

## After the Disaster

### Volunteer Assistance with Disaster Management

Volunteers can be effectively involved in ways that help with the management of the incident.

#### **Operations of the Emergency Management Center (EOC);**

- Serve as the Volunteer Function Coordinator at the EOC: manage volunteers helping at the EOC; take calls related to volunteer offers of help; provide input into the need to open a Volunteer Reception Center; serve as the communications link between the EOC and a VRC
- Set-up the EOC facility or space for a press conference
- Check people in and out of the EOC
- Help scribe or serve as an assistant to members of the EOC management team
- Be a runner to carry communications inside and outside if needed
- Help with food, coffee, other refreshments
- Answer phones and make inquiries/calls as instructed
- Disperse information and help with social media (give clear instructions as to what to say and what not to say)
- Monitor all types of media to be aware of what messages are being circulated

**Volunteers can manage a Volunteer Reception Center (VRC) when emergency management determines the need to manage local, traditional and spontaneous volunteers.**

## Volunteer Reception Centers (VRC)

### A Disaster Occurs. Putting the plan into motion.

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*The Volunteer Reception Center registers, screens, and places Spontaneous Volunteers in available opportunities in times of disaster*

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Volunteer Reception Centers (VRC) are opened only when local emergency management feels it is necessary to do so. Typically, VRCs are opened within 48 hours after a disaster (as long as the roads are safe to travel). VRCs operate daily, during daylight hours, until spontaneous volunteers become affiliated with organizations and emergency management determines a date to close.

The aim of a VRC is to connect spontaneous volunteers with requesting agencies. This is done by registering and interviewing potential volunteers, assigning them to a volunteer opportunity that meets their needs and skills, providing safety training, and issuing volunteer identification.

**Extensive planning is required** to identify possible locations and staff, likely volunteer roles at requesting agencies and developing Memorandum of Understanding (MOUs) between the many stakeholders, in advance.

**The decision to set up a VRC should be made by the local or state government** and is carried out by the organization previously identified as responsible for VRCs.

Individuals and organizations should NOT self-deploy and make an independent decision to establish VRCs.

**Effectively documenting volunteers' activities** is crucial for FEMA reimbursement and risk management.

Train a group of local volunteers to manage a VRC by facilitating a VRC Simulation Exercise!

## VRC Exercise - Simulation

A VRC Simulation is an effective way to prepare individuals and organizations for spontaneous volunteers in disaster response.

### VRC Exercise, Setup, Briefing and Play

#### Exercise set-up (before participants arrive)

- Arrange VRC Station tables and chairs for smooth flow of people through separate entrance and exit if available
- Distribute pre-packaged envelopes of materials needed at each Station
- Tape signs on walls over the VRC Stations
- Tape Job Descriptions to tables at each Station
- Place a hat or flag (to summon Runners) at each Station
- Tape portable whiteboard (laminated 3'x8' sheet of poster paper) on a wall. (Masking tape is safest.)
- Write some of your volunteer requests (in alternating colors) on the whiteboard. File those request forms in the "Open Requests" file. This gets the play started more quickly. New requests are added as old ones are completed.

