

# Spontaneous and Unaffiliated Volunteer (SUV) Just-in-Time Training

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**WRHSAC**  
Western Region Homeland  
Security Advisory Council



**Berkshire  
Regional  
Planning  
Commission**

# Welcome!

## **Welcome! Thank you for volunteering.**

We are grateful for your willingness to help. This training will provide you with information meant to:

- ensure that you are ready to volunteer
- keep you safe
- teach you about our organizational structure
- outline the registration process

**Use the SUV JITT Pocket Guide if available**



SUV Training Guide

# 1. At a Glance - Overview

# Before you volunteer, consider...

- \* Are you and your family prepared? Do you have a Personal/Family Emergency Plan?
- \* Are you willing to consider multiple ways to help?
- \* Are you aware of the potential risks?
- \* Have you considered your personal limitations?

**If so, this training is for you!**



# What to expect at the Volunteer Center

- **Registration:** welcome and registration forms to complete
- **Credentialing:** license verifications and background checks
- **Orientation:** situational awareness briefing and general JIT training provided
- **Assignments:** job assignment or call-back instructions received
- **Briefings:** assignment briefing and specialized training as available
- **Deployment:** incident badge and Volunteer Assignment Card (VAC) received
- **Logistics:** transportation to site where you will receive further instructions
- **Demobilization:** return for re-assignment or demobilization processing

# All volunteers must register...

**Where?** Online, through our phone system or at the Volunteer Reception Center

**How?**

- \* Provide a US government-issued photo ID
- \* Complete a Volunteer Application Form
- \* Sign a Confidentiality Agreement/Liability Release Form
- \* Be willing to submit/provide a Criminal Offender Registration Information (CORI) check
- \* Undergo a verification check of all credential/licenses
- \* Complete any required response or safety training



# “House Rules” and Expectations

- \* **Safety First!**
- \* **Accountability:** Always sign-in and out.
- \* **Media:** During deployment refer all media to the PIO.
- \* **Social Media:** **Not during deployment.** Learn the rules about social media as outlined during registration.
- \* **Maintain Confidentiality:** Respect victims and responders.
- \* **Stay Informed:** Read all Situation Reports and Safety Advisories.
- \* **Roles:** Work only within the scope of your assignment and credentials.
- \* **Expectations:** Emergencies are often chaotic and uncomfortable, but helping others can be very rewarding.

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## 2. Personal Emergency Preparedness and Safety



# Volunteer Readiness Checklist

## **Emergencies are stressful and challenging. Consider:**

- Are you, your family and your home safe?
- Do you have?
  - ✓ good health: physical and mental
  - ✓ time to volunteer
  - ✓ appropriate clothing and equipment
  - ✓ transportation to the Volunteer Reception Center
  - ✓ special needs that staff should know about.

*Your Personal  
Preparedness  
Plan*



# Staying Healthy

Your best protection is a strong immune system, so...

- eat well
- get plenty of rest
- exercise
- follow good hand washing and cough etiquette
- don't abuse caffeine, sugar, alcohol, drugs



# Psychological First Aid

Emergencies are demanding. It is normal for people to be anxious:

- \* Take care of yourself – know your limits
- \* If you have trouble dealing with the effects of the incident, ask for help
- \* Be cautious and compassionate
- \* Practice active listening

**Call 9-1-1 if in doubt about your safety!**



# Personal Items

## Bring

- \* Water and snacks
- \* Hand sanitizer
- \* Appropriate clothing
- \* Boots and heavy gloves
- \* Flashlight
- \* Cell phone and charger
- \* Contact lists, US photo ID
- \* Professional credentials
- \* Pack to carry it all
- \* Cultural Awareness

## Don't Bring

- \* Children under 16
- \* Pets
- \* Valuables
- \* Weapons
- \* Drugs/Alcohol
- \* Attitude
- \* Personal Agenda

# Always think “Safety First”

- \* FIRST ... protect yourself
- \* THEN ... protect others
- \* THEN ... help control the incident
- \* THEN... save property and the environment



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# 3. Code of Conduct

# Volunteer Code

- \* Follow all safety instructions
- \* Treat all with respect; honor victims and responders
- \* Honor the Confidentiality/Media Agreements you signed
- \* Communicate clearly and often
- \* Remember who your report to and who reports to you.
- \* If in doubt ask or report to your supervisor
- \* Work within your assignment, skills and training

Take responsibility for having a positive experience



# Confidentiality & the Media

## While “on the job”

- \* Respect the privacy of victims
- \* Understand the incident rules about social media posts. While deployed, social media and photos are usually not allowed as they may infringe on privacy and hinder the response.
- \* While deployed, you should refer all media requests to the Public Information Officer (PIO) or your supervisor. They are the only ones who can speak for the response.



