



LOS ANGELES COUNTY OPERATIONAL AREA

SPONTANEOUS VOLUNTEER MANAGEMENT ANNEX

DECEMBER 2, 2009

LETTER OF PROMULGATION

TO: OFFICIALS, EMPLOYEES, AND RESIDENTS OF LOS ANGELES COUNTY

Preservation of life and property is an inherent responsibility of local, State, and Federal government. The County of Los Angeles developed this Spontaneous Volunteer Management Annex to ensure the most effective allocation of resources for the maximum benefit and protection of the public in time of emergency.

While no plan can guarantee prevention of death and destruction, well-developed plans, carried out by knowledgeable and well-trained personnel, can minimize losses. The Spontaneous Volunteer Management Plan establishes the County's emergency policies and procedures in the event of a disaster. This annex provides for the coordination of planning efforts among the various emergency departments, agencies, special districts, and jurisdictions that comprise the Los Angeles County Operational Area. The Spontaneous Volunteer Management Annex conforms to the requirements of the National Incident Management System (NIMS) and the California Standardized Emergency Management System (SEMS).

The Spontaneous Volunteer Management Annex is an extension of the Operational Area Emergency Response Plan (OAERP). The objective of the OAERP is to incorporate and coordinate all County facilities and personnel, along with the jurisdictional resources of the cities and special districts within the County, into an efficient organization capable of responding to any emergency using SEMS, mutual aid and other appropriate response procedures.

The Spontaneous Volunteer Management Annex will be reviewed and exercised periodically and revised as necessary to meet changing conditions.

The Los Angeles County Board of Supervisors gives its full support to the Spontaneous Volunteer Management Annex and urges all officials, employees, and residents, individually and collectively, to share in our commitment to the effective preparedness and response to disasters.

This letter promulgates the Spontaneous Volunteer Management Annex which becomes effective upon approval by the Los Angeles County Board of Supervisors.

Signed 
Don Knabe, Chair
Los Angeles County Board of Supervisors

Date: _____

APPROVAL BY THE COUNTY OF LOS ANGELES EMERGENCY MANAGEMENT COUNCIL

The County of Los Angeles Emergency Management Council, created by Section 2.68.160 of the Emergency Ordinance, and comprised of key County departments, is responsible for overseeing the preparedness activities of County departments. This includes preparation of plans, emergency and disaster-related training of County employees, and related emergency preparedness activities.

The EMC has reviewed and approved the Operational Area Emergency Response Plan – Spontaneous Volunteer Management Annex. Revisions to the Spontaneous Volunteer Management Annex will be submitted to the EMC for approval.

Signed _____



William T Fujioka
Chief Executive Officer
Chairman, Emergency Management Council

Date: _____

SPONTANEOUS VOLUNTEER MANAGEMENT ANNEX REVIEW

The Spontaneous Volunteer Management Annex will be reviewed every three years and as necessary for any updates.

Review Date	Nature of Update(s) (if any)	Page(s) Affected	Reviewer

EXECUTIVE SUMMARY

This document details the Los Angeles County Operational Area (OA) Spontaneous Volunteer Management Annex and the procedures necessary to deal with impacts on our communities. **The Los Angeles County Emergency Response Plan – Spontaneous Volunteer Management Annex is not meant to stand alone, but is intended to be used in support of, and in conjunction with State, County and city plans, and their responding agencies' standard operating procedures.** The policies, procedures, and concepts identified in this annex follow the guidelines established by the following:

- United States Department of Homeland Security's National Incident Management System (NIMS)
- National Response Framework (NRF) – Volunteer and Donations Management Support Annex
- California Standardized Emergency Management System (SEMS)

Local government is often the first point of contact (POC) for volunteers who want to help after an emergency. Past experience has demonstrated that volunteers will congregate at city halls, fire stations, community centers, incident sites and any other places where they believe there may be opportunities to volunteer. While well intentioned, these volunteers can often hinder the efforts of first responders. Local government typically bears primary responsibility for responding to local citizens seeking disaster volunteer opportunities.

Spontaneous volunteers will come, whether you have planned for them or not, so planning ahead is to everyone's advantage. Organizations responding to the disaster need people with particular skills or experience to help meet their commitments to the community. With an effective intake and referral process in place, people who want to help will have somewhere to go, their skills will become a resource rather than a missed opportunity and agencies will get help in serving the community.