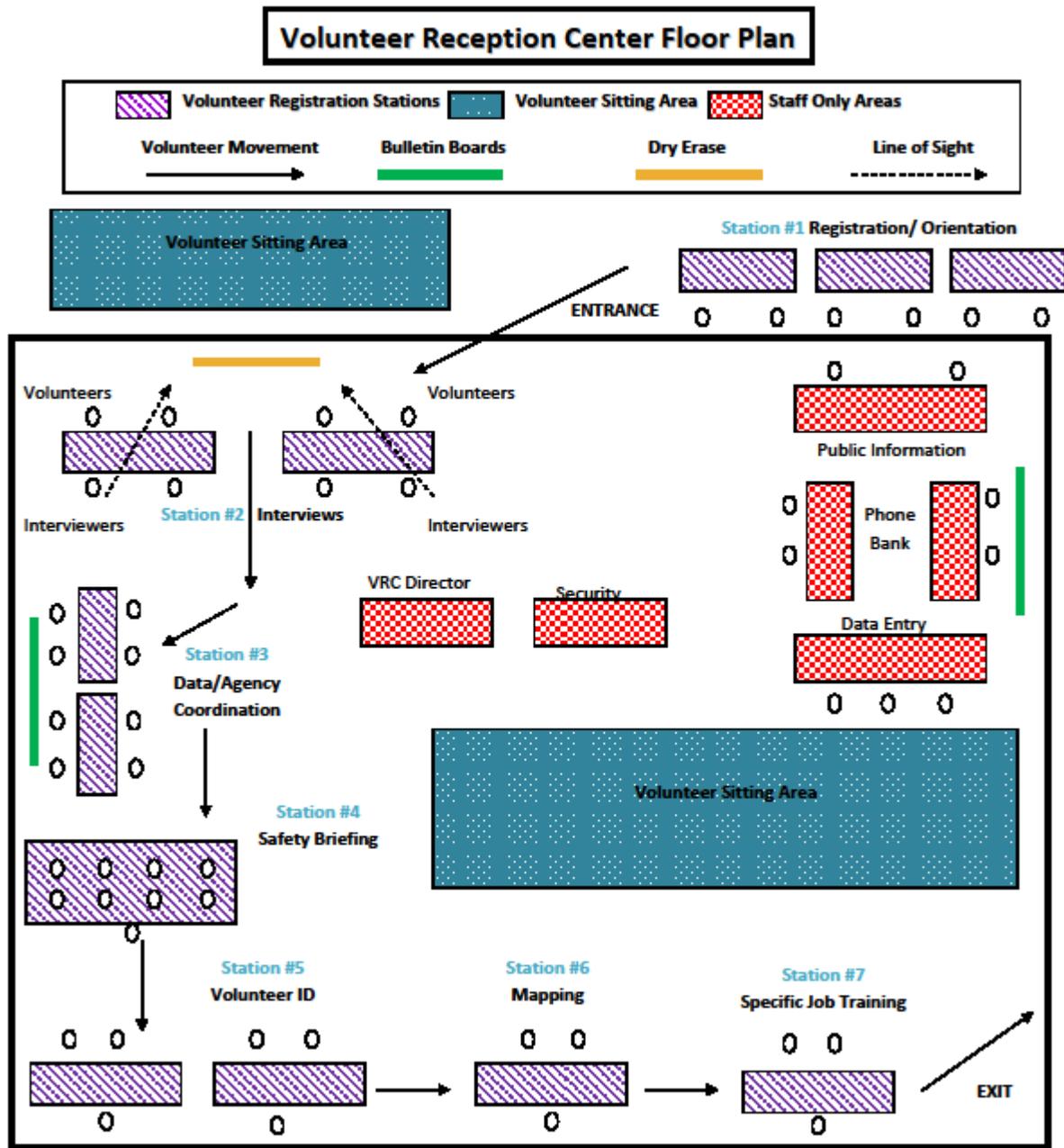
#### Briefing

- As participants arrive, ask them to fill up the chairs at the Stations first, then those in the middle of the room. Ask those at the Stations to read the Job Descriptions taped there.
- Pass out disaster scenario sheets and Station badges
- Explain the premise of this training: Disaster volunteers will come to help, whether you have planned for them or not. Hundreds or thousands of unaffiliated (and unplanned for) volunteers will hinder rather than help the traditional response agencies.
- Discuss who will/could operate a Volunteer Reception Center, if one is needed locally.
- Review signs and ask someone seated at each VRC station to explain what happens at their station.
- Discuss the need for accurate record keeping. (Liability, proof that safety and job training were provided, and local match for FEMA reimbursement)
- Explain why the VRC doesn't do background checks on volunteers and that such checks are the responsibility of the receiving agency.
- Pass out volunteer registration forms. Ask each person to fill out one with their real-life information, and a second for a new persona (be creative!) with new skills. (You may or may not want people to go around twice. Extra discussion time might be more valuable.)

#### Begin the role play exercise

- Begin processing volunteers, watching to be sure Runners respond as needed.
- To keep the play moving smoothly, VRC Director should respond quickly to raised hands, confused expressions and any signs of frustration in your participants. (Someone else with experience could help as a facilitator.)
- If a question pertains to only that one Station, such as clarification of the Job Description, try to answer it on the spot.
- For questions that seem to involve more than one Station, say something like "That is a valid question and a very important point. Could you please bring it up again when we stop the play to discuss some of these issues?"
- Pause the play once or twice as needed. Encourage participants to ask their questions, voice concerns, etc. (Often the problems are caused by forms not being completed properly.) Ask participants to suggest solutions and engage the group in solving the problems. (Some suggestions will be impractical for reasons beyond participants' knowledge.)
- Stop play 15-20 minutes before the scheduled end of your training. Lead a discussion of the Post Exercise Questions if they are appropriate to your trainees. Answer participant questions.
- Discuss the importance of consistency in VRC plans throughout the state or region to facilitate mutual support.

# VRC Setup Map



A complete Volunteer Reception Center Manual can be found at [http://www.bigbendcoad.org/uploads/3/1/7/4/3174850/vrc\\_manual\\_2012doc.pdf](http://www.bigbendcoad.org/uploads/3/1/7/4/3174850/vrc_manual_2012doc.pdf)

## VRC Supplies and Equipment

### Volunteer Reception Center Supplies & Equipment

The following items are recommended for the Coordinating Agency's "GO BOX." Quantities listed here are the minimum to set up and operate the VRC initially. Additional materials will need to be available as replacements if the VRC will be in operation for more than a day or two. Depending upon the magnitude of the event, the VRC Coordinator should arrange for the purchase of additional supplies. Note that this list does NOT include food service for staff and volunteers.

#### Office Supplies

Water-based markers  
 Pens (3 boxes of 12)  
 Highlighter (3)  
 Pencils (3 boxes, sharpened)  
 Copy paper (2 reams)  
 Flip Chart pad & easel  
 3 x 5 index cards & file box  
 12 file folders, labels  
 4 hanging file folders, labels  
 3 milk crates  
 Push pins (pack of 100)  
 Clipboards (minimum 5)  
 Stapler, staples  
 Masking tape  
 Clear tape  
 Staff name tags  
 Post-its (pack of 10)  
 #10 envelopes  
 3-ring binders (3), 3-hole punch  
 Scissors  
 Pencil sharpener (manual)  
 Paper clips (box 100)  
 200 hospital ID bracelets  
 ID permanent markers  
 24 runner signal flags  
 2 bulletin boards  
 VRC staff "uniform"  
 (eg: neck scarves, armbands, caps)

#### Forms

Volunteer instructions (25 x 4)  
 VRC Volunteer Registration forms (100)  
 VRC Request for Volunteers forms (100)  
 Volunteer referral forms (3-part; color coded)  
 Staff & volunteer sign-in forms  
 Expense forms  
 Oath & Waiver forms (if required)  
 Orientation attendance  
 Safety briefing forms

