-type: none"> <li><input type="checkbox"/> Provide for staff breaks and rest periods</li> <li><input type="checkbox"/> Complete Incident Form documenting any accidents or safety/security problems</li> <li><input type="checkbox"/> Report any concerns to your immediate supervisor and safety officer</li> </ul>	
<input type="checkbox"/> Hold shift change briefings with staff and collect Activity Log FORMs: <ul style="list-style-type: none"> <li><input type="checkbox"/> Situational updates</li> <li><input type="checkbox"/> Collect/distribute forms: JAS; Activity Log FORMs; Medical Log FORMs; Expense Sheet FORMs, Inspection FORMs, etc.</li> <li><input type="checkbox"/> Emphasize the importance of documenting everything, especially injuries and complaints</li> <li><input type="checkbox"/> Sign in/out staff; Discuss needs or concerns for the next shift</li> <li><input type="checkbox"/> Create update for your supervisor/IC</li> </ul>	
<input type="checkbox"/> Monitor VMS/VRC operations for safety and address safety issues as they arrive	
<input type="checkbox"/> Work with PIO to manage media representatives that may show up at the VRC: Coordinate with PIO to ensure consistent messaging. Ensure Media Release FORMs are obtained before allowing filming or interviews at the VRC	
<input type="checkbox"/> Coordinate with Resource Unit to ensure adequate staffing for the next operational period	
<b>VMS/VRC Closing</b>	
<input type="checkbox"/> Monitor demobilization for safety; address safety issues as needed	
<input type="checkbox"/> Assist with clean up and equipment return	
<input type="checkbox"/> Turn in all logs to your supervisor	
<input type="checkbox"/> Participate in the After Action Report process, including identification of areas for improvement	

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Training Team Leader

2016

### Job Description

- Responsible for all aspects of Volunteer Reception Center (VRC) Training staff and volunteer training
- Make volunteers feel safe, part of an organized response and ready to volunteer
- Ensures training of volunteers and signs off on training documents

#### Reports to

VRC Registration Unit Leader or VRC Supervisor

#### Contact Information

#### Supervises

Training Team staff

#### Partner Agencies

#### Contact Information

American Red Cross (ARC)

24 hour phone Pioneer Valley Chapter: 413-737-4306

Salvation Army

(617) 542-5420

Western Mass. Medical Reserve Corps

[www.wmmrc.org](http://www.wmmrc.org)

Local voluntary agencies

Local faith community organizations

Community Organizations Active in Disasters (COAD)

To activate, call DPH Coordinator Michael Nelson: (413) 485-8627

### Forms, Protocols, and Other Resources

Item	Description/Notes	Quantity/Location
<input type="checkbox"/> Job Action Sheets for VRC Training Desk staff		
<input type="checkbox"/> VMS Standard Operating Guide (SOG)		
<input type="checkbox"/> Resource Request ICS 308 FORM	In Forms Section	2 per JAS
<input type="checkbox"/> Activity Log ICS 214 FORM	In Forms Section of Shelter Plan	
<input type="checkbox"/> Volunteer Registration FORM	Forms Section	
<input type="checkbox"/> Sign In/Out Time Sheets FORM	Forms Section	
<input type="checkbox"/> Incident Report FORM	Accidents/Complaints – Plan Forms Section	
<input type="checkbox"/> Equipment Recommendations	Phone/cell, laptop with internet, projector, speakers, printer, copier, scanner, camera	

### Initial Planning Actions

- Set-up Volunteer Training Desk with the VRC Supervisor or VMS Director

### Initial Response

- Check in Training staff as they arrive, distribute Job Action Sheets (JAS), provide training
- Hold initial staff briefing and distribute Activity Log FORMs, Resource Request FORMs
- Determine the extent of safety needs for the Training Desk

# Volunteer Management System Job Action Sheet

## Resource Unit: VRC Training Team Leader

2016

- Volunteer Center Training Desk set-up
  - Adequate space, table, chairs, lighting for volunteer welcome and orientation training
  - Adequate phone system; answering area
  - Safety/security; directional signage
  - Adequate supplies: FORMS, pencils, staplers, folders, markers
  - Computers; video equipment; speakers, handouts

- Confirm Training Desk set-up with VRC Supervisor

### Daily VRC Training Desk Operations

- Monitor staff for “burn-out” and inappropriate behavior.
  - Provide for staff breaks and rest periods
  - Complete Incident Form documenting any accidents or safety/security problems
  - Report any concerns to your immediate supervisor and safety officer
- Hold shift change briefings with staff and collect Activity Log FORMS:
  - Situational updates
  - Collect/distribute Forms: JAS; Activity Log FORMS; Medical Log FORMS; Expense Sheet FORMS, Inspection FORMS, etc.
  - Emphasize the importance of documenting everything, especially injuries and complaints
  - Sign in/out staff
  - Discuss needs or concerns for the next shift
  - Create update for your supervisor/IC
- Monitor VRC training operations for safety and address safety issues as they arise
- Volunteer Training Desk:** (See Just-in-Time Training Pocket Guide and PowerPoint Video)
  - Welcome:** Thank you for volunteering, purpose of training,
  - Volunteer Code of Conduct:**
    - Treat all with respect - honor all victims, volunteers and responder
    - Honor all Confidentiality Agreements
    - Communicate clearly; ensure volunteer safety
  - Volunteer Health and Safety Training:**
    - Take care of yourself first; ask for behavioral health first aid support if needed
    - Work within the scope of your training, experience and comfort/personal limitations
    - All Incident work sites can be potentially hazardous or uncomfortable
      - Potential security issues; health safety issues
      - Local weather conditions; and local Living/work conditions
    - Required immunizations/prophylaxis or personal protective equipment
    - Identification to carry
    - Work-to-rest ratio should not exceed 2:1 (16 hours work, 8 hours rest)
    - Report promptly all accidents or injuries
    - Critical response for any accident involving a vehicle – contact 9-1-1, supervisor or team leader

**MRC 101 Core Competences and JIT Training**

- Personal and family protection and preparedness
- Incident Command System and MRC support Roles
- Mental health and personal limitations
- Communications and volunteer deployment protocols, including volunteer protection laws

- Coordinate with Resource Unit to ensure adequate staffing for the next operational period

**VRC Training Desk Closing**

- Monitor demobilization for safety

- Address safety issues as needed

- Remove and store safety signage and equipment

- Assist with clean up and equipment return

- Turn in all logs to your supervisor

- Participate in the After Action Report process, including identification of areas for improvement

**VRC 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.