Well-managed volunteers contribute to the positive public perception of the County's response and recovery efforts. In past disasters, where there was no system for incorporating spontaneous volunteers in relief efforts, disgruntled volunteers and bad press have resulted. Effective planning increases the positive and effective deployment of spontaneous volunteers. Since Hurricane Katrina, local, State and Federal government officials have increasingly recognized volunteers provide a critical resource to effective local response and recovery.

FOREWORD

OVERVIEW

The Los Angeles County OA Spontaneous Volunteer Management Annex consists of six sections. Each section has a specific purpose, as stated below.

Section 1 – Introduction

This Section contains the formal language outlining the purpose, scope, goals, situation and assumptions for the annex.

Section 2 – Organizational Structure

This Section identifies the organizational structure for coordinating the management of spontaneous volunteers.

Section 3 – Operations, Roles and Responsibilities

This Section outlines the operational priorities, concept of operations, and the sequence of operational activities for an emergency event within the OA, as well as the various roles and responsibilities for carrying out this annex.

Section 4 – Position Checklists and Glossary

This Section contains the checklists for the Emergency Volunteer Center (EVC) positions as well as a glossary of the terms used throughout this annex.

Section 5 – Maintenance

This Section outlines the policy and responsibilities for ongoing management and maintenance of this annex.

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SECTION 1: INTRODUCTION

PURPOSE

This annex establishes an organizational structure and process by which Los Angeles County can access and manage spontaneous volunteer and service program resources for community-wide disaster response, relief and recovery efforts. When managed appropriately, spontaneous volunteers and service programs provide valuable and cost-effective resources to the community.

SCOPE

This spontaneous volunteer management annex is designed for use by the Los Angeles County during the response and recovery phases of emergency management for all hazards. Los Angeles County may take complete responsibility for activating and implementing this annex, or can designate responsibility with the Volunteer Centers of Los Angeles. The spontaneous volunteer management annex focuses on the mobilization, coordination and referral of spontaneous volunteers and service programs only and does not address other related issues, such as the recruitment and management of affiliated volunteers.

DEFINITIONS

For the purposes of this annex, the following definitions are used:

- A *volunteer* is someone who willingly provides his/her services without receiving financial compensation.
- A *spontaneous volunteer* is an individual who comes forward following a disaster to assist a governmental agency or non-governmental organization (NGO) with disaster-related activities during the response or recovery phase without pay or other consideration. By definition, spontaneous volunteers are not initially affiliated with a response or relief agency or pre-registered with an accredited disaster council. However, they may possess training, skills and experience that can be useful in the relief effort. Spontaneous volunteers may also be referred to as unaffiliated, spontaneous unaffiliated or convergent volunteers.
- An *affiliated volunteer* is one who is affiliated with either a governmental agency or NGO and who has been trained for a specific role or function in disaster relief or response during the preparedness phase. While spontaneous volunteers may bring needed skills and resources, affiliated volunteers will most likely be used first in a

disaster. Examples of affiliated volunteer groups include Community Emergency Response Teams (CERT), the Disaster Communications Service (DCS), the Volunteers in Police Services (VIPS) program, Medical Reserve Corps (MRC), Search and Rescue teams and American Red Cross' Disaster Action Teams (DAT). The category of affiliated volunteers may be further broken down as follows:

- Volunteers in *ongoing* programs. Such groups typically meet regularly and have other responsibilities in addition to their disaster response roles; for example, many are engaged in community disaster education, family preparedness and public safety efforts year-round. Many ongoing programs utilize Disaster Service Worker volunteers. Pre-disaster registered volunteers are typically utilized before spontaneous volunteers.
- Volunteers in *reserve* programs. These volunteers are called up at the time of a disaster. They may participate singly or in teams, depending on the program.
- An *impressed volunteer* includes any unregistered person impressed into service during a state of war emergency, a state of emergency, or a local emergency by a person having authority to command the aid of the citizens in the execution of his or her duties. This occurs very rarely and usually involves law enforcement or fire department personnel.
- A *Disaster Service Worker (DSW) volunteer* is any person registered with an accredited Disaster Council, in accordance with prescribed legal procedures, for the purpose of engaging in disaster service without pay or other consideration.
- *Service programs* are National, State and locally administered programs that provide organized opportunities for both full- and part-time service. The term "service program" refers to a wide range of programs, including AmeriCorps and the Retired and Senior Volunteer Program (RSVP). In California, many tens of thousands of individuals participate in service programs every year. For the purposes of this annex, participants in service programs will be referred to as members.

