

## **Range of Activities Assumed by Spontaneous Volunteers**

- Identifying special needs populations that require specialized assistance
- Working at phone banks in the emergency operations center, the volunteer center, or other locations to answer phones, provide information, or make referrals
- Coordinating and conducting public information and other outreach projects for local emergency management officials
- Working at shelters providing food, counseling, inventory (receiving, storage, and distribution), hygiene, victim assistance, and many other tasks.
- Checking the homes of special needs and other citizens to determine whether their houses and utilities were in a status that would allow them to safely return home
- Performing disaster damage surveys and needs assessments
- Distributing ice, food, water, bedding, clothes, and other supplies at distribution sites
- Assisting with community blood drives
- Sorting and organizing donations that arrive at warehouses
- Performing information management (data entry) for response workers, volunteer agencies
- Assisting community members in obtaining and filling out the necessary forms to receive recovery funding
- Helping to clean and remove debris from the houses of the elderly and other special needs populations that would otherwise be unable to do so
- Serving in church and other kitchens, feeding both survivors and responders
- Providing victim and responder counseling (if appropriately credentialed)
- Facilitating communications and other reunification services for victims at shelters
- Tracking and recording credentials of licensed volunteers (such as doctors, nurses, electricians, and heavy machinery operators)
- Providing childcare services
- Providing language translation for victims unable to speak English
- Helping members of the community to continue their social security benefits
- Assisting residents with insurance and other financial claims
- Assisting in the rescue and care of animals, both companion and livestock, affected by the disaster
- Providing clerical support for the responding organizations
- Working as drivers to transport people to work sites, deliver goods, or drive courier routes
- Working as runners, taking messages between agencies, work sites, and command centers when communications are unreliable or impossible
- Providing security at entrances and exits of work sites where security is vital to response and recovery operations
- Providing training to other volunteers