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# 4. Incident Command System and Supervision

# Who's in charge?

Emergencies operate using the Incident Command System (ICS). All volunteers must use this structure to be safely integrated into the response system.

- \* Remember, there is always someone in charge!

## **You just need to know:**

- \* who you report to
- \* who reports to you

# Incident Command System

ICS is a national emergency management system:

- \* **1 person is in charge**
- \* 1 person supervises no more than 7 people.
- \* Everyone knows who they report to and who reports to them.



# Communication is Key

- \* **Communications Check:** Check your cell phone and radio
- \* **Contacts:** Exchange cell phone and radio numbers
- \* **Check-ins:** Know your check-in times and point(s) of contact or who you are supposed to call.
- \* **ICS:** Learn who you report to and who reports to you.
- \* **Radio Etiquette:** if using a radio for the first time, check with an experienced volunteer first

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# 5. Registration

# Registration

**Photo ID:** You must show and carry a US government issued photo ID at all times. You may also be issued an incident badge.

## **Complete Registration Forms – Ask if you need help.**

- \* Volunteer Application
- \* Volunteer Code of Conduct
- \* Confidentiality Agreement
- \* FEMA Readiness Checklist
- \* Liability Waiver Forms
- \* CORI/SORI/VSOS:  
Criminal/Sexual  
Offenders Registry  
permission

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# 6. Credentialing

# Credentialing

- \* **Credentials:** We need to know that you have the credentials you claim, so we will check your registrations, certificates and licenses.
- \* **Assignments:** Until those background checks clear, please understand that you will be assigned to jobs that do not require any certifications/licenses.
- \* **Unaffiliated volunteers:** may be placed on a standby list or paired with at least 1 credentialed volunteer until cleared.



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# 7. Job Assignment

# Your Job Assignment

- \* We will try to match your skills with an appropriate job.
- \* We hope you will be flexible and willing to take the jobs that need doing right now.
- \* While you are waiting for an assignment, consider helping your neighbors to recover.
- \* You may be given a Volunteer Assignment Card (VAC) so that you and your supervisor have needed information.

**Keep the VAC Card with you at all times.**

# Job Action Sheets (JAS)

- \* If a job action sheet is available, you will receive it.
- \* Assignments can be unexpected and sometimes Job Action Sheets may not be available. In this case your supervisor will outline your job expectations.

Ask if you are not sure about the tasks you are being assigned.

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# 8. Debriefing, Demobilization, Retention and Recovery

# After a job is complete...

- \* Volunteers usually return to the Volunteer Reception Center for reassignment and/or debriefing and release.
- \* Sign out and return badges and all supplies/equipment.
- \* A VRC Volunteer Report outlining tasks and hours you worked may be available from us if your employer requests a volunteer verification document.

# Next Steps

## **Recovery**

After the immediate response is complete, there may be additional volunteer opportunities to help the community recover. Consider continuing to work for emergency management and recovery agencies.

## **Want to become Affiliated?**

Consider joining official volunteer agencies such as the Medical Reserve Corps or Community Emergency Response Teams. Unit leaders may contact you to learn of your interest.

**If you are interested in becoming affiliated, ask.**

# Questions?

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

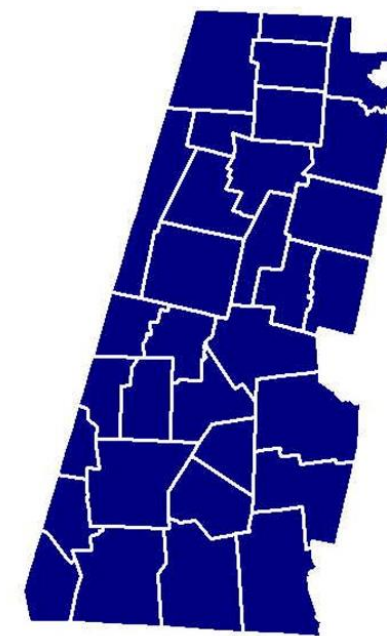
***Volunteer!***

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# Questions?

For copies of training materials and handouts

[www.wrhsac.org](http://www.wrhsac.org) – Preparedness Projects

For more Information on preparing for emergencies:

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

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

[www.mass.gov/MEMA](http://www.mass.gov/MEMA)

[www.ready.gov](http://www.ready.gov)