#### Lists, maps, contact information

VRC Floor schematic  
 City, county maps  
 Emergency cell phone, email lists  
 VRC job descriptions

#### Equipment

Laptop, printer, software, database access  
 VRC Signage, poles  
 2 large dry-erase white boards, stands  
 Battery operated radio, batteries  
 Battery operated clock  
 Digital camera, batteries  
 Phone system (rollover w/extra lines)  
 Coffee urn, cups, coffee, supplies  
 Large ice chest  
 Flashlights, batteries  
 Bottled water  
 Paper towels  
 Toilet paper

## Volunteer Reception Center Flow Description

1. Volunteers enter volunteer reception center.
2. Volunteer completes registration and liability waiver form at the registration/greeter table.
3. Volunteer obtains identification from volunteer identification table.
4. Volunteer participates in safety briefing.
5. Volunteer is assigned a team and job at the job assignment table.
6. Volunteer obtains equipment at the logistics table.
7. Volunteer exits reception center and proceeds to job site as directed.
8. Volunteer completes assigned job.
9. Volunteer returns to volunteer reception center.
10. Volunteer signs out at volunteer reception center.

## VRC Position Descriptions

This section contains the “training and exercise” version of the position descriptions for the various staff roles of the Volunteer Reception Center. The descriptions represent the functions that will actually be done during a VRC exercise. The remaining functions must be done in a real disaster VRC, but are not practical to do in an exercise.

It is helpful to tape the position descriptions to the appropriate tables and allow trainees to read and become familiar with their roles prior to starting the exercise. Asking them to describe for the rest of the participants what will happen at their station gives them an opportunity to confirm their understanding and to ask questions.

## VRC Director

**Your job is to oversee the operation of the Volunteer Reception Center. You will:**

- 0 Clearly designate one entrance and one exit
- 0 Set up the room for efficient flow of volunteers and information
- 0 Brief and assign tasks to staff and volunteers of the center
- 0 Monitor the operation and make staffing changes when necessary
- 0 Maintain all records of safety and job training provided to volunteers, and hours worked in the VRC by employees and volunteers
- 0 Turn all records in to the County Budget Department weekly or at end of the activation

You should meet and thank all volunteers who help in the VRC and instruct them to sign in and out on the Volunteer Sign-in / Sign-out Record daily. Instruct paid staff to sign in on the Employee Sign-in / Sign-out Record daily. In a fast-paced disaster response, both paid and volunteer staff will need regular reminders to sign in and out.

**Items needed:**

- 0 ID badge
- 0 Tables and chairs (see sample room layout for details)
- 0 “Go Box” containing office supplies and forms to stock your VRC for the first 2-3 days
- 0 Items on the Supplies and Equipment list

## VRC Greeters

### (Station #1 Registration)

Ideally, you will be working with a partner, orienting volunteers inside and outside the volunteer entrance.

Your job is to greet people with a friendly and firm demeanor, determine the purpose of their visit and direct them accordingly.

- If they are there to volunteer, thank them, give them a “Volunteer Instructions” sheet and ask them to fill out a registration form. When the form is completed, direct them to the next available interviewer at Station #2.
- If they are media personnel, direct them to the Public Information Officer.
- If they are disaster survivors needing assistance, refer them to the appropriate relief organization and, if appropriate, the FEMA registration process.
- If they are bringing cleaning supplies, nonperishable food, etc., to donate, refer them to an agency that is accepting donated goods.

If there is a long wait, some volunteers may not understand the reason and may become impatient. **Please thank everyone for volunteering**, briefly explain the process and ask everyone to be patient or, if they prefer, to come back later.

#### Items needed:

- ID badges
- Sign (Station #1 Registration)
- Table or clipboards and chairs for volunteers to use for filling out their forms
- Supply of “Volunteer Instructions” handouts
- Supply of Disaster Volunteer Registration Forms
- Pens
- Flag or hat to summon runners

## VRC Interviewers

### (Station #2 Interviews)

Your job is to do a quick interview of the prospective volunteer and refer him/her to a job at an agency appropriate to his abilities and interests. Requests for volunteers will be posted on a board in front of you (behind the volunteers being interviewed) and will be erased as the needs are filled. If the VRC has a computer system, you might also receive a printed list of the current needs.

When a new volunteer approaches, ask for his/her registration form. With the volunteer, verify its completeness and accuracy, and use it as a guide from which to inquire more about the volunteer's skills. At the conclusion of the interview, keep his registration form. When the volunteer accepts an assignment, complete a Referral form, filling in all information requested, sign or initial it and give it to the volunteer and instruct him to report to Data Coordination (Station #3).

Before you signal the Greeter that you are ready for another interview, take a minute to jot down in the "Notes" section anything about the volunteer you feel is important and that the volunteer did not include on his registration form (a special skill, an obvious physical limitation, etc.) If your center decides to use the blind field labeled "Office Use Only\*," check the appropriate box. Place his registration form in the file.