For the purposes of this annex, volunteers and service programs affiliated with a local government agency or NGO will be activated at the time of a disaster through the appropriate branch of the jurisdiction's or NGO's emergency response organization or as part of the Disaster Volunteer Corps with California Volunteers, Office of the Governor. Volunteers and members of service programs who are not affiliated with local government or a NGO will be treated as spontaneous volunteers.

It should be noted that not all volunteers, registered, affiliated or spontaneous, may be utilized during a particular disaster. Deployment of volunteers is based on the size and type of disaster as well as the skills needed by local agencies to mount an effective response and recovery effort.

GOALS

The goals of this Spontaneous Volunteer Management Annex are:

- To augment, as an Annex, the County's Emergency Operations Plan (EOP)
- To enhance resources available to the jurisdiction and the community-at-large for disaster response and recovery through the involvement of spontaneous volunteers and locally-based service programs
- To establish a means by which volunteers can contribute their time and talents following a disaster
- To develop partnerships with Volunteer Centers in Los Angeles for disaster volunteer coordination
- To ensure that implementation of the spontaneous volunteer management annex is in accordance with principles and practices as described in the State Emergency Operations Plan and the National Response Framework

SITUATION

Volunteers represent a potential resource to a community affected by a disaster, whether of natural or man-made origin. However, volunteers who respond spontaneously and without appropriate training and qualifications can easily overwhelm the capabilities of local government and other agencies. With a system in place for receiving and referring spontaneous volunteers, local government agencies and relief organizations can capture this valuable resource and thus provide more efficient and cost-effective service to the community.

National service programs such as AmeriCorps and Retired and Senior Volunteer Programs (RSVP) can be found throughout California. They are administered in local communities by a variety of nonprofit and government partners, so that program purposes, content and design vary widely. The coordinating Federal level agency for these programs is the Corporation for National and Community Service (CNCS) and at a State level, California Volunteers, Office of the Governor. A number of these local affiliates are focused entirely on emergency preparedness and response and have members who are trained and available to be deployed on disaster assignments. Many others would welcome the opportunity to assist communities affected by a disaster.

ASSUMPTIONS

This annex is based on the following assumptions:

- Los Angeles County may delegate some of its volunteer coordination responsibilities to the Volunteer Centers in Los Angeles through its Emergency Operations Annex.
- Volunteers and service program members that have pre-disaster training and are affiliated with a government agency or NGO such as the American Red Cross will report to their respective agency or organization at the time of a disaster as previously arranged.
- The first priority in an emergency or disaster is to utilize volunteers that are affiliated with this jurisdiction.
- All unaffiliated volunteers and unaffiliated service program members will be considered and processed as spontaneous volunteers.
- Los Angeles County is responsible for interviewing, screening, registering as Disaster Service Workers (DSWs), training and the safe supervision of any volunteers that it involves in its own disaster operations. This is for the protection of both the volunteer and the County.
- Likewise, NGOs such as the American Red Cross and National Service Programs that involve volunteers in their own operations are responsible for interviewing, screening, registering, training and the safe supervision of those volunteers.

RESPONSIBILITIES

Los Angeles County

Los Angeles County Operational Area - The primary agency responsible for the coordination of the countywide mobilization and deployment of volunteers. As the Operational Area, the role of Los Angeles County for spontaneous volunteer coordination is as follows is:

- Prepare and maintain this plan and all associated procedures
- Determine need to activate spontaneous volunteer management plan at time of disaster

- Coordinate activation, implementation and demobilization of spontaneous volunteer management annex
- Coordinate and communicate with cities in Los Angeles County for the purposes of:
 - Leveraging and sharing resources for establishing EVCs
 - Addressing duplication of efforts or gaps in services for EVCs
 - Providing consistent messaging to the public about volunteer needs & EVC locations
 - Coordinating mutual aid
- Coordinate with other agencies and organizations for maximum utilization of limited resources
- Coordinate spontaneous volunteers and service programs to assist the efforts of both governmental agencies and NGOs throughout the affected communities

Los Angeles County Serving Unincorporated Areas – Responsible for providing direct services to the unincorporated area of Los Angeles County. In this role, the County:

