

2016

# Spontaneous Volunteer Management System Standard Operating Guide (SOG)

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

The Spontaneous and Unaffiliated Volunteer Management System Guide (SOG) provides guidance to the Incident Commander (IC) and Volunteer Managers for safe, efficient and scalable volunteer management. The SOG includes integration with incident management systems; communication with community members and voluntary organizations; volunteer reception, screening and training; matching and deployment; and volunteer retention during response and recovery.





# Region 1 Standard Operating Guide (SOG) Volunteer Management System Plan



## OBJECTIVE

**To ensure effective, efficient and safe volunteer management in emergencies.**

This Standard Operating Guide (SOG) provides guidance and procedures to the Incident Commander (IC), Emergency Operations Center (EOC) and Volunteer Managers for managing Spontaneous Volunteers during an emergency. It outlines the concept of operations, organizational arrangements, and responsibilities for coordinating the efforts of volunteer groups during response and recovery.

## SPECIAL CONSIDERATIONS

- In addition to resources provided by government, large scale emergencies require additional resources from community organizations and affiliated and unaffiliated volunteers.
- Self-deployed volunteers can become a disaster within a disaster. Volunteer management requires careful preplanning as well as coordinated management during response and recovery.

## CONCEPT OF OPERATIONS

This guide is based on the Spontaneous Volunteer Management System (VMS) Plan which should be reviewed. The SOG assumes:

- Continuous pre-event planning and is NOT a substitute for any official plans, regulations or forms.
- Adherence to the National Incident Management System (NIMS); Incident Command System (ICS).
- Reference to emergency response plans such as the Comprehensive Emergency Management Plans (CEMP); Continuity of Operations Plans (COOP), Multi-Agency Coordination Center (MACC) ConOps, Health and Medical Coordinating Coalition (HMCC) WRHSAC Regional Shelter Plan ConOps, COAD Emergency Operations Plan, Volunteer Management System Plan and others.
- Volunteers will play a vital and ongoing role in disaster response and recovery.

## INSTRUCTIONS

Page one is a table of contents (TOC) and quick checklist. Headers refer to a section with a checklist of Spontaneous Volunteer Management and Volunteer Reception Center considerations, including:

**Initial Response:** actions and procedures common to all incidents and reminders of standard incident response procedures such as assessing the situation, establishing command and control, maintaining communications and connecting with response partners. This section may be completed quickly by experienced responders.

**Operations:** actions and reminders specific to the type of response anticipated. This includes reminders of many public health and safety issues around safe food, water, air, housing, disease prevention, public information, volunteers, public information. Consider consulting multiple SOGs.

**Recovery:** may be the longest phase of the incident, requiring the most resources. Community partner organizations are essential to ensure recovery and return to the new normal. Connect with the local COAD (Community Organizations Active in Disasters) to help with resource needs.

- ☐ **Check Boxes:** Use the check boxes to track action items considered or acted upon. In the Resource/Notes column find and add resources: tasks, items, plans, and people.
- ★ **Starred Items** are critical tasks that should always be considered in any large scale emergency/incident

**Grey shaded areas indicate suggested risk communication/public information activities**

## TABLE OF CONTENTS AND QUICK CHECKLIST

1. Initial Response: Actions Related to Volunteer Management	Begin Within
1.1 <b>Initial Assessment:</b> determine the likely need for volunteers	0 – 3 hours
1.2 <b>Communications:</b> establish contact with response partners; share information	.25 – 3 hrs
1.3 <b>Command and Control:</b> clarify ICS structure with Incident Command (IC), EOC, MACC/HMCC	.50 – 2 hrs
1.4 <b>Risk Communications:</b> coordinate with IC/PIO to manage volunteer/public expectations	1 – 3 hours
1.5 <b>Emergency Plans, Policies, Procedures:</b> review and update as needed	2 – 8 hours
1.6 <b>Logistics:</b> assess logistical needs, resources & availability	2 – 8 hours
1.7 <b>Documentation:</b> establish system to document all response actions and expenditures	2hr - ongoing
2. Operations: Volunteer Management/Reception Center	Begin Within
2.1 <b>Volunteer Management System (VMS):</b> IC/EOC determines need and activates	1hr – 2 hrs
2.2 <b>COAD (Community Organizations Active in Disasters):</b> coordinates volunteer organizations	1hr – 2 hrs
2.3 <b>Volunteer Reception Center (VRC):</b> IC/EOC determines need/ request resources to establish	2hr - ongoing
2.4 <b>Volunteer Processing/Recruitment:</b> provide VMS/VRC management services as needed	2hr - ongoing
2.5 <b>Public Information:</b> provide Incident PIO risk communications/ information on need for volunteers	2hr - ongoing
2.6 <b>Volunteer Safety:</b> ensure all volunteers are safe	ongoing
2.7 <b>Planning:</b> monitor operations and plan for next Operational Period	ongoing
3. Recovery	Complete Within
3.1 <b>Demobilization:</b> process and release volunteers and return/restore resources	As needed
3.2 <b>Recognition and Recruitment:</b> thank volunteers and connect them to recovery efforts	14 days
3.3 <b>Recovery:</b> work with communities, HMCC, MACC, COAD and volunteer groups to support recovery	Ongoing
3.4 <b>Documentation:</b> submit Forms including documents for expenditures, volunteer time, other data	30 days
3.5 <b>After Action Report (AAR) and Improvement Plan (IP):</b> work with other responders to complete	30 days
<b>Operations Quick Overview: Volunteer and Spontaneous Volunteer Management are essential tasks of Emergency Management. Information, volunteer identification credentialing, training and education are the primary tools needed for effective volunteer management. After assessing the situation:</b>	
★ Begin Risk Communications about volunteers immediately; coordinate with the PIO/Joint Information System(JIS)	
★ Establish Communications with COAD & affiliated volunteer groups/partners to maintain Situational Awareness	
★ IC/EOC determines the need for Volunteer Management System (VMS)	
★ Ensure that all expenses and staff/volunteer time, actions, etc. are documented/tracked	
★ IC/EOC determines VMS/VRC Activation Level I, II or III (Level III will likely require an activated VRC)	
★ Set-up VMS/VRC and maintain communications: Incident Commander (IC); Emergency Operation Center (EOC); and response partners at MEMA/MACC/HMCC Desks - ESF 6 Sheltering, ESF 7 Volunteer, and/or ESF 8 Health/Medical	
★ Manage volunteer expectations; establish and communicate Volunteer Policies	
★ Safely manage volunteer registration, credentialing, training, deployment, support, supervision, transportation, and safety/security	
★ Recognition: thank volunteers and connect them to recovery efforts through EMD and COAD, HMCC and/or MACC	