#### Key points to remember are:

- Disaster registration differs from a "normal" volunteer intake – there is less time to try to fit each volunteer into an ideal assignment.
- Refer the volunteer on the spot if possible – it may be impossible to contact him later. If the volunteer has special training or unusual skills that you think might be needed soon, ask him to wait in the sitting area and to check the volunteer request board for new requests for their specialized skills.
- Be sure to watch for volunteers who would work well in the Volunteer Reception Center. (It may seem self-serving, but if the VRC has sufficient staff and works effectively, the community will benefit!)
- It is likely that some volunteers will exhibit the stress of the disaster – they may be survivors themselves. An extra measure of patience and understanding is needed.
- **You may be called upon to train new volunteers to assist with the interviewing.**

*\*The VRC Director should determine appropriate use of the "Office Use Only" field. It is intended to provide a customizable "blind" field in which special information can be noted about volunteers. If, for future referral of that volunteer, it would be helpful to know his general level of ability to work independently, boxes 1-5 could be coded: **1.** Learns quickly, able to supervise the activities of others; **2.** Would work well independently, good decision making skills; **3.** Needs some supervision and assistance with decision making; **4.** Needs close or constant supervision; and **5.** Has a mental, physical or emotional limitation to consider in making a referral.*

**Items needed:**

- 0 An ID badge for each interviewer
- 0 2-3 tables and 8-12 chairs (see floor plan)
- 0 Sign (Station #2 Interviews)
- 0 Supply of Referral forms
- 0 Flag or hat to summon runners
- 0 Pens
- 0 File for maintaining Volunteer Registration Forms in alphabetical order

## VRC Data/Agency Coordinator

### (Station #3 Data/Agency Coordination)

When a volunteer brings you his Referral form, pull the corresponding Request for Volunteers form from the file. Enter his name and the date of the referral on the bottom of the Request form. Place your initials in the appropriate box on his Referral form. Direct the volunteer to Station #4 for a Safety Briefing.

As you have time, call the agency contact to let him know who or how many volunteers have been referred. Confirm with the agency contact whether you should continue referring volunteers or close out the Request.

When a Request has been filled, raise your flag or put on the hat to call a runner and ask him to confirm that the request has been removed from the board.

Enter the date and reason the request was closed (completed, no longer needed, etc.) at the bottom of the Request form. If your Requests for Volunteers have been entered into a database, be sure to enter the date and reason the Request was closed as soon as possible. Place open Requests in one file and closed Requests in the other, alphabetically by agency.

You may have to call an agency contact to clarify the agency's Request. When you speak with an agency contact, record the information on the Request form in the section called "Follow-up Contacts with Requesting Agency."

#### Items needed:

- An ID Badge for each staff member
- Sign (Station #3 Agency / Data Coordination)
- Two tables and four chairs
- Phone
- Two sets of files – one for open Requests for Volunteers and one for closed out Requests
- Pens
- Computer, if available, networked to the computers at the Phone Bank station
- Flag or hat to summon runners

## VRC Phone Bank Staff

You will be handling two types of calls, those from agencies requesting volunteers and those from people wanting to volunteer. The information you record about each call must be complete and in sufficient detail to facilitate matching volunteers to the needs. DO take control of each call immediately. It is much more efficient to ask the questions in the order in which they appear on the form. (If the caller takes control you will find yourself scribbling in the margins and will not get all the required information.)

When an agency calls to request volunteers, fill out a Request for Volunteers form while you are speaking with the agency caller. If there is a computer available for entering the request into a database, Data Entry staff should enter the need as soon as possible, or could enter the data directly while speaking to the caller.

Next, call a runner by raising the flag at your station. Ask the Runner to post the volunteer request on the board in view of the Interviewers (Station #2) and then to give the Request for Volunteers form to the Data Coordinator (Station #3).

When people call to volunteer, thank them and give them the following registration options: (This will need to be edited to reflect the system being used.)

- They may register in person at the VRC, and will be given instructions when they arrive.
- They may register on-line, and will be e-mailed regarding possible assignments and given further instructions. If the caller represents a group that wishes to volunteer together, ask him to be patient while you determine where they can be of most help. It might take one day or several to match a volunteer with a need, especially if he is coming from out of town.
- When a match (a position) is found for that volunteer, e-mail or call him back. Ask him to print the registration form he completed on-line and schedule a time for him to come to the VRC to turn in his signed registration form and complete the registration process.

### Items needed:

- An ID Badge for each staff member
- Sign (Phone Bank)
- Supply of Request for Volunteers forms
- Flag or hat to summon a runner
- Two tables and four chairs
- Phones
- Pens

## VRC Data Entry

(Edit as needed to reflect the system being used.)

Your job is to enter the information from the Volunteer Registration and Request for Volunteers forms into the database so that an accurate record can be maintained of who participated in the recovery effort, what kinds of work they did and when it was performed.

After the initial influx of volunteers has subsided, you may have time to begin entering the referrals recorded on the Request for Volunteers forms and to close out the completed Requests. As needed by VRC staff, print updated lists of the unfilled Requests and ask a Runner to distribute copies to Phone Bank staff, Data Coordination, Interviewers and, if requested, the VRC Director.

Even if you are familiar with the software being used by the VRC, please ask for a brief orientation before beginning your first shift. Accuracy is more important than speed. The information you enter will be used to document the number of agencies and volunteers participating in the relief effort and the number of hours served.

If you have difficulty using the computer, please ask for help immediately. Do not attempt to fix the problem yourself.

### **Items needed:**

- 0 An ID Badge
- 0 One table and two chairs
- 0 Printer
- 0 Pens
- 0 Flag
- 0 One or more computers (multiple computers should be networked to provide all users access to information on the status of volunteer requests and the availability of volunteers.)

## VRC Safety Trainers

### (Station #4 Safety Briefing)

Your job is to brief all new volunteers on what to expect at their job sites, how to be safe while volunteering and how to take good care of themselves after their experience. When a small group has gathered, thank the volunteers for offering to help. Pass around a clipboard with an attendance sheet and check to be sure that all participants have signed it.

