

Managing Spontaneous Volunteers in Times of Disaster



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Sponsors

CNCS

The Corporation for National and Community Service works to improve lives, strengthen communities, and foster civic engagement through service and volunteering.

HandsOn Network

Generated by the Points of Light Institute, HandsOn Network inspires, equips, and mobilizes people to take action that changes the world.



Facilitators

- Presenter name and info
- Presenter 2

Objectives

- Understand spontaneous volunteers
- Identify the fundamentals of volunteer management in disaster response setting
- Identify stakeholders in spontaneous volunteer management
- Learn and use the vocabulary and concepts of disaster and disaster management
- Understand the role of VOADs/COADs
- Recognize the importance of public messaging
- Understand the principles for managing donated goods
- Understand the various roles involved in staffing a Volunteer Reception Center

Disaster Basics



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Disaster Terminology

- Hazard
 - Source of potential harm
 - Defined by 3 types: natural, technological, terrorism
- Emergency
 - Onset of hazard, which happens every day in every community
- Disaster
 - A large magnitude emergency that exceeds the resources of the local community
- Risk
 - Likelihood of hazard combined with consequences
- Vulnerability
 - Propensity for damage from a disaster

Jeopardy!

- There are many of these every day in every community
Emergency
- There are 50 to 60 a year
Presidentially declared disaster
- There are three types: natural, technological and terrorism
Hazard
- This can be reduced by moving a building outside of a flood plain
Vulnerability
- This is the combination of likelihood and consequences
Risk

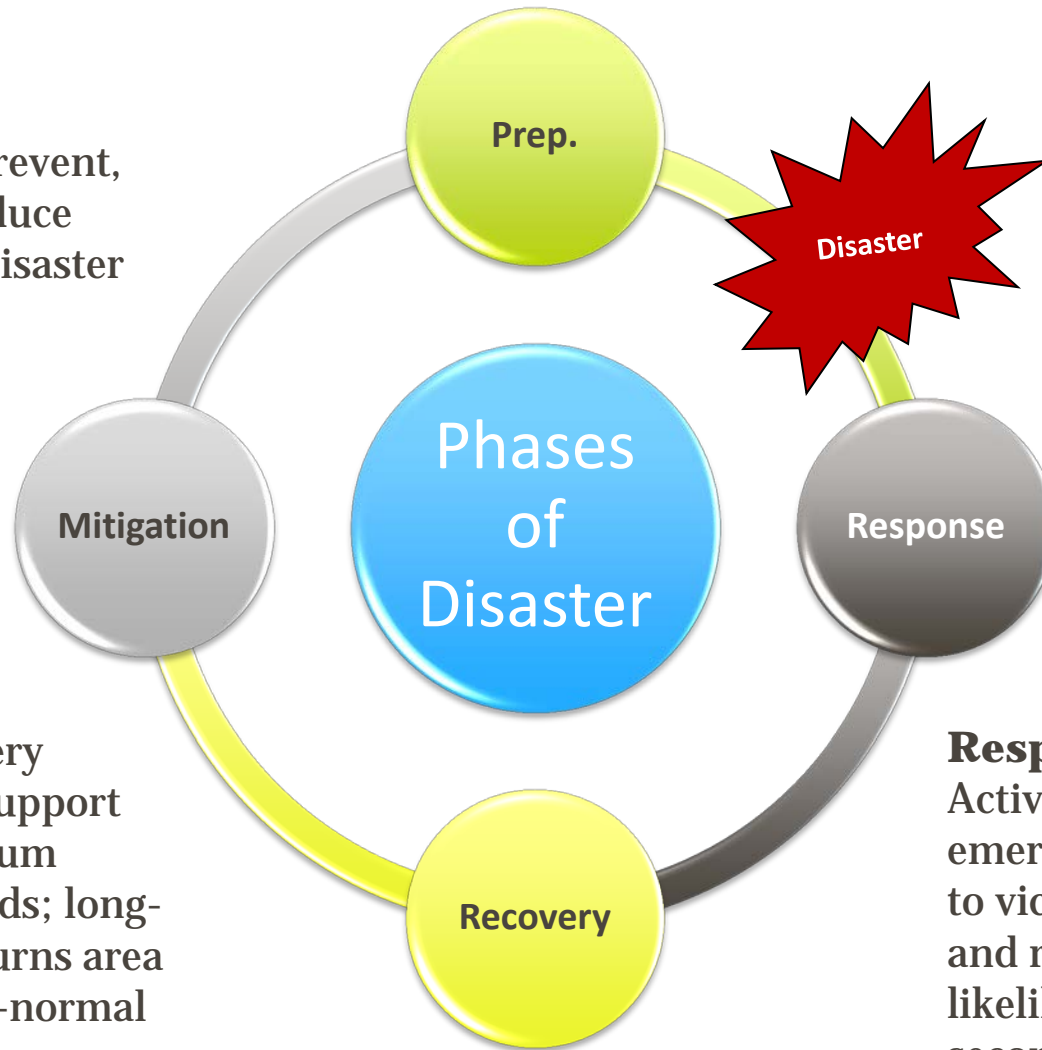
Four Phases of Disaster

Mitigation

Activities that prevent, eliminate, or reduce the effects of a disaster

Recovery

Short-term recovery returns vital life support systems to minimum operating standards; long-term recovery returns area to normal or near-normal conditions



Preparedness

Planning how to respond to a disaster and increasing resources available to respond effectively

Response

Activities to provide emergency assistance to victims of the event and reduce the likelihood of secondary damage

Which phase?

- Making a family communication plan Preparedness
- Building levees Mitigation
- Setting up a shelter Response
- Mucking out a flooded home Recovery
- Receiving disaster training Preparedness
- Securing a bookshelf to the wall Mitigation
- Building a disaster kit for your home Preparedness
- Clearing debris Recovery
- Sandbagging a rising river Mitigation
- Rebuilding a flooded school outside the flood plain Recovery and Mitigation

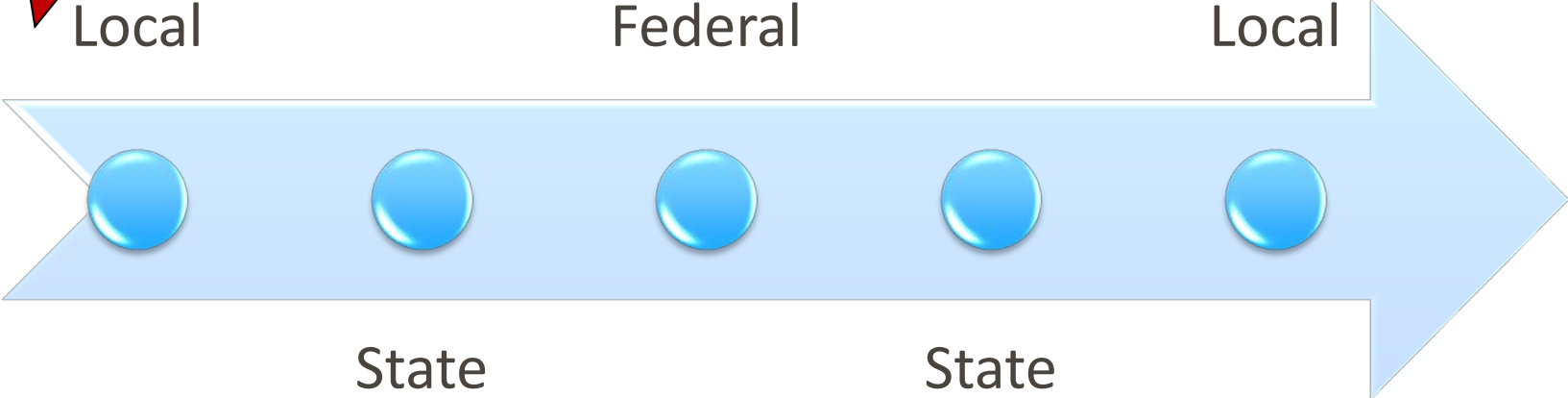
All Disasters Are Local



Local

Federal

Local



State

State

Disaster Response Lifecycle

- What is the proper order for these events?
 - 8 • FEMA activates the National Response Plan (NRP).
 - 5 • FEMA reviews a request for a presidential declaration of major disaster.
 - 7 • The President grants a presidential major disaster declaration.
 - 2 • Mayor or county executive requests help from governor
 - The Governor activates the state emergency response system.
 - 3 • FEMA recommends a declaration of major disaster to the
 - 6 Office of the President.
 - First Responders address immediate needs.
 - 1 • The Governor requests a presidential declaration of
 - 4 major disaster.

Alphabet Soup Activity

- Disaster management has many acronyms that are important to understand if you work in the field
- See Page 10 in your participant materials
- Guess the acronym
- Connect the acronym to its definition

Disaster Management Terms

- National Incident Management System # 11
- Incident Command System # 7
- National Response Plan # 1
- Critical Incident Stress Management # 13
- Spontaneous Unaffiliated Volunteers # 10
- Emergency Management Agency # 9
- Emergency Operations Plan # 3
- Emergency Operation Center # 6
- Voluntary Organizations Active in Disaster # 2
- Local Emergency Planning Committee # 12
- Citizen Corps Council # 8
- Community Emergency Response Team # 4
- Medical Reserve Corps # 50

More information
on some of these
terms is available
on page 11 of your
manual

Stakeholders

- Local government
- Community based organizations
- HandsOn Action Centers
- Cultural and ethnic communities
- Disability groups
- Corporations
- First Responders
- VOAD Organizations
- Media
- HAM radio operators
- Schools
- Faith-based organizations
- Local law enforcement
- Emergency managers
- Mental Health providers
- Public Officials
- Other volunteer organizations
- Transportation companies

At your table, identify specific organizations within your community that fit in these categories. What is their role?

Helping in Times of Disaster

- **C**ash – Financial gifts get help to people fast
- **A**sk what is needed before donating any supplies
- **R**espond by volunteering with a local relief agency
- **E**veryone can help. Go to a local volunteer center.
 - Find your nearest HandsOn Action Center at www.handsonnetwork.org

Public Messaging

- Public messaging aims to direct the flow of spontaneous volunteers and unsolicited donations to places that have the capacity to manage them
- Stakeholders working together should have one consistent message
- The message and messenger should be established before the disaster

In your group, come up with an appropriate message to address your scenario (see page 14)

Spontaneous Volunteers and Volunteer Management



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Disaster Volunteers

- Volunteers are a valuable resource when they are trained, assigned and supervised
- There is economic and logistical value in working with volunteers in times of disaster
- Ideally volunteers are affiliated beforehand, but during disasters many people volunteer for the first time
- SUVs = Spontaneous Unaffiliated Volunteers
- Volunteers need to be flexible, self-sufficient, aware of risks
- Information is vital to successful management of unaffiliated volunteers

Who Converges?

People converge at disaster sites for different reasons:

- Helpers
- Returnees
- The Anxious
- The Curious
- Fans or Supporters
- Exploiters

Remember . . .

Disaster volunteers
are priceless, but
disaster survivors
are our purpose!

Elements of Volunteer Management

- Create a Plan
 - Recruit/Receive and Place Volunteers
 - Orient and Train Volunteers
 - Supervise and Recognize Volunteers
 - Evaluate the program
-
- Look at page 17 – Under which element does each activity fit?

Spontaneous Volunteer Management

Planning

- Writing job descriptions for possible disaster roles and the required skills for those jobs
- Establishing procedures; signing MOUs

Receiving and Placing

- Public messaging to spontaneous volunteers
- Registering volunteers
- Interviewing volunteers

Spontaneous Volunteer Management

Orienting and Training

- Safety training for everyone
- Job training depending on:
 - Risk of task
 - Complexity of task
 - Volunteer's level of experience
 - Type of equipment necessary

Safety Training

- Carefully follow any instructions given to you
- Dress appropriately for the conditions
- Bring work gloves, sunscreen, hat and any appropriate tools you have
- Bring water and drink it regularly
- Take care of yourself, or you can not help other
- Check about volunteer liability coverage
- Attend any debriefing activity provided

Spontaneous Volunteer Management

Supervising and Recognizing

- Watching for signs of Critical Incident Stress
- Ensuring that volunteers take care of themselves
- Monitoring changing situation in the disaster area

Evaluating

- Integrating lessons learned into plans for future disasters

Break-out Session

- See pages 24-25 in your manual
- Think of a time you volunteered or managed volunteers
- Answer one of the following groups of questions based on your experiences
- Report the group's conclusions to the larger group.

Remember!

- Volunteers will be spontaneous, whether or not you are prepared
- Plans for spontaneous volunteers should NOT be spontaneous
- Identify possible roles, receiving agencies, VRC locations, policies and procedures BEFORE the disaster

Risk Management



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Risk Management

- State laws on volunteer liability vary widely
- Workers Comp issues and “Good Samaritan Laws”
- Check out www.nonprofitrisk.org
- Receiving agencies are responsible for background checks
- Use common sense
 - Interview all volunteers
 - Some roles are more high risk than others; assign roles accordingly
 - Give a safety briefing

National Service and Disasters



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National Service Roles

- Local
 - Filling community needs (if the needs change, roles may change)
 - Supplementing and supporting other organizations
 - Managing and leveraging volunteers
 - Not first responders
 - Are not self-deployed
- National
 - Disaster is a focus area in the CNCS strategic plan
 - Included in National Response Plan
 - Relationship with FEMA

Donations Management

Preventing a Disaster within a Disaster



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Why do you care about donations?

- Immediately after an incident, voluntary agencies are often the first line of assistance for families and individuals.
- Even agencies not involved in donations management may suddenly be inundated with donations
- Much of the assistance that is provided comes from public donations

Principles of Donation Management

- Effective donations planning, coordination and management are necessary to avoid the chaos and waste of time and effort that large shipments of undesignated goods can cause

Preventing the Disaster

*Who sent the used
false teeth?*



National Strategy for Donations Management

- Donations activity may begin BEFORE a disaster
- State and local governments should be in charge of donations operations
- Federal government and NVOAD have support roles
- Make full use of existing voluntary agency capabilities
- Use a flexible strategy and a team approach
- Cash donations are preferred

Potential Roles for Volunteers

- Multi-agency warehouse
- State EMA
- Local donations management
 - Conduct a donated goods “drive”
 - Organize a community yard sale
 - Local distribution centers or PODS
- Communicating where and how to donate online via social media outlets and platforms (i.e., Twitter, Facebook, website, blogs)

Basic Functions of Donations Management

- Identify donations that are needed and NOT needed
- Coordinate media releases
- Coordinate field logistics
 - Open and close-down warehouses
 - Transportation
- Negotiate with donors
- Dispose of remaining goods when the warehouses closes
- Conduct a critique (“hot wash”)

Importance of Effective Messaging

- Distribute a consistent and clear message
 - Confirm there is a need
 - Educate the public about how to donate goods
 - Address transportation for donated goods
 - Packaging and labeling goods
 - Sorted
 - Shrink-wrapped
 - Palletized
 - Unwanted and unsorted clothing

Break-out Session

MANAGING A LOCAL DONATED GOODS DRIVE

- Develop a list of groups in your community that could assist you with a local donated goods drive immediately following a major event
- Develop a media message for your donated goods drive

Group Discussions



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Break-out Session

- Answer the questions for your group on page 32-34
- Write out answers on flip chart paper
- Report out to the whole group

Volunteer Reception Center

Exercise



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Wrap-up & Evaluation



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Questions?



Thank you!

- Thank you for your participation!
- Please complete an evaluation before you leave

HandsOn Network:
Training@HandsOnNetwork.org

The Resource Center:
www.nationalservice.gov/resources

The image features a dark grey background filled with numerous circles of varying sizes and colors. The colors include bright yellow, light blue, and a muted grey. The circles are scattered across the frame, with some appearing larger and more prominent than others. In the center, the text "Be the Change." is written in a light blue, serif font. A small yellow circle is positioned to the left of the text, acting as a bullet point.

Be the Change.