# 1. Initial Response: Actions Related to Volunteer Management

1.1 Initial Assessment: determine likely need for volunteers	Resources/Notes
<input type="checkbox"/> <b>Contact immediate response partners to discuss situation/incident</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Emergency Management Director/IC</li> <li><input type="checkbox"/> Chief Elected Officials (CEO)</li> <li><input type="checkbox"/> Emergency Management Team (PIO, DPW, BOH, PHN, Fire, Police, EMS)</li> <li><input type="checkbox"/> MEMA / MACC / HMCC</li> </ul>	See Contact List in SUV Plan MACC: Multi-Agency Coordination Center HMCC: Health and Medical Coordinating Coalition
<input type="checkbox"/> <b>Assess the scope of the event and likely need for volunteers and/or expected surge of spontaneous and unaffiliated volunteers (SUV)</b>	<b>ICS Form 201</b> Incident Briefing Form
<input type="checkbox"/> <b>Situational Awareness:</b> what seems to be happening; likely to happen? <b>Summarize the event:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Who/what</b> is at risk</li> <li><input type="checkbox"/> <b>Scope:</b> How many individuals/communities/areas are involved</li> <li><input type="checkbox"/> <b>Protective Actions:</b> What can people do to protect themselves?</li> <li><input type="checkbox"/> <b>Location:</b> perimeter of event</li> </ul>	Notes:
<input type="checkbox"/> <b>Gather statistics and information to assess:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Likely length of the response</li> <li><input type="checkbox"/> Likely number of volunteers needed</li> <li><input type="checkbox"/> Likelihood of spontaneous volunteers from outside the community</li> <li><input type="checkbox"/> Number of spontaneous volunteers expected</li> <li><input type="checkbox"/> Likely types of volunteers needed               <ul style="list-style-type: none"> <li><input type="checkbox"/> Language needs</li> <li><input type="checkbox"/> Medical needs</li> <li><input type="checkbox"/> Special skills/resources/equipment</li> <li><input type="checkbox"/> Cultural competencies/other languages</li> </ul> </li> <li><input type="checkbox"/> Likely health and safety issues that may affect volunteers:               <ul style="list-style-type: none"> <li><input type="checkbox"/> Exposures</li> <li><input type="checkbox"/> Weather</li> <li><input type="checkbox"/> Travel</li> <li><input type="checkbox"/> Disaster's impact on ability to communicate, transport, support volunteers</li> </ul> </li> <li><input type="checkbox"/> Likely media coverage</li> <li><input type="checkbox"/> Other key issues</li> </ul>	Notes:
<input type="checkbox"/> <b>Determine if additional volunteers will be needed and begin planning.</b>	Estimate #:
<input type="checkbox"/> <b>Determine which staff or volunteer leaders can assist with volunteer management; confirm contact info; ask them to stand by.</b>	Name: Contact Info:
Begin Risk Communication (Public Information) Activities	Media Resources
<input checked="" type="checkbox"/> <b>Begin Risk Communications about volunteer needs immediately; coordinate with PIO/Joint Information System (JIS) for the emergency. For Level III activation, prepare messages for spontaneous volunteers (SUV).</b>	
<input type="checkbox"/> Develop and send initial "stand-by" messages for affiliated volunteers (MRC, CERT, COAD, ARC)	Use outgoing 911, media, 211, COAD website, blog, MA Responds, HHAN
<ul style="list-style-type: none"> <li>▪ This is an evolving emergency...we don't know the need right now for volunteers. Please stand by for further instructions...</li> </ul>	Connect with the Joint Information System (JIS)/MEMA/DPH
<ul style="list-style-type: none"> <li>▪ Local officials are investigating the situation</li> </ul>	Media Call Intake Form

<ul style="list-style-type: none"> <li>▪ We will get back to you in 2 hours</li> </ul>	Region 1 PIO SOG Region 1 SUV SOG
<input type="checkbox"/> <i>Be ready for media enquiries about volunteers</i>	
<input type="checkbox"/> Consider using social media to maintain contact with volunteers	Twitter, Facebook, Blogs, Lists
<input type="checkbox"/> Coordinate with the PIO/JIC/JIS and neighboring communities regarding volunteer messages to ensure consistent messaging, especially if the emergency is regional in scope.	REPC Regional Plans/MACC/ HMCC

1.2 Communications: establish contact with Response Partners		Resources/Notes
<input type="checkbox"/> <b>Share information with response partners (InfoSharing) regarding the need for volunteers.</b>		Phones, email, sat phones, HAM; outgoing 911, HHAN, GETS Card (Government Emergency Telecommunications Services) Must pre-enroll, – grabs free phone lines <a href="http://www.dhs.gov/government-emergency-telecommunications-service-gets">http://www.dhs.gov/government-emergency-telecommunications-service-gets</a>
<input type="checkbox"/> Incident Commander (IC) <input type="checkbox"/> Emergency Management Director(EMD) <input type="checkbox"/> Chief Elected Official (CEO)/Town Manager <input type="checkbox"/> Emergency Management Team	<input type="checkbox"/> Event PIO <input type="checkbox"/> EOC/MACC/MEMA <input type="checkbox"/> HMCC <input type="checkbox"/> Public Health Nurse <input type="checkbox"/> Board of Health <input type="checkbox"/> Other early notice officials	
<input checked="" type="checkbox"/> <b>Establish communications with COAD &amp; affiliated volunteer groups to maintain situational awareness: potential needs, resources, activities</b>		Contacts:
<input type="checkbox"/> COAD <input type="checkbox"/> MRC / DART <input type="checkbox"/> CERT <input type="checkbox"/> ARC <input type="checkbox"/> Faith Groups	<input type="checkbox"/> Salvation Army <input type="checkbox"/> Schools <input type="checkbox"/> Service Organizations <input type="checkbox"/> Fire/Police Auxiliary <input type="checkbox"/> Others, as appropriate	

1.3 Command & Control: clarify ICS Structure		Resources/Notes
<input checked="" type="checkbox"/> <b><i>IC/EOC determines the need for a Volunteer Management System (VMS)</i></b>		If VMS/VRC not needed, standby
<input type="checkbox"/> <b>Clarify Incident Command Structure and Chain of Command for volunteer management:</b> who reports to whom.		See suggested ICS structure in SUV Plan.
<input type="checkbox"/> <b>IC or Logistics Section Chief or Planning Section Chief may appoint a VMS Director</b> or other supervisor to manage volunteer information, volunteers, organizations/agencies and a Volunteer Reception Center (VRC), if activated. Otherwise these tasks are managed by the IC/EOC.		<ul style="list-style-type: none"> <li>▪ COAD Leader</li> <li>▪ MRC/CERT Unit Leader</li> <li>▪ Local Volunteer Leader</li> <li>▪ ARC Unit Leader or other Affiliated Volunteer Group Leader</li> <li>▪ School PTA Leader</li> </ul>
<input type="checkbox"/> <b>Assist IC/EOC with development of ICS documents</b> to ensure chain of command and proper management of affiliated and spontaneous volunteers.		<ul style="list-style-type: none"> <li>▪ Incident Action Plan</li> <li>▪ Incident Objectives (ICS 202)</li> <li>▪ Division/Group Assign. ICS 204</li> <li>▪ Organizational Assignment ICS 203</li> </ul>
<input type="checkbox"/> <b>IC instructs PIO to work with Section Chiefs/EOC/VMS Director</b> to provide volunteer messages (see details below)		
<input type="checkbox"/> <b>Activation Level I, VMS Status: Controlled Local Emergency</b> (Local response only) <ul style="list-style-type: none"> <li><input type="checkbox"/> IC likely fills multiple rolls</li> <li><input type="checkbox"/> Volunteers managed onsite by IC or delegated Unit Leader</li> <li><input type="checkbox"/> Likely to be an affiliated volunteer response with no recruitment or management of spontaneous or unaffiliated volunteers needed</li> <li><input type="checkbox"/> Likely no need for a volunteer management system or center</li> </ul>		MEMA Level I: Steady/Monitoring MACC Level I: Stand-by HMCC Level 3: Stand-by COAD Level I: Stand-by

<input type="checkbox"/>	<b>Activation Level II, VMS Roles: Extended or large event requiring additional volunteer resources, coordination, management.</b> <input type="checkbox"/> Likely need a Volunteer Management System with associated VMS positions: <ul style="list-style-type: none"> <li><input type="checkbox"/> VMS Director</li> <li><input type="checkbox"/> VMS PIO</li> <li><input type="checkbox"/> COAD Liaison Officer</li> </ul>	MEMA Activation Level II: Partial MACC Activation Level 2: Partial HMCC Activation Level 2: Partial COAD Activation Level 2: Partial Volunteer Management System (VMS) established
<input type="checkbox"/>	<b>Activation Level III, VMS Roles: Catastrophic Event</b> <input type="checkbox"/> Likely activation of a large regional Volunteer Reception Center <input type="checkbox"/> Large number of spontaneous volunteers likely to present at the scene <input type="checkbox"/> Volunteer and private resources critical to the response. <input type="checkbox"/> VMS/VRC Positions: <ul style="list-style-type: none"> <li><input type="checkbox"/> Volunteer Management System Director</li> <li><input type="checkbox"/> COAD &amp; VRC Liaison Officer(s) appointed; report to Incident Liaison Officer</li> <li><input type="checkbox"/> COAD Task Force designated</li> <li><input type="checkbox"/> VRC Operations Section Chief <ul style="list-style-type: none"> <li>○ Registration Unit <ul style="list-style-type: none"> <li>● Registration Team</li> <li>● Credentialing Team</li> <li>● Training Unit</li> </ul> </li> <li>○ Assignment Unit <ul style="list-style-type: none"> <li>● Assignment Team</li> <li>● Support Team</li> <li>● Demobilization Team</li> </ul> </li> <li>○ Building/Facility Manager</li> <li>○ VRC PIO</li> <li>○ VRC Safety Officer</li> </ul> </li> <li><input type="checkbox"/> VRC Logistics Section Chief <ul style="list-style-type: none"> <li>○ Food, supplies, equipment</li> <li>○ Transportation</li> <li>○ Data Management</li> <li>○ Phone Banks/Call Center</li> </ul> </li> <li><input type="checkbox"/> VRC Planning Section Chief</li> <li><input type="checkbox"/> VRC Admin/Finance Section Chief</li> </ul>	MEMA Activation Level III: Full MACC Activation Level 3: Full HMCC Activation Level 1: Full COAD Activation Level 3: Full  Volunteer Reception Center (VRC) established either on-site or off-site

<b>1.4 Risk Communications: coordinate (Public Information) with IC/PIO to manage volunteer/public expectations</b>		<b>Resources/Notes</b>
<input type="checkbox"/>	<b>Risk Communication roles, positions, locations</b>	Hampshire PIO Tool Kit – on line
	Incident Commander approves all communications/messages	CEMP and Risk Communication Plan
	Joint information Center or System (JIC/JIS) (virtual or physical) established as needed for a regional or multi-agency event. Coordinate with MEMA, DPH, MACC, HMCC and EOC.	PIO Job Action Sheet HMCC ConOps MACC ConOps
	VMS Spokesperson(s) chosen (not usually the PIO): may be MRC/COAD, VMS Director, someone familiar with volunteer management operations.	Trusted Source; PIO Check list
	Subject matter experts (SME) identified: MRC, CERT, ARC, COAD, DART	Media Intake Form – PIO SOG



	Location for press briefing established	EDS communication plans													
	Public Information Officer Job Action Sheets (JAS)	PIO Job Action Sheets (JAS)													
	Public Information Officer Checklists/SOG	Region 1 PIO SOG													
	Media Contact Lists, Including Functional/Access Needs Media	Media Contact Lists; Mass211													
<input type="checkbox"/>	<b>Review/revise the Risk Communication Plan/Media Policies with the EMD, PIO, CEO, JIS/JIC, HMCC, MACC based on Incident Action Plan</b>	<ul style="list-style-type: none"> <li>▪ Risk Communication Plan</li> <li>▪ Communications Plan (ICS 205)</li> </ul>													
<input type="checkbox"/>	<b>We (need/do not) need volunteers at this time. Here is where you can go for further information _____ / standby for further information.</b>														
<input type="checkbox"/>	<b>Determine the essential messages/ public information</b>														
	<p><b>General Situational Awareness regarding volunteering:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> For your safety, the safety of responders, and for the overall management of the disaster, we have a volunteer registration process. All volunteers must be registered before they are deployed. Do not go self-deploy to the disaster site and expect to start working. All volunteers must first register.</li> <li><input type="checkbox"/> If you wish to volunteer, please contact our Volunteer Registration Center (VRC). <ul style="list-style-type: none"> <li>○ Call ----- for further information.</li> <li>○ Register online at _____.</li> <li>○ Come in person to _____ during the hours of _____.</li> <li>○ Have the following with you: US Government issued Photo ID, Professional Credentials, name contact for emergency contact, snacks, water, cell phone (if possible)</li> <li>○ Children over 16 may volunteer if accompanied by a parent/guardian or with a signed parent permission form and a responsible Youth Team Leader</li> </ul> </li> <li><input type="checkbox"/> Before traveling to (the disaster area) to help, learn where and when your skills will be needed. Please volunteer through our volunteer registration system [Add details]</li> <li><input type="checkbox"/> Discuss with staff at the Volunteer Registration Center how your needs for food, water and shelter will be met while you are volunteering and what you should bring with you.</li> <li><input type="checkbox"/> Understand the risks of volunteering after a major disaster. Due to the magnitude of the disaster there is a possibility of injury, emotional distress, and lack of resources available to you.</li> <li><input type="checkbox"/> Messages about personal safety comfort include information about: <ul style="list-style-type: none"> <li><input type="checkbox"/> Potential nature of the work site</li> <li><input type="checkbox"/> Potential personal security issues</li> <li><input type="checkbox"/> Potential health safety issues</li> <li><input type="checkbox"/> Local weather: What to wear and bring</li> <li><input type="checkbox"/> Living/work conditions</li> <li><input type="checkbox"/> Required immunizations or prophylaxis</li> <li><input type="checkbox"/> Work-to-rest ratio</li> </ul> </li> <li><input type="checkbox"/> Expect to “rough it”, if you volunteer. Our focus is on disaster survivors and restoration of the impacted community.</li> <li><input type="checkbox"/> Volunteers - know your limitations. Be honest with yourself about your ability to be self-sufficient and aid in disaster response and recovery. Be an asset, not a liability. If you can’t volunteer, consider making a monetary donation.</li> <li><input type="checkbox"/> What to bring: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="2">What to Bring</th> <th colspan="2">What NOT to Bring</th> </tr> </thead> <tbody> <tr> <td>* Water and snacks</td> <td>* Cell phone and charger</td> <td>* Children under 16</td> <td>* Drugs/Alcohol</td> </tr> <tr> <td>* Hand sanitizer</td> <td>* Contact lists, US photo ID</td> <td>* Pets</td> <td>* Attitude</td> </tr> </tbody> </table> </li> </ul>			What to Bring		What NOT to Bring		* Water and snacks	* Cell phone and charger	* Children under 16	* Drugs/Alcohol	* Hand sanitizer	* Contact lists, US photo ID	* Pets	* Attitude
What to Bring		What NOT to Bring													
* Water and snacks	* Cell phone and charger	* Children under 16	* Drugs/Alcohol												
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	<ul style="list-style-type: none"> <li>* Appropriate clothing</li> <li>* Boots/heavy gloves</li> <li>* Flashlight</li> </ul>	<ul style="list-style-type: none"> <li>* Professional credentials</li> <li>* Belly pack to carry it all.</li> </ul>	<ul style="list-style-type: none"> <li>* Valuables</li> <li>* Weapons</li> </ul>	<ul style="list-style-type: none"> <li>* Personal Agenda</li> </ul>
<b>Donations</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> If you can't volunteer, consider a cash donation. It is easy to do, can address a wide variety of needs, and can be quickly distributed to support those in need. Monetary donations can be made through ____</li> <li><input type="checkbox"/> The following items are urgently needed _____</li> <li><input type="checkbox"/> The following items are not needed at this time. Please do not send.....</li> </ul>				
<input type="checkbox"/> <b>Determine how you will notify the public about volunteering</b>				
	<b>Slower Methods:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Newspapers</li> <li><input type="checkbox"/> Websites/Blog</li> <li><input type="checkbox"/> TV; descriptive TV</li> <li><input type="checkbox"/> Simultaneous interpretation (live &amp; internet/video relay)</li> </ul>	<b>Faster Methods:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Outgoing 9-1-1</li> <li><input type="checkbox"/> Social Media: Twitter, Facebook etc.</li> <li><input type="checkbox"/> Radio</li> <li><input type="checkbox"/> Hotlines</li> <li><input type="checkbox"/> Mass 2-1-1</li> </ul>	<b>Alternative Methods:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Runners</li> <li><input type="checkbox"/> Bullhorns</li> <li><input type="checkbox"/> Phone trees</li> <li><input type="checkbox"/> Printed handouts</li> <li><input type="checkbox"/> Electronic road signs</li> </ul>	
<input type="checkbox"/> <b>Provide Sources for more information for potential volunteers</b>				
	<ul style="list-style-type: none"> <li><input type="checkbox"/> Websites/Blogs</li> <li><input type="checkbox"/> Hotlines</li> <li><input type="checkbox"/> Mass 211</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Local media</li> <li><input type="checkbox"/> Twitter</li> <li><input type="checkbox"/> Facebook</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Volunteer Online Registration</li> <li><input type="checkbox"/> Town/City Hall</li> <li><input type="checkbox"/> Library or other community center</li> </ul>	
<input type="checkbox"/> <b>Draft messages appropriate to media used and public reached</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Multiple languages and formats</li> <li><input type="checkbox"/> Press/media releases , updated frequently</li> <li><input type="checkbox"/> Volunteer/donation opportunities</li> </ul>				
<input type="checkbox"/> <b>Brief Incident Spokesperson(s)</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> 3 key messages:</li> </ul>			Message Map Worksheet –PIO SOG	
<input type="checkbox"/> <b>Monitor public reaction and establish methods for public interaction/information exchange</b>			Media Contacts: General and Functional and Access Needs	
	<ul style="list-style-type: none"> <li><input type="checkbox"/> Hotlines/Phone Bank</li> <li><input type="checkbox"/> Mass 211</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Email</li> <li><input type="checkbox"/> Social Media (important)</li> </ul>	Issue messages on Social Media (SM) to facilitate monitoring of SM	
<input type="checkbox"/> <b>Issue Public Information, Warnings, Notifications</b>				
Coordinate messages with				
	<ul style="list-style-type: none"> <li><input type="checkbox"/> Other jurisdictions</li> <li><input type="checkbox"/> DPH/MEMA/DEP/DMH</li> <li><input type="checkbox"/> ARC</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Interpreter Strike Team</li> <li><input type="checkbox"/> Functional and Access Needs Agencies</li> <li><input type="checkbox"/> COAD</li> </ul>		
<input type="checkbox"/> Respond to media enquiries			ICS Media Enquiry Form	
<input type="checkbox"/> Hold press alerts and conferences as needed			ICS 306: Press Release	

1.5 Emergency Plans, Policies and Procedures: review/update	Resources/Notes
<input type="checkbox"/> <b>Spontaneous Volunteer Management Plan (SVMP)</b>	Information, JAS, VRC Forms
<input type="checkbox"/> <b>Review local and State volunteer liability policies and laws</b>	<i>Consult Legal Counsel</i>
<input type="checkbox"/> <b>Review other plans as they relate to volunteer management:</b>	
<ul style="list-style-type: none"> <li><input type="checkbox"/> CEMP and FNSS Annex</li> <li><input type="checkbox"/> Mass Casualty</li> <li><input type="checkbox"/> Evacuation &amp; Sheltering</li> <li><input type="checkbox"/> Emergency Dispensing Site</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Hazmat</li> <li><input type="checkbox"/> Debris Management</li> <li><input type="checkbox"/> Food Establishment Emergency</li> <li><input type="checkbox"/> COAD Emergency Operations Plan</li> <li><input type="checkbox"/> MACC</li> <li><input type="checkbox"/> HMCC</li> <li><input type="checkbox"/> Public Health Emergency Plans</li> </ul>



1.6 Logistics: assess logistical needs, resources & availability		Resources/Notes
<input type="checkbox"/> <b>Estimate how many volunteers are needed vs. available</b> for the response, and what type/qualifications are required, etc.		Estimates:
<input type="checkbox"/> <b>Select all available methods for receiving/registering volunteers:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> At a staging area near the incident</li> <li><input type="checkbox"/> Part of a response facility (such as an Emergency Dispensing Site (EDS) or designated Shelter site)</li> <li><input type="checkbox"/> At a public facility such as a Town/City Hall, community ctr. or school</li> <li><input type="checkbox"/> Separate Volunteer Reception Center (VRC) away from Incident</li> <li><input type="checkbox"/> Phone Bank</li> <li><input type="checkbox"/> On-line Virtual Volunteer Registration Center as available (i.e. Crisis Cleanup or United Way – Get Connected)</li> </ul>		Consider using designated EDS or Shelter facilities.  Details:
<input type="checkbox"/> <b>Determine location of the Volunteer Reception Center (VRC), if activated</b>		CEMP or other plan
<input type="checkbox"/> <b>Designated Volunteer Reception Center (VRC) contact information:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Facility Name:</li> <li><input type="checkbox"/> Address:</li> <li><input type="checkbox"/> Facility Contact:</li> <li><input type="checkbox"/> Phone Number:</li> <li><input type="checkbox"/> Email:</li> </ul>		See SUV plan for detailed information if you have pre-identified a site.
<input type="checkbox"/> <b>Verify Volunteer Reception Center facility resources:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Adequate space for required volunteer reception functions</li> <li><input type="checkbox"/> Safety/security, controlled access</li> <li><input type="checkbox"/> Parking for cars and busses</li> <li><input type="checkbox"/> Accessibility to Incident area</li> <li><input type="checkbox"/> Food, water, HVAC, secure power, staff rest areas, sanitation facilities,</li> <li><input type="checkbox"/> Data Management capabilities</li> <li><input type="checkbox"/> Communications Capabilities:               <ul style="list-style-type: none"> <li><input type="checkbox"/> Phone Bank</li> <li><input type="checkbox"/> Internet/computers</li> <li><input type="checkbox"/> Phones/Cell phones</li> <li><input type="checkbox"/> TV</li> <li><input type="checkbox"/> Hand-held Radios</li> <li><input type="checkbox"/> Ham radios</li> </ul> </li> </ul>		<b>See the following FORMS in the SUV Plan:</b> <ul style="list-style-type: none"> <li>▪ VRC Facility Assessment Checklist</li> <li>▪ VRC Security Plan</li> <li>▪ VRC Supply List</li> <li>▪ VRC Communication Resources</li> </ul>
<input type="checkbox"/> <b>Verify equipment/Supplies:</b>		
<input type="checkbox"/> Tables and Chairs <input type="checkbox"/> Sanitary Facilities <input type="checkbox"/> Trash/Waste Management <input type="checkbox"/> HVAC; Power <input type="checkbox"/> Laptop/Desktop Computer	<input type="checkbox"/> Paper Towels; Hand Sanitizer <input type="checkbox"/> Toilet Paper <input type="checkbox"/> Snacks (if available) <input type="checkbox"/> Coffee Maker and Supplies	<input type="checkbox"/> Access to copier <input type="checkbox"/> Printer and computers <input type="checkbox"/> Badging equipment, supplies <input type="checkbox"/> EMS Track Scanning System
<input type="checkbox"/> <b>Verify office supplies:</b>		Check Shelter Supply / EDS Kits
<input type="checkbox"/> 3-hole punch <input type="checkbox"/> 3-ring binders <input type="checkbox"/> 3x5 index cards and box <input type="checkbox"/> Bulletin board <input type="checkbox"/> Camera; Batteries <input type="checkbox"/> Clipboards <input type="checkbox"/> Clocks with batteries <input type="checkbox"/> Copy paper	<input type="checkbox"/> File folder labels <input type="checkbox"/> File folders <input type="checkbox"/> Hanging file folders <input type="checkbox"/> Flashlight/ Batteries <input type="checkbox"/> Highlighters <input type="checkbox"/> Maps <input type="checkbox"/> Name tags for staff <input type="checkbox"/> Newsprint /easel paper	<input type="checkbox"/> Pencils <input type="checkbox"/> Pens <input type="checkbox"/> Permanent markers <input type="checkbox"/> Scissors <input type="checkbox"/> Self-adhesive notes <input type="checkbox"/> Signs <input type="checkbox"/> Stapler and staples <input type="checkbox"/> Tape: masking, clear, painters)

<input type="checkbox"/> Directional Signs <input type="checkbox"/> Dry-erase board <input type="checkbox"/> Dry-erase markers <input type="checkbox"/> Easels	<input type="checkbox"/> Paper clips <input type="checkbox"/> Pencil sharpener <input type="checkbox"/> Extension cords <input type="checkbox"/> Power strips	<input type="checkbox"/> #10 envelopes <input type="checkbox"/> Volunteer Regist. FORMS <input type="checkbox"/> Water-based markers <input type="checkbox"/> Other _____
<input type="checkbox"/> <b>Locate volunteer Reception FORMS: Modify as needed</b>		SUV Plan Forms
<input type="checkbox"/> ICS 211 Personnel Sign-in Sheet FORM <input type="checkbox"/> Volunteer Registration Instr. <input type="checkbox"/> Volunteer Registration FORM <input type="checkbox"/> Medical Tracking/Reporting	<input type="checkbox"/> Safety Training Attendance Record FORM <input type="checkbox"/> Temporary Badge FORM <input type="checkbox"/> Volunteer Deployment Checklist <input type="checkbox"/> Incident Report FORM	<input type="checkbox"/> Volunteer Liability Release <input type="checkbox"/> Confidentiality, Code of Conduct <input type="checkbox"/> Request for Volunteer FORM <input type="checkbox"/> Complaint FORM
<input type="checkbox"/> <b>Determine volunteer/staff badging/ identification:</b>		
<input type="checkbox"/> Wrist Bands <input type="checkbox"/> Lanyards	<input type="checkbox"/> T-Shirts <input type="checkbox"/> Vests	<input type="checkbox"/> Scarves <input type="checkbox"/> Badges If available, use EMS Patient Track System
<input type="checkbox"/> <b>Assess functional/access needs support services (FNSS) for volunteers:</b>		
<input type="checkbox"/> Special transportation options	<input type="checkbox"/> Behavior Health, stress management	EDS/Shelter supplies
<input type="checkbox"/> ADA accessibility	<input type="checkbox"/> Translators/ forms in multiple lang.	MRC/DMH
<input type="checkbox"/> <b>Estimate staffing needs:</b>		
<input type="checkbox"/> Number of VRC staff/volunteers needed:		Organizational Assignment List(ICS 203)
<input type="checkbox"/> Number of shifts:		Division/Group Assignment List(ICS 204)
<input type="checkbox"/> <b>Staff processing:</b>		
<input type="checkbox"/> Credentialing <input type="checkbox"/> Confidentiality Agreements <input type="checkbox"/> Badging / ID <input type="checkbox"/> Assignment <input type="checkbox"/> Break area and food/water		
<input type="checkbox"/> <b>Staff training:</b> determine available Just-in-Time training methods		
<input type="checkbox"/> Trainer / in person briefing <input type="checkbox"/> Handouts <input type="checkbox"/> Self-directed video or PowerPoint		SUV JITT

Risk Communication Logistical (people/supplies) Needs		Resources/Notes
<input type="checkbox"/>	Computer; Power and Extension Cords	
<input type="checkbox"/>	Wireless Router	
<input type="checkbox"/>	Multiple phone lines	
<input type="checkbox"/>	Fax, printer, scanner	
<input type="checkbox"/>	Paper, pens, clipboards	
<input type="checkbox"/>	Microphone, Camera	
<input type="checkbox"/>	TV and radio access	
<input type="checkbox"/>	Tables and chairs	
<input type="checkbox"/>	Internet: website, email, social media	
<input type="checkbox"/>	Consider using HAM radios, if available	Some CERT /MRC/COAD teams have HAM operators
<input type="checkbox"/>	Pre-written messages	See SUV Plan/SOG for examples

1.7 Documentation: record response actions & expenditures	Resources/Notes
★ Ensure that all expenses and staff/volunteer time, actions, etc. are documented/tracked	VRC Finance/Logistics Section Chief likely Municipal Finance Dept.

<input type="checkbox"/> Review current MOUs and MAAs	
<input type="checkbox"/> Track all equipment/resource requests/allocations	Work with Logistics
<input type="checkbox"/> Track all staff/volunteer time and overtime	ICS Form
<input type="checkbox"/> Track all volunteer illness or injuries related to the response	
<input type="checkbox"/> Track volunteer relocations/reallocations	
<input type="checkbox"/> Submit required forms, documents, logs for each operational period	

## 2. Operations: Volunteer Management/Reception Center

2.1 Volunteer Management System: IC/EOC determines need/activates		Resources/Notes
<div>★ IC/EOC determines the VMS/VRC Activation Level I, II, or III. (Level III will likely require a VRC activation)</div>		
<div><input type="checkbox"/> Logistics /Planning Section Chiefs work with Volunteer Management System Director to implement activation</div>		
<div>★ Setup VMS/VRC and maintain communications: with Incident Commander; Emergency Operation Center; and response partners at MEMA/MACC/HMCC Desks: ESF 6 Sheltering, ESF 7 Volunteer, and/or ESF 8 Health/Medical</div>		
<div><input type="checkbox"/> Maintain contact through the ICS hierarchy: Logistics Section Chief, VRC Liaison and COAD Liaison Officers and COAD task force (if activated). Coordination with Operations, Safety and PIO are also critical.</div>		
<div><input type="checkbox"/> Establish VMS/VRC responsibilities:</div>		
<div><input type="checkbox"/> Connect with ESF 7 Volunteer Desk at MEMA/MACC</div> <div><input type="checkbox"/> Provide technical assistance/advice to IC/EOC/Operations</div> <div><input type="checkbox"/> Monitor the volunteer situation and report to IC/EOC</div> <div><input type="checkbox"/> Coordinate with COAD</div> <div><input type="checkbox"/> Manage affiliated volunteers</div> <div><input type="checkbox"/> Manage spontaneous and unaffiliated volunteers (SUV)</div> <div><input type="checkbox"/> Manage volunteer recruitment</div> <div><input type="checkbox"/> Manage volunteers and Volunteer Reception Center</div>	<div><input type="checkbox"/> Credential volunteers</div> <div><input type="checkbox"/> Train volunteers</div> <div><input type="checkbox"/> Match volunteers with Operations response requests</div> <div><input type="checkbox"/> Deploy volunteers</div> <div><input type="checkbox"/> Track volunteers</div> <div><input type="checkbox"/> Supervise volunteers</div> <div><input type="checkbox"/> Affiliate unaffiliated local volunteers</div> <div><input type="checkbox"/> Debrief and release volunteers</div>	
<div><input type="checkbox"/> IC approves Volunteer Risk Management Policies: check all that apply &amp; adjust</div>		<div>See SUV plan for more details</div>
<div><input type="checkbox"/> Volunteer Assignment Policy:</div> <div><input type="checkbox"/> Affiliated volunteers are used before spontaneous unaffiliated volunteers</div> <div><input type="checkbox"/> All volunteers must be over 18</div> <div><input type="checkbox"/> 16/17 yr-olds must have permission form/partnered with parent/guardian</div> <div><input type="checkbox"/> Unaffiliated volunteers must be paired with at least 2 affiliated volunteers</div> <div><input type="checkbox"/> All spontaneous volunteers must be processed by the VMS</div> <div><input type="checkbox"/> Spontaneous and Unaffiliated Volunteers (SUV) will not be used</div>		<div>Other Policies:</div>
<div><input type="checkbox"/> Volunteer Processing Policy:</div> <div><input type="checkbox"/> Registered and processed through Volunteer Management System</div> <div><input type="checkbox"/> Screened for suitability</div> <div><input type="checkbox"/> Must have US government issued photo ID</div> <div><input type="checkbox"/> Must sign a Liability Release Form</div> <div><input type="checkbox"/> Must sign a Confidentiality Agreement (as appropriate)</div> <div><input type="checkbox"/> May be deployed to non-critical areas or Neighbor-to-Neighbor efforts pending CORI/VSOS/SORI</div> <div><input type="checkbox"/> Must have verified credentials before deployment to critical areas.</div> <div><input type="checkbox"/> Must have CORI/VSOS/SORI completed before deployments to work at:</div>		
<div><input type="checkbox"/> Sheltering/Child Care</div> <div><input type="checkbox"/> Evacuation</div>	<div><input type="checkbox"/> Search and Rescue</div> <div><input type="checkbox"/> Other - define</div>	

<input type="checkbox"/> <b>Volunteer safety precautions: work with Safety Officer; plan approved by IC</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Just-in-Time Training at the VRC (situational awareness, basic ICS, PPE, safety briefing)</li> <li><input type="checkbox"/> On-site training (specific Job Action Sheets - JAS)</li> <li><input type="checkbox"/> On-site supervision</li> <li><input type="checkbox"/> Maximum 12 hour shifts (6 - 9 hour shifts easier on staff)</li> <li><input type="checkbox"/> Maximum 7 days in a row (1 day break minimum)</li> <li><input type="checkbox"/> Always assigned to tasks that fall within the scope of training / experience</li> <li><input type="checkbox"/> Performance reviews available after 3-7 days or as required by employers</li> </ul>		<ul style="list-style-type: none"> <li>• SUV Just In Time Training Plan</li> <li>• See other plans for Job Action Sheets</li> <li>• Division Supervisors/Unit Leaders</li> </ul>
2.2 COAD: coordinates known volunteer organizations		Resources/Notes
<input type="checkbox"/> Connect with COAD through the Liaison/COAD Liaison Officer; if these ICS positions are not established, directly contact COAD/other volunteer groups		See COAD Emergency Operations Plan
<input type="checkbox"/> Obtain as needed contact information for COAD Subcommittees:		See COAD Subcommittee Lists
<input type="checkbox"/> Animal Care <input type="checkbox"/> Care Services <input type="checkbox"/> Debris Removal <input type="checkbox"/> Financial Assistance <input type="checkbox"/> Food	<input type="checkbox"/> Goods <input type="checkbox"/> Health Care/ Spiritual Mental Health <input type="checkbox"/> Housing <input type="checkbox"/> Professional Services	<input type="checkbox"/> Repair/Rebuilding <input type="checkbox"/> Services for Special Populations <input type="checkbox"/> Transportation <input type="checkbox"/> Volunteers
<input type="checkbox"/> Coordinate:		
<input type="checkbox"/> Volunteer messages through the PIO/Joint Information System (JIS)		
<input type="checkbox"/> Volunteer recruitment		
<input type="checkbox"/> Volunteer deployment		
<input type="checkbox"/> Connect and coordinate with the ESF-7 Desk at MACC/MEMA		COAD Liaison at the Agawam EOC
2.3 Volunteer Reception Center: determine need & request resources		Resources/Notes
<input type="checkbox"/> <b>VMS/Volunteer Reception Center resource needs, based on scope of the incident and the need for large numbers of volunteers</b>		VRC may be virtual/online.
<input type="checkbox"/> Facility Requirements <input type="checkbox"/> VRC staffing requirements <input type="checkbox"/> Office supplies/equipment	<input type="checkbox"/> Security <input type="checkbox"/> Communications equipment <input type="checkbox"/> Comfort/sanitary/utilities	
2.4 Volunteer Processing/Recruitment: provide VMS/VRC services		Resources/Notes
<input type="checkbox"/> <b>IC/EMD/EOC/VMS Director establish/activate Volunteer Reception Center (VRC), if needed</b>		
<input type="checkbox"/> <b>Volunteer Reception Center (VRC) Areas/Tasks: (Use Job Action Sheets)</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Registration:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Entrance, Waiting Area: Take a number or wait in line</li> <li><input type="checkbox"/> Triage Volunteers: Rapid Status Assess (no ID, illness, limitations, pets)</li> <li><input type="checkbox"/> Welcome: Sign-in, thank you and pick up Forms/Instructions</li> <li><input type="checkbox"/> Public Information Boards: Event Status/Safety Alerts/Vol. Jobs</li> <li><input type="checkbox"/> Reception/Registration Forms completed</li> <li><input type="checkbox"/> Rapid Volunteer Classification: Affiliated, SUV, Special Skills, Wait List,</li> <li><input type="checkbox"/> Orientation/Information: Facility, House Rules/Emergency Procedures</li> <li><input type="checkbox"/> Data Management</li> <li><input type="checkbox"/> Call Center</li> </ul> </li> <li><input type="checkbox"/> <b>Credentialing</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> ID Management – US government issued photo ID; Incident ID</li> <li><input type="checkbox"/> Background Checks – CORI/VSOS/SORI</li> <li><input type="checkbox"/> Credentialing (certifications, licenses, etc.)</li> </ul> </li> </ul>		<b>VOLUNTEER STEPS:</b> <ol style="list-style-type: none"> <li>1. <b>Arrival:</b> volunteers sign in</li> <li>2. <b>Welcome:</b> thank volunteers</li> <li>3. <b>Registration:</b> Identification and Credentialing process started</li> <li>4. <b>Training Area:</b> qualified move to</li> <li>5. <b>Roll Called:</b> confirm those present and absent</li> <li>6. <b>Safety Briefing/Orientation:</b> House Rules, sign in and out, evacuation, communications, 911, personal safety, etc.</li> </ol>

<input type="checkbox"/> <b>Volunteer Reception Center (VRC) Areas/Tasks: (Use Job Action Sheets)</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>Training</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Situational Awareness and Alerts</li> <li><input type="checkbox"/> Safety Briefing</li> <li><input type="checkbox"/> Just-in-Time (JIT) Training</li> <li><input type="checkbox"/> Specific Job training as available</li> </ul> </li> <li><input type="checkbox"/> <b>Assignment</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Matching</li> <li><input type="checkbox"/> Staging/Waiting Area</li> </ul> </li> <li><input type="checkbox"/> <b>Support</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Transportation</li> <li><input type="checkbox"/> Trouble and Support</li> </ul> </li> <li><input type="checkbox"/> <b>Demobilization/Exit</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Debriefing/After Action</li> <li><input type="checkbox"/> Evaluation</li> <li><input type="checkbox"/> Recovery/Volunteer Retention</li> </ul> </li> <li><input type="checkbox"/> <b>Data Management and Forms Collection</b></li> <li><input type="checkbox"/> <b>Facilities/Building Manager</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Security/safety</li> <li><input type="checkbox"/> Access/parking</li> <li><input type="checkbox"/> HVAC; utilities</li> <li><input type="checkbox"/> Sanitation</li> <li><input type="checkbox"/> Food/water</li> </ul> </li> <li><input type="checkbox"/> <b>Other Support Areas</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Phone Bank/Questions/Recruitment</li> <li><input type="checkbox"/> Health Services/private area</li> <li><input type="checkbox"/> Staff Rest Area</li> <li><input type="checkbox"/> Command Staff Office/Administration and Finance</li> </ul> </li> </ul>	<p>7. <b>Event Briefing:</b> scope, limitations, hazards, sequence, objectives, assignments, etc.</p> <p>8. <b>Code of Conduct and Press/Media Rules:</b> Respect for others; honor your agreements, take responsibility for having a positive experience, <b><u>DO NOT</u></b> comment to media, no social media, refer requests to PIO.</p> <p>9. <b>ICS:</b> know who you report to</p> <p>10. <b>Communications Protocols:</b> radios, runners, cell phones,</p> <p>11. <b>Field Assignments:</b> (JAS, etc.) reminder to carry VAC; report to supervisor/leader</p> <p>12. <b>Identifiers:</b> distribute appropriate badges, wrist bands, t-shirts, signage, vests</p> <p>13. <b>Transportation:</b> to assignments</p> <p>14. <b>Sign Out:</b> end of shift, always</p> <p>15. <b>Demobilization:</b> Procedures to turn in identifiers, equipment, supplies, debrief, recovery, volunteer retention.</p>
<input type="checkbox"/> <b>Volunteer Registration Desk Tasks</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Welcome and thank volunteers</li> <li><input type="checkbox"/> Sign in all volunteers; Maintain ICS 211</li> <li><input type="checkbox"/> Volunteer Orientation: <ul style="list-style-type: none"> <li><input type="checkbox"/> Situational Awareness and Safety Briefing</li> <li><input type="checkbox"/> Volunteer Registration instructions</li> </ul> </li> <li><input type="checkbox"/> Volunteer triage with Security; FEMA Readiness Checklist</li> <li><input type="checkbox"/> Volunteer Message Center/Board</li> <li><input type="checkbox"/> Phone/Call Center with scripts</li> <li><input type="checkbox"/> Data Management: Create file for each volunteer</li> <li><input type="checkbox"/> Complete Registration Forms</li> <li><input type="checkbox"/> Maintain ICS 214 Action Log</li> </ul>	<p><b>FORMS:</b> (all forms must be completed, signed, dated and witnessed by Registration Staff</p> <ul style="list-style-type: none"> <li>• Sign-in Sheet</li> <li>• VRC Processing Checklist</li> <li>• Volunteer Registration Instruc.</li> <li>• FEMA Readiness Deployment Checklist</li> <li>• Volunteer Registration</li> <li>• Volunteer Code of Conduct</li> <li>• Volunteer Confidentiality</li> <li>• Volunteer Release / Waivers</li> </ul>
<input type="checkbox"/> <b>Volunteer Application Form:</b> Information collected: <ul style="list-style-type: none"> <li><input type="checkbox"/> Name (confirm with US government issued photo ID)</li> <li><input type="checkbox"/> Address</li> <li><input type="checkbox"/> Phone</li> <li><input type="checkbox"/> Email</li> <li><input type="checkbox"/> Emergency Contact Information</li> <li><input type="checkbox"/> Affiliations (must show Organization Photo ID such as school, hospital, municipal, ARC, MRC, etc.)</li> <li><input type="checkbox"/> Copies of clinical licenses/CPR/First Aid</li> <li><input type="checkbox"/> Liability Release Waiver Form</li> <li><input type="checkbox"/> CORI/V SOS/SORI Release Form</li> </ul>	<p>See FORMS template and modify as needed to meet the needs of the incident</p>

	<ul style="list-style-type: none"> <li><input type="checkbox"/> Code of Conduct Form</li> <li><input type="checkbox"/> Confidentiality Form</li> <li><input type="checkbox"/> Skills/equipment</li> <li><input type="checkbox"/> Hours available</li> <li><input type="checkbox"/> Location preferences</li> <li><input type="checkbox"/> Items/services to be donated</li> </ul>	
<input type="checkbox"/>	<b>Volunteer Credentialing</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> US Government issued photo ID copied</li> <li><input type="checkbox"/> Affiliation ID copied</li> <li><input type="checkbox"/> Credentials/certifications copied</li> <li><input type="checkbox"/> Confirm all licenses, credentials, certifications</li> <li><input type="checkbox"/> CORI/VSOS/SORI: Check online; LE; government agencies; schools, etc.</li> <li><input type="checkbox"/> Take photo of Volunteer</li> <li><input type="checkbox"/> Issue Temporary Badge (Badge Template)</li> <li><input type="checkbox"/> Discuss Job/Service options</li> </ul>	<b>FORMS:</b> <ul style="list-style-type: none"> <li>• Volunteer Credentialing Checklist</li> </ul> <p>Most MRC/CERT can use the State credentialing system: <a href="http://sorb.chs.state.ma.us/-www.maresponds.org">http://sorb.chs.state.ma.us/-www.maresponds.org</a>. May take as long as a week. Local law enforcement may help.</p>
<input type="checkbox"/>	<b>Volunteer Training</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Sign in/out every time entering or leaving</li> <li><input type="checkbox"/> Check/collect badges</li> <li><input type="checkbox"/> Situational Awareness</li> <li><input type="checkbox"/> Basic Safety Training and Volunteer Risk Management</li> <li><input type="checkbox"/> Vol. JITT (Just-in-Time Training)</li> <li><input type="checkbox"/> MRC 101 Core Competencies</li> </ul>	<b>FORMS/Resources:</b> <ul style="list-style-type: none"> <li>• JITT Volunteer Core Competencies</li> <li>• MRC 101/JITT Training</li> </ul>
<input type="checkbox"/>	<b>Volunteer Assignment Card (VAC)</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Work with IC/EOC/Liaison/COAD to identify needed volunteers</li> <li><input type="checkbox"/> Assignment – Deployment Instructions</li> <li><input type="checkbox"/> FORM: Badging and Volunteer Assignment Card (VAC)</li> <li><input type="checkbox"/> Volunteer Identifiers: vests, hats, shirts, wristbands, etc.</li> <li><input type="checkbox"/> Must carry VAC at all times</li> <li><input type="checkbox"/> Handout demobilization instructions: <ul style="list-style-type: none"> <li>• Signing out – where &amp; how</li> <li>• Returning equipment, identifiers and badges</li> </ul> </li> </ul>	<b>FORMS:</b> <ul style="list-style-type: none"> <li>• Request for Volunteer</li> <li>• Assignment Briefing</li> <li>• Volunteer Tracking</li> <li>• Volunteer Assignment Card (VAC)</li> <li>• Demobilization Instructions: return equipment; sign out</li> <li>• Volunteer Badges</li> </ul>
<input type="checkbox"/>	<b>Volunteer Support</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Life threatening – call 9-1-1</li> <li><input type="checkbox"/> Transportation</li> <li><input type="checkbox"/> Supervision/monitoring; work with Logistics</li> <li><input type="checkbox"/> Trouble/problems</li> <li><input type="checkbox"/> Complaints</li> <li><input type="checkbox"/> Injuries</li> </ul>	<b>FORMS</b> <ul style="list-style-type: none"> <li>• Incident Report</li> <li>• Transportation</li> </ul>
<input type="checkbox"/>	<b>Volunteer Demobilization</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Handout Exit Information</li> <li><input type="checkbox"/> Debriefing and collect all reports, Forms</li> <li><input type="checkbox"/> Psychological First Aid as needed and info on stress management</li> <li><input type="checkbox"/> Information on ongoing Volunteer opportunities (MRC/DART)</li> <li><input type="checkbox"/> Service acknowledgement/ thank you</li> <li><input type="checkbox"/> Release/return badge</li> <li><input type="checkbox"/> Sign out</li> <li><input type="checkbox"/> Data for medical follow-up/critical incident stress as appropriate</li> <li><input type="checkbox"/> Exit immediately</li> </ul>	<b>FORMS</b> <ul style="list-style-type: none"> <li>• VRC Demobilization Checklist</li> <li>• Exit and Demobilization Info</li> <li>• MRC Information Card</li> </ul>
<input type="checkbox"/>	<b>Affiliated Volunteers</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Must be affiliated with a recognized group</li> <li><input type="checkbox"/> Must have proper Identification</li> </ul>	



	<input type="checkbox"/> Must have completed appropriate core competency training <input type="checkbox"/> May be processed and deployed together without basic orientation and MA Responds credential and safety check <input type="checkbox"/> Recognized affiliated groups include: MRC, DART, CERT, ARC, school staff, volunteer fire, Volunteers in Police Service (VIPS)	
<input type="checkbox"/>	<b>Spontaneous and Unaffiliated Volunteer (SUV)</b> <input type="checkbox"/> Complete/sign MRC or other volunteer application FORM if appropriate <input type="checkbox"/> Copy US government issued photo ID <input type="checkbox"/> Take photo of volunteer <input type="checkbox"/> Begin credential/licensure check <input type="checkbox"/> Begin CORI/VSOS/SORI checks <ul style="list-style-type: none"> <li><input type="checkbox"/> May partner SUV with two or more affiliated volunteer in public/non-critical areas until all checks are complete</li> <li><input type="checkbox"/> May only assign SUV to tasks not requiring a licensure until all confirmations are received</li> <li><input type="checkbox"/> CORI/VSOS/SORI not required for Neighbor-to-Neighbor assignments</li> </ul>	
<b>2.5 Public Information: provide Incident PIO with risk communications</b>		<b>Resources/Notes</b>
	<b>★ Manage volunteer expectations; communicate volunteer policies</b>	
	Work with PIO to communicate need for volunteers	
	Communicate risks and rewards of volunteering	
	Work with PIO to communicate volunteer success stories	
	Work with COAD to communicate volunteer status and needs	
	Communicate ongoing need for volunteers or specific skills	
	Coordinate with Donation Management	
<b>2.6 Volunteer Safety: ensure volunteers are safe</b>		<b>Resources/Notes</b>
	<b>★ Safely manage volunteer registration, credentialing, deployment, support, supervision, transportation, safety/security</b>	Work with the Safety Officer to outline safety messages; JITTrain.
	Distribute PPE as needed	
	Distribute prophylaxis as needed	
	Monitor for volunteer burnout and injuries	
	Monitor for Critical Incident Stress; behavioral health first aid	
	<input type="checkbox"/> <b>Establish Emergency Decontamination if needed</b>	
	<input type="checkbox"/> <b>Establish Emergency Dispensing Site (EDS) if needed</b>	EDS SOG
	<input type="checkbox"/> <b>Ongoing Activities</b>	
	Continue monitor the situation and develop action plans	ICS 215 Operational Planning
	ICS Forms completed	
	Continue to monitor personnel/staffing	ICS 211 Check In List
	Monitor and report all expenses; document all response actions	
	Follow up on actions taken: ensure all actions completed; close loops	
	Plan for extended operations	
<b>2.7 Planning: monitor Operations; plan for next Operational Period</b>		<b>Resources/Notes</b>
	Work with IC/Planning/Logistics for the next Operational Period	
	Continue to document all actions, resources, volunteer hours, issues	Tip: collect and save all notes
	Continue to share information with response partners	

Risk Communications	Resources/Notes
<input type="checkbox"/> <b>Continue to develop media messages as conditions change</b>	
Update and inform the public of risks and prevention strategies	
Update public on volunteer opportunities and needs	
<input type="checkbox"/> <b>Monitor Social Media to keep ahead of rumors</b>	
<input type="checkbox"/> <b>Maintain communication with other Responders and jurisdictions to ensure that messages are consistent, timely and accurate</b>	

### 3. Recovery

Recovery	Resources/Notes
<b>3.1 Demobilization:</b> process/release volunteers and return/restore resources	
<b>3.2 Recognition and Recruitment:</b> thank volunteers and connect them to recovery efforts through EMD and COAD, HMCC and/or MACC	
Encourage volunteers to become affiliated for future responses. Distribute MRC/CERT information.	
<b>3.3 Recovery:</b> work with EMD, COAD, voluntary organizations to support recovery	
Inspect and restore VRC facility and return to normal operations	
<b>3.4 Documentation:</b> submit Forms for volunteer time, expenditures, other data	ICS 221: Demobilization Checkout
Work with Finance Section Chief to comply with FEMA; other re-imbursement documentation	
<b>3.5 After Action Report/Improvement Plan:</b> work with responders to complete	HSEEP After Action Report template
Revise plans as needed	
Implement Improvement Plan	
Begin Mitigation Planning	
Risk Communications	Resources/Notes
<input type="checkbox"/> <b>Continue to develop Media Message as conditions change:</b>	
Update and inform the public; sources of additional info/help	
Resource and Volunteer Needs	
How to connect with the COAD and other volunteer organizations	
How to donate to organizations assisting disaster victims	
Volunteer opportunities, including spontaneous unaffiliated vol.(SUV)	
<input type="checkbox"/> <b>Monitor Social Media and other Jurisdictions to ensure accuracy and consistency</b>	

Notes:

**Acronyms:**

AAR	<b>After Action Report</b>
ARC	<b>American Red Cross</b>
BOH	<b>Board of Health</b>
CBO	<b>Community Based Organization</b>
CEO	<b>Chief Elected Official</b>
CEMP	<b>Comprehensive Emergency Management Plan</b>
CERC	<b>Crisis + Emergency Risk Communications</b>
CERT	<b>Community Emergency Response Team</b>
COAD	<b>Community Organizations Active in Disasters</b>
COOP	<b>Continuity of Operations Plan</b>
CORI	<b>Criminal Offender Record Information</b>
DART	<b>Disaster Animal Response Team</b>
DEP	<b>Department of Environmental Protection</b>
DPH	<b>Department of Public Health</b>
EAC	<b>Emergency Action Plan</b>
EDS	<b>Emergency Dispensing Site</b>
EMD	<b>Emergency Management Director</b>
EMS	<b>Emergency Medical Services</b>
EOC	<b>Emergency Operations Center</b>
ERT	<b>Emergency Response Team</b>
ESF	<b>Emergency Support Function</b>
FE	<b>Food Establishment</b>
FEMA	<b>Federal Emergency Management Agency</b>
FNSS	<b>Functional Needs Support Services</b>
HAMS	<b>Amateur Radio Operators</b>
HMCC	<b>Health/Medical Coordinating Coalition</b>
IC	<b>Incident Commander</b>
ICP	<b>Incident Command Post</b>
ICS	<b>Incident Command System</b>
IP	<b>Improvement Plan</b>
IRAA	<b>Individuals Requiring Additional Assistance</b>
JAS	<b>Job Action Sheet</b>
JIC	<b>Joint Information Center</b>
JIS	<b>Joint Information System</b>
LEPC	<b>Local Emergency Planning Committee</b>

**Functions:**

Written to document/ improve emergency response actions
Voluntary agency providing sheltering/feeding support
Local agency with coordinate powers with the State DPH
Includes Faith and voluntary organizations and businesses
Selectmen, Mayors, and others responsible for a community
Each community has a detailed plan for emergencies
Plan that outlines Risk Communications during emergencies
Trained Citizen Core volunteers
Connection/management of private resources
Backup plans/strategies for people, roles, facilities, resources
Background check required by most volunteer organizations
Assist with animals impacted by disasters.
State agency responsible for clear air, water and soil
State Agency responsible for public health and safety
Pre-event, all hazards plans for an agency or organization
Public mass prevention/treatment medical materials
Appointed by CEO; plans /supports emergencies; operates EOC
Local and regional ambulance services
Supports Emergency response; coordinates emergency resources
Coordinated team to cover multiple operational periods/tasks
16 State designated emergency response functions/areas
Serves retail food to the public: free or paid; needs BOH permit
Federally designated emergency response organization
Additional services for individuals with functional/access needs
Licensed, non-paid radio operators
Public Health, Hospitals, EMS, Long Term Care, Health Centers
Person in charge of an Incident; usually most qualified
Location near the Incident used to coordinate operations
Federal emergency response system; Minimum ICS 100/700
Plan outlines needed improvements, person to implement; time
Functional and Access Needs: At-Risk; Elderly; Poor; etc.
Check list of roles and Responsibilities
May be real or virtual center to coordinate information
Usually a virtual system to coordinate multiple PIO/Centers
State required multi-discipline group to plan for HazMat spills

LTC	<b>Long Term Care Facility</b>	Nursing Homes; group homes
	<b>MAResponds</b>	Massachusetts volunteer electronic pre-registration system
	<b>Mass211</b>	2-1-1 line used to provide information; reduces use of 9-1-1
MACC	<b>Multi-Agency Coordination Center</b>	Regional Center that supports response; coordinates resources
MEMA	<b>Massachusetts Emergency Management Agency</b>	Massachusetts version of FEMA; provides support/resources
MRC	<b>Medical Reserve Corps</b>	Pre-trained, credentialed volunteers; both medical/non-med.
NPI	<b>Non-Pharmaceutical Intervention</b>	Includes strategies such as isolation/quarantine, hand-washing
PHF	<b>Potentially Hazardous Foods</b>	Generally foods that require refrigeration
PHN	<b>Public Health Nurse</b>	Works for the BOH to provide disease surveillance/investigation
PIC	<b>Person in Charge</b>	Knowledge/trained person in charge of a Food Establishment
PIO	<b>Public Information Officer</b>	Designated person who manages/plans public information
PHIL	<b>Public Health Information Hot Line</b>	Designated number for the Public to ask questions/gain info
POD	<b>Point of Distribution</b>	Site where food, water, supplies, medicines are dispensed
PPE	<b>Personal Protective Equipment</b>	Often includes N95 face mask/respirator, gloves, glasses, suits
PWS	<b>Public Water Supply</b>	Designated/regulated by DEP; serves 25+people /60+ days
REPC	<b>Regional Emergency Planning Committee</b>	Regional LEPC; many are also all hazard planning groups
RTE	<b>Ready to Eat Food</b>	Foods that require no further preparation to eat
SEOC	<b>State Emergency Operations Center</b>	State EOC provides 15 ESF support functions
SME	<b>Subject Matter Experts</b>	Individuals with special knowledge: college professors, doctors
SNS	<b>Strategic National Stockpile</b>	Federal stockpiles of Medical Materials ready to distribute in 24hrs.
SUV	<b>Spontaneous Unaffiliated Volunteer</b>	General public with no special emergency training)
SVMP	<b>Spontaneous Volunteer Management Plan</b>	Region 1 MRC plan for managing volunteers during an incident
SOG	<b>Standard Operating Guide</b>	Common operating picture; standard procedures; reminders
UC	<b>Unified Command</b>	Used when a response is multi-agency
VMS	<b>Volunteer Management System</b>	Plan to manage both affiliated and unaffiliated volunteers
VOAD	<b>Voluntary Organization Active in Disaster</b>	Connection to State CBO such as Red Cross; Salvation Army
VNA	<b>Visiting Nurse Association</b>	Provides home medical care; may function as PHN nurse
VRC	<b>Volunteer Reception Center</b>	Location (real/virtual) for managing volunteers