Read the entire Safety Training sheet slowly, emphasizing the importance of following supervisors' instructions at the worksite. Encourage everyone to attend a debriefing, if available, at the end of their shift. Ask if there are any questions. If a question arises to which you do not know the answer, put on the hat to summon a runner. Ask the runner to summon the VRC Director or other VRC staff to answer the question. At the conclusion of the briefing, direct volunteers to Station #5 Volunteer ID.

Attach a copy of the safety briefing script/handout to the attendance sheet for each class, file them in the folder and turn them in to the VRC Director daily.

Maintenance of these records is important to help protect the Volunteer Reception Center, voluntary agencies and emergency management officials from liability, should a volunteer be injured on the job.

#### **Items needed:**

- An ID Badge
- Sign (Station #4 Safety Training)
- Flag or hat to summon runners
- Clipboard with attendance sheets
- Pen
- Stapler
- List of additional training required by specific worksites, training locations and instructors
- 10 or more chairs, preferably in a semi-circle so everyone is facing the Safety Trainer
- A supply of Safety Training handouts

## VRC Volunteer ID Staff

### (Station #5 Volunteer ID)

(Edit as necessary to reflect the identification procedures being used.)

Thank all volunteers for coming out and ask to see their Referral forms. Clearly write on an ID wristband the name of the volunteer, dates he/she will be working, and the name of the agency to which the volunteer was referred, as shown on their Referral form. Place the ID wristband securely on the volunteer's wrist.

Explain to the volunteers that the ID will be "good" only for the date(s) written on the band. Authorities may not permit them to enter any of the disaster-impacted areas on any other day, without a current ID wristband. If volunteers plan to work more than one day, you may write the beginning and ending dates of their service.

Some volunteers will be required to take additional training for their particular assignment. When your briefing is concluded, direct those volunteers to where job training is being provided. Direct all others to the exit or to transportation to their work sites if available.

For this exercise, please ask participants to take a seat in the sitting area in the middle of the room. They may trade places with a VRC staff member as time allows.

If you need assistance, please raise your flag or put on the hat to summon a Runner.

#### Items needed:

- 0 ID Badges
- 0 Two tables and four chairs
- 0 Sign (Station #4 Volunteer I.D. Tags)
- 0 Supply of volunteer ID wristbands
- 0 Fine point indelible markers
- 0 Scissors
- 0 Flag or hat to summon runners

## VRC maps ID Staff

### (Station #6 Maps)

Thank all volunteers for offering to help and ask to see their Referral Forms. Using a street map, show volunteers where their work assignment is located. Smaller strip maps may also be drawn and printed to hand out to volunteers.

If there is a phone at the Maps Station, you may provide that phone number in case the volunteer gets lost. Remind them that they also have contact information for the agency or work site to which they were referred.

Some volunteers will be required to take additional training for their particular assignment. Direct those volunteers to where job training is being provided. Direct all others to the exit or to transportation to their work sites if available.

If you need assistance, please raise your flag or put on the hat to summon a Runner.

#### **Items needed:**

- 0 ID Badges
- 0 Two tables and four chairs
- 0 Sign (Station #6 Maps)
- 0 Supply of strip maps to various worksites or agencies
- 0 Pens or markers
- 0 Flag or hat to summon runners

## VRC Runners

Your job is to carry information from one station to another within the VRC. When a station needs you to pick up forms, restock their supplies or escort a volunteer from one place to another, they will signal you by raising a flag or putting on a hat at their station.

Please watch carefully for this signal and respond promptly, in order to keep the information and volunteers moving smoothly through the registration and referral process.

One Runner should be stationed at the board on which Requests for Volunteers are posted. As a volunteer is referred, place a tally mark or otherwise indicate next to that request the number of volunteers referred. This prevents referring too many volunteers to a request.

Runners posting new Requests for Volunteers on the board, should use only the markers provided and write neatly and large enough so that the interviewers can see the requests clearly. After posting the request on the board, give the Request form to the Data Coordinator (Station #3).

### Items needed:

- An ID Badge
- Dry erase marker or water-soluble marker  
(Dry erase markers should not be used on a laminated “portable white board.”)
- Dry eraser or damp sponges

## Roles for Volunteers

### Participating in Volunteer Reception Center Simulation/Exercise

Ask some of your volunteers to role play, pretending to be in distress for a variety of reasons. All of these situations have actually happened at Volunteer Reception Centers, so it will be interesting to see how your VRC “staff” responds....

Cut these into strips and distribute to volunteers before they enter the exercise:

- You are a young, single mother who wants to help but you need to bring your 5 year old daughter with you.
- You represent the Disasterville Doggies, a 5 member local country western band that wants to help. The rest of the band is waiting outside.
- You are an adult leader of a Girl Scout troop that is eager to help. You have 5 girls, ages 11-14, with one adult and one college student leader.
- You are a company executive who has 12 employees with a variety of office skills (clerical, computer, customer service) who can help. You tried calling the Red Cross but could not get through to anyone on the phone.
- You represent a group of 8 nuns in a van with chainsaws ready to go.
- You are a young woman who says her employer, a pizza restaurant, had to close because of the disaster. You came to the VRC on a bicycle.
- You are a couple in their 40’s who will do anything to help. One of you is a human resources specialist and the other is a teacher.
- You are a brawny guy with a pick-up truck that insists on being given the name of a place to help. There is no way you are going to wait to be interviewed.
- You are an elderly woman who walks with a cane and refuses to leave until given a job to do.

- You represent a group of 15 people from a church who are concerned about people who have lost power and are dependent on medical equipment. You want to do something but you don't know who to contact.
- You are a disaster victim. You have already tried to talk to FEMA and the Red Cross and you want assistance NOW since no one has helped you at other places.
- You only speak Spanish.
- You are a reporter for the local ABC affiliate. You've come to find out what is going on at the VRC and you're on a tight deadline for this evening's news.
- You just got stung by a wasp outside the VRC and you're allergic to stings.
- You're stressed out about all of the damage to your house and you've been drinking....that is quite obvious.
- You want to convert everyone in the VRC to your religion. Talk to everyone about your concern for their salvation.
- You are blind and want to volunteer today.
- You are a truck driver who has 25 pallets of frozen chicken breasts that were donated by a grocery store 100 miles away. You've been all over town trying to deliver them to people in need. You're tired, frustrated, and determined to unload the chicken at the VRC. You will not take "no" for an answer.
- You are not literate. Ask for the forms to be read to you and for someone to complete the registration form for you.
- You have your handgun with you and fully intend to take it with you into the disaster area for your own protection. Mention this in your interview.
- You are only interested in rescuing puppies and refuse to be involved in any other volunteer activity today. Be insistent.

## Sample VRC Volunteer Registration Form

### DISASTER VOLUNTEER REGISTRATION FORM

(Please print clearly. Submit at Volunteer Reception Center or email/fax (see reverse))

Mr. \_\_\_ Mrs. \_\_\_ Ms. \_\_\_ Name \_\_\_\_\_ Birth Date \_\_\_\_\_ Day Phone \_\_\_\_\_  
 E-mail address \_\_\_\_\_ Evening Phone \_\_\_\_\_  
 Home Address \_\_\_\_\_ City \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_  
 Emergency Contact \_\_\_\_\_ Relationship \_\_\_\_\_ Emergency Phone \_\_\_\_\_  
 Your Occupation \_\_\_\_\_ Employer \_\_\_\_\_  
 Business Address \_\_\_\_\_ City \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_  
 Are you a year-round resident? \_\_\_ Yes \_\_\_ No Months you are available \_\_\_\_\_  
 If you have any health limitations, please explain \_\_\_\_\_  
 I am willing to volunteer in: \_\_\_ this county \_\_\_ a neighboring county \_\_\_ anywhere in the state \_\_\_ anywhere in the U.S.  
 Are you currently affiliated with a disaster relief agency? If yes, name of agency: \_\_\_\_\_  
 Special skills and/or vocational/disaster training: \_\_\_\_\_

**SKILLS: Please check all that apply.**

<p><b>MEDICAL</b></p> <p>___ Doctor – Specialty: _____</p> <p>___ Nurse – Specialty: _____</p> <p>___ Emergency medical cert.</p> <p>___ Mental health counseling</p> <p>___ Veterinarian</p> <p>___ Veterinary technician</p> <p><b>COMMUNICATIONS</b></p> <p>___ CB / ham operator</p> <p>___ Hotline operator</p> <p>___ Cell phone # _____</p> <p>___ Satellite phone # _____</p> <p>___ Public relations</p> <p>___ Web page design</p> <p>___ Public speaker</p> <p>Language other than English:</p> <p>___ French</p> <p>___ German</p> <p>___ Italian</p> <p>___ Spanish</p> <p>___ Russian</p> <p>___ Creole</p> <p>___ _____</p> <p>___ _____</p>	<p><b>OFFICE SUPPORT</b></p> <p>___ Clerical – filing, copying</p> <p>___ Data entry – Software: _____</p> <p>___ Phone receptionist</p> <p><b>SERVICES</b></p> <p>___ Food</p> <p>___ Assistance to elderly.</p> <p>___ Child care</p> <p>___ Spiritual counseling</p> <p>___ Social work</p> <p>___ Search and rescue</p> <p>___ Auto repair/towing</p> <p>___ Traffic control</p> <p>___ Crime watch</p> <p>___ Animal rescue</p> <p>___ Animal care</p> <p>___ Runner</p> <p>___ Functional needs support _____</p> <p><b>STRUCTURAL</b></p> <p>___ Damage assessment</p> <p>___ Metal construction</p> <p>___ Wood construction</p> <p>___ Block construction</p> <p style="padding-left: 20px;">Cert. # _____</p> <p>___ Plumbing</p> <p style="padding-left: 20px;">Cert. # _____</p> <p>___ Electrical</p> <p style="padding-left: 20px;">Cert. # _____</p> <p>___ Roofing</p> <p style="padding-left: 20px;">Cert. # _____</p>	<p><b>TRANSPORTATION</b></p> <p>___ Car</p> <p>___ Mini van</p> <p>___ Maxi-van, capacity _____</p> <p>___ ATV</p> <p>___ Own off-road veh/4wd</p> <p>___ Own truck, description: _____</p> <p>___ Own boat, capacity _____</p> <p style="padding-left: 20px;">Type: _____</p> <p>___ Commercial driver</p> <p style="padding-left: 40px;">Class &amp; license #: _____</p> <p>___ Camper/RV, capacity _____ &amp;</p> <p style="padding-left: 20px;">type: _____</p> <p>___ Wheelchair transport</p> <p><b>LABOR</b></p> <p>___ Loading/shipping</p> <p>___ Sorting/packing</p> <p>___ Clean-up</p> <p>___ Operate equipment –</p> <p style="padding-left: 40px;">Types: _____</p> <p>___ Have experience supervising others</p> <p><b>EQUIPMENT</b></p> <p>___ Chainsaw</p> <p>___ Backhoe</p> <p>___ Generator</p> <p>___ Other: _____</p>
<p>Office Use Only</p> <p>1 <input type="checkbox"/>    2 <input type="checkbox"/>    3 <input type="checkbox"/>    4 <input type="checkbox"/>    5 <input type="checkbox"/></p>		

### Disaster Volunteer Registration Form (Side two)

#### Release of Liability Statement

I, for myself and my heirs, executors, administrators and assigns, hereby release, indemnify and hold harmless [Coordinating Agency, local governments, State of \_\_\_\_\_, the organizers, sponsors and supervisors of all disaster preparedness, response and recovery activities (check with local Risk Management and Emergency Management Departments re who should be included)] from all liability for any and all risk of damage or bodily injury or death that may occur to me (including any injury caused by negligence), in connection with any volunteer disaster effort in which I participate. I likewise hold harmless from liability any person transporting me to or from any disaster relief activity. In addition, disaster relief officials have permission to utilize any photographs or videos taken of me for publicity or training purposes. I will abide by all safety instructions and information provided to me during disaster relief efforts.

Further, I expressly agree that this release, waiver, and indemnity agreement is intended to be as broad and inclusive as permitted by the State of \_\_\_\_\_, and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

I have no known physical or mental condition that would impair my capability to participate fully, as intended or expected of me.

I have carefully read the foregoing release and indemnification and understand the contents thereof and sign this release as my own free act.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Guardian, if under 18 \_\_\_\_\_ Date \_\_\_\_\_

**Volunteer's credentials were recorded as presented. Verification of credentials and any background check required are the responsibility of the receiving agency.**

**This volunteer was referred to the following agencies:**

Date	Need #	Agency	Contact Name	Contact's phone #

**Return this completed form to:**  
(Add Coordinating Agency name, address, email address and fax number here)

Notes:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## VRC Request for Volunteers

### REQUEST FOR VOLUNTEERS

(Complete one form for each job description.)

Event name/# \_\_\_\_\_ Today's Date: \_\_\_\_\_ Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Title of Volunteer Position: \_\_\_\_\_

Agency Name: \_\_\_\_\_ Agency Contact: \_\_\_\_\_

Agency Address: \_\_\_\_\_ Phone: \_\_\_\_\_ Ext: \_\_\_\_\_

Duties: \_\_\_\_\_

Volunteers must be physically able to: \_\_\_\_\_

Number Needed: \_\_\_\_\_ Dates/Hrs Needed: \_\_\_\_\_

For this position, volunteers must be at least \_\_\_\_ years of age.

#### Skills Needed

Description	Description

#### Follow-up Contacts with Requesting Agency / Clarification of Need

Date	COMMENTS

#### Volunteers Referred

Name	Date	Name	Date

Request closed on \_\_\_/\_\_\_/\_\_\_ Completed  No placements possible  No longer needed

## Instructions for Volunteers

1. **Reception Area:** Please fill out a registration form and proceed as directed to an Interviewer at Station #2.
2. **Interview Area:** Interviewer will take your Registration Form, talk with you about your skills and refer you to an agency needing your help. Next take your Referral form to Station #3.
3. **Data Coordination Area:** Coordinator will record and initial your Referral Form and, if possible, notify the agency to expect you. Take your Referral form to the Safety Briefing area at Station #4.
4. **Safety Briefing Area:** You will be given special instruction about safety, security & transportation. Take your Referral form to ID area at Station #5.
5. **Identification Area:** You will receive an ID bracelet that will allow you to enter restricted areas during the days(s) written on ID. Continue to Station #6 - Maps.
6. **Maps Area:** Area maps are posted for viewing and strip maps to your destination may be available. If job training is available you will be directed to Station #7.
7. **Job Training:** Job training for your assignment may be available at the VRC. Some jobs may also require extra orientation or training that will be provided by the agency or worksite to which you are referred.

**Thank you for volunteering!**

# VRC Registered Volunteer

Date for Access:

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## Safety Briefing and Signature Sheet

Thank you for volunteering today!

1. If you will be working outside, dress for the weather. Boots may be helpful, as debris on the ground can be sharp and dangerous.
2. Bring work gloves, sunscreen, hat and any appropriate tools you have. You will be responsible for your tools.
3. Water may be available at your work site, but you are encouraged to bring a personal water container. It is important to drink lots of water while you work.
4. While working, you may have a higher than normal exposure to bacteria. When you take a break, wash thoroughly.
5. The work you will be doing may cause you stress, anxiety, fear or other strong emotions. You are providing a valuable service by volunteering today. Please understand that, by helping, we will not be able to undo the effects of this event. We are each just one person. All we can do is help in our own small ways to assist survivors into the recovery process. If you care for one lost animal, find one child's lost favorite toy, or hold the hand of one wheelchair bound senior in a shelter, you will have eased a little of the pain.

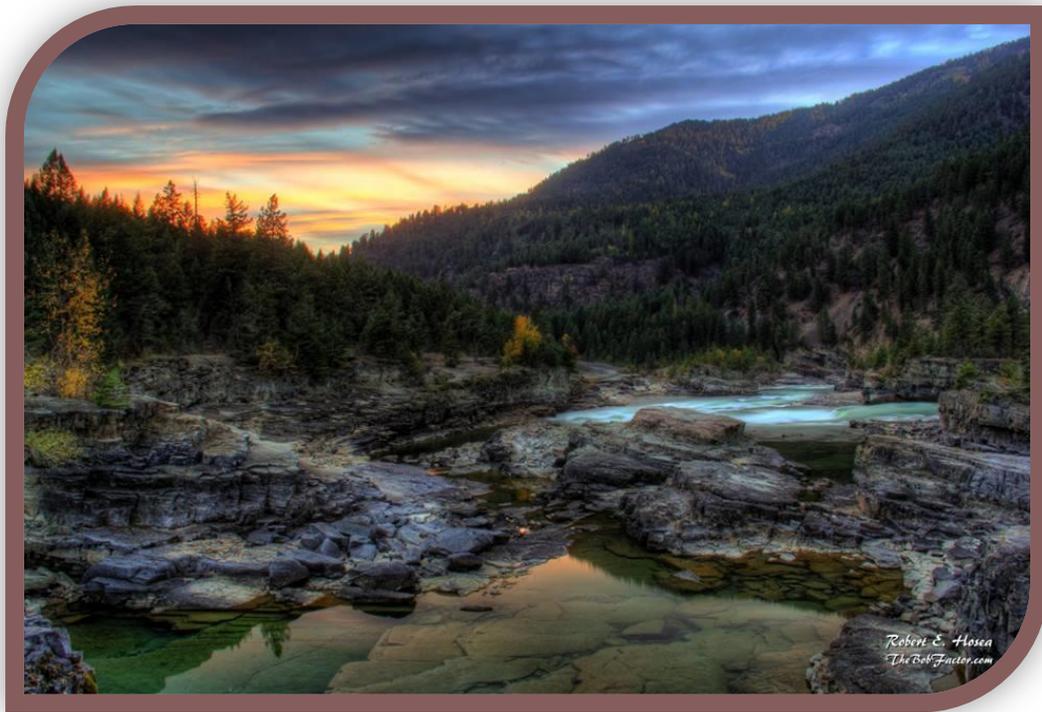
Do not feel guilty because you are not able to fix everything. Just work your shift, then go home to rest and eat well. Both will help to relieve the stress. **Be sure to attend any debriefing that may be conducted at the end of your shift.**

6. Older children can help with some kinds of disaster recovery work, but parents must sign a release of liability form for each child under the age of 18. Children should remain in school, if it is open. Older children may be able to participate with parents on weekends.
7. In case you are injured while volunteering and need medical care, you should plan on paying for that care. The agency with which you are volunteering *might* have a policy that will cover you while you volunteer for disaster relief. If you are volunteering under the direction of a government entity, you *might* be covered by their Workers Compensation policy. It's best to ask questions and not make any assumptions about health/accident coverage.
8. **Follow carefully any instructions given to you at your job site.**
9. **Please attend any debriefing activity provided at your worksite after your shift.**

Volunteer Florida, Revised 6-06



According to FEMA (Federal Emergency Management Agency):



*The time citizens and volunteer groups spend sandbagging, clearing debris from clogged drains, taking and logging calls, staffing warming centers, and many other duties may be an allowable reimbursement under the FEMA Public Assistance programs. **Volunteer efforts need to be organized and documented correctly.** Communities find a bright spot in a declared disaster recovery process: the tracking and documenting of volunteer worker efforts, generally called 'Donated Resources. This process can reimburse a community's share of matching funds required by FEMA Public Assistance Programs for declared disasters.*

*Once a presidential disaster declaration is issued and damages are documented, FEMA can provide up to a **75 percent cost reimbursement** for eligible projects. State and local entities then must come up with a 25 percent shared cost match.*

## Assembling Volunteer Information for County Reimbursement

### UNAFFILIATED VOLUNTEERS IN RESPONSE AND RECOVERY

## Assembling Volunteer Information for County Reimbursement

### Documentation for Reimbursement and Risk Management

Counties that kept accurate records of the hours and kinds of disaster relief work done by volunteers have been extremely successful in counting those contributions toward their match for FEMA reimbursement. Developing a system for recording and maintaining the needed information is the crucial first step to success. All county personnel who will be supervising volunteers should be trained on the importance of thoroughly documenting the hours and kinds of work done by volunteers.

#### Worksite supervisors should be instructed to:

1. Maintain a supply of volunteer sign-in sheets at each volunteer worksite.
2. Conduct a safety briefing as each group of volunteers arrives, regarding the specific hazards at the site. This step is critical to preventing injuries and minimizing the risks to the volunteers, the county, and the property on which the volunteers will be working.
3. Have all volunteers read the statement at the top of the sign-in sheet and sign in, recording their time of arrival and departure each day. (Review the statement with your Risk Management Department and

edit as necessary. Volunteers registered with the Volunteer Reception Center will already have signed a complete release of liability on their Disaster Volunteer Registration Form, but should sign the sign-in sheet each day, as well.)

4. At the end of each shift, turn in all volunteer sign-in sheets to a designated supervisor, who will turn them in to the county Budget Department.

*Strict adherence to these procedures will minimize the effects of any possible legal action taken against the Coordinating Agency or the county, should a volunteer be injured or inadvertently cause damage to property or to others.*

### Placing a Value on Work Done by Volunteers

All work that is eligible for FEMA reimbursement if done by county employees or contractors is also eligible when done by volunteers. Matching credit for volunteer contributions toward both direct and indirect costs will only be given by FEMA, however, if the county and its contractors have established a rate for each type of work completed.

The rate applied to each type of volunteer work should be the rate at which a county employee would be paid, including fringe benefits, for the same or similar work, or the customary rate for that work in the local labor market.

Contact your regional or state Department of Emergency Services to get more information.