- Will establish EVCs as needed in unincorporated areas of the County
- Will utilize volunteers as DSWs in departments providing services throughout the County
- Will coordinate with cities neighboring an unincorporated area to provide a multi-jurisdictional Emergency Volunteer Center (EVC)

Volunteer Centers

Volunteer Centers are year-round clearinghouses for recruiting and referring volunteers. They work with a wide array of agencies in their respective communities to identify volunteer opportunities and are skillful at matching people who want to volunteer with opportunities that match the volunteers' abilities and interests. Volunteer Centers bring this expertise to disaster response and are active partners with County Operational Areas throughout the State for volunteer management in disaster response and recovery. There are five Volunteer Centers who serve the geographical area of Los Angeles County. They are:

- Volunteer Center of Los Angeles
- LA Works
- Volunteer Center of San Gabriel Valley
- Volunteer Center of South Bay, Harbor, Long Beach
- Hands On Santa Clarita Valley

Los Angeles County, working in partnership and agreement with Los Angeles Volunteer Centers, may establish a Memorandum of Understanding (MOU) and designate Volunteer Centers to take the role of lead agency for establishing EVCs and referring volunteers who come forward in times of disaster. If partnerships are established, the Volunteer Center of Los Angeles is willing to take the role of leading coordination for the five Volunteer Centers, allowing one point of contact for the Operational Area. If this partnership is established, the Volunteer Center of Los Angeles will serve as the POC for coordination between the Los Angeles County EOC and other Los Angeles Area Volunteer Centers.

AUTHORITIES

Local

In accordance with the State's SEMS and the County's Emergency Ordinance (Chapter 2.68), this annex is applicable to all County departments, cities, and special districts.

RELATIONSHIP TO OTHER PLANS

The Los Angeles County OA Emergency Response Plan (OAERP) – Spontaneous Volunteer Management Annex is not meant to stand alone, but is intended to be used in support of and in conjunction with State, OA/County, city, and special district emergency response plans, and their standard operating procedures. This annex is consistent with and augments the OAERP, EOC Standard Operating Procedures (SOP) and the Emergency Public Information Plan.

The OAERP outlines broad emergency response concepts and is augmented by functional and hazard-specific annexes that detail specific response protocols for each hazard faced by the County. This document is a functional annex to the OAERP and is to be used in conjunction with the EOC SOP as an operational document. County departments and agencies with assigned tasks outlined in the OAERP, CEOC SOP, and this Annex are responsible for developing specific mitigation, preparedness, response and recovery procedures and checklists to support these plans.

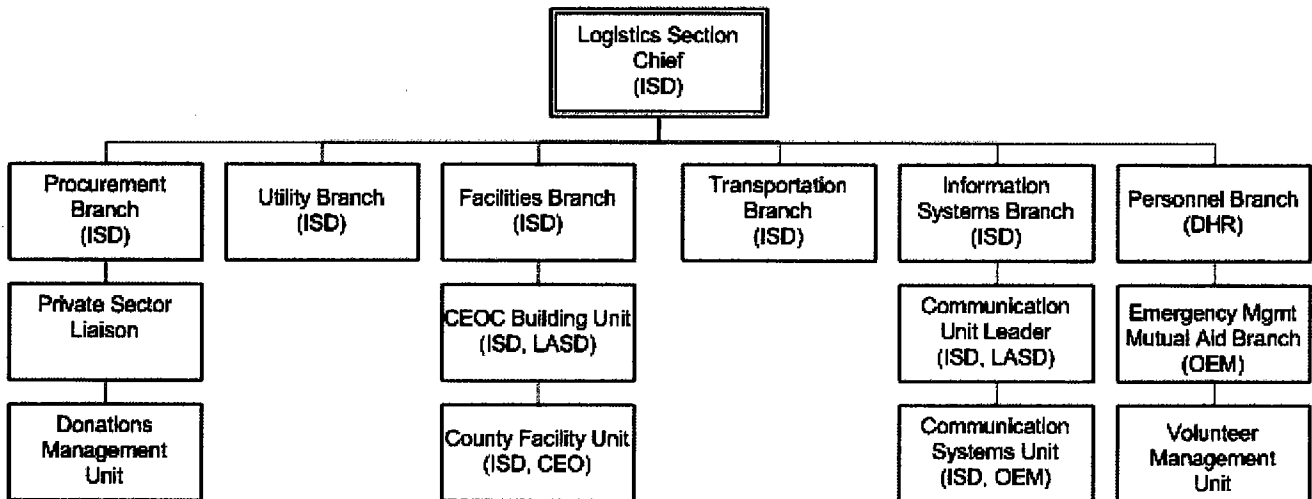
SECTION 2: ORGANIZATIONAL STRUCTURE

Standardized Emergency Management System (SEMS) & National Incident Management System (NIMS)

The spontaneous volunteer management annex is consistent with the State's Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS). Within the SEMS structure, volunteer management falls under the Personnel Unit of the Logistics Section.

In the County EOC, the responsibility for volunteer coordination falls in the Logistics Section of the Personnel Branch.

Los Angeles County Logistics Section Organizational Chart



- Each of the SEMS sections addresses or supports some aspect of volunteer management, as follows:
- *Operations Section:* Fire, Law and Medical may activate and manage affiliated volunteers and other service programs.
- *Logistics Section:* The Personnel/Volunteer Unit is responsible for the activation, management and demobilization of the Volunteer Management Annex, through which spontaneous volunteers are utilized.
- *Plans/Intelligence:* Responsible for forecasting future and changing needs for volunteers.
- *Finance/Administration:* Responsible for tracking time and expenses associated with mobilization and referral of volunteers.

SECTION 3: OPERATIONS

OPERATIONAL PRIORITIES

Los Angeles County gives consideration to the following issues to assist in emergency response operations prioritization:

- Protecting life, the environment, and property.
- Meeting the immediate needs of the population, including rescue, medical treatment, and shelter.
- Temporary restoration of facilities essential to the health, safety, and welfare of the population.
- Mitigating hazards which develop as a result of the emergency.

CONCEPT OF OPERATIONS

Activation of Spontaneous Volunteer Management Annex

The spontaneous volunteer management annex will be activated by decision of the Logistics Section Chief in the Los Angeles County Emergency Operations Center (EOC) when requested by a local jurisdiction in accordance with SEMS. Reasons for activating the spontaneous volunteer management annex may include but are not limited to the following:

- When the nature of the disaster and/or media coverage of it makes convergence of spontaneous volunteers likely
- A local or State emergency proclamation
- A Federal declaration of major disaster or emergency
- When shortages of workers require augmentation of staffing support from outside resources
- When volunteers with particular skills and/or special knowledge of the affected community could enhance relief and recovery efforts

Volunteer Coordination Unit

When the order to activate the annex is given, the Volunteer Unit Coordinator in the Personnel Unit, staffed by the Department of Human Resources, will begin implementation of this annex. The Volunteer Unit Coordinator will notify as needed those people, agencies and organizations tasked with specific implementation roles, specifically the Volunteer Center Los Angeles (VCLA), which will represent the five Volunteer throughout the County as the one point of contact in the EOC.¹

The Role of the Volunteer Coordination Unit is as follows:

- Coordinate resources within the County Operational Area
- Notify the Volunteer Center Los Angeles (VCLA) of activation
- Communicate and coordinate with VCLA on where EVCs are needed
- Potentially support VCLA with resource requests as needed
- Work with the Joint Information Center and 2-1-1 to make sure accurate and consistent information is going out to the public regarding the how to volunteer (See sample press release in Appendix)
- Through the Operational Area, coordinate information going to elected officials and the State about volunteers efforts, specifically CaliforniaVolunteers
- Respond to requests from within the EOC and other agencies

Emergency Volunteer Centers

Types of EVCs

The chief method for coordinating volunteers is the *Emergency Volunteer Center (EVC)*. There are three Emergency Volunteer Center (EVC) implementation models—walk-in, phone bank and online. Each of the models described below can be provided directly by local government or the Operational Area, or tasked to a volunteer center or other appropriate organization.

Walk-in. Because this is the most complex strategy, the checklists provided with the volunteer template are for setting up and operating a walk-in EVC. The walk-in center is a place where potential volunteers first complete an intake form, then are interviewed briefly in person and referred to an appropriate position within the jurisdiction or to an outside agency. This strategy is the best option when phone service has been disrupted.

Phone Bank. A phone bank EVC serves the same purpose and function as a walk-in EVC. It is more efficient in its use of resources than a walk-in center. For example, the

¹ MOU and agreements with the five Volunteer Centers and OEM currently in development

phone bank does not have the same space or parking space requirements that a walk-in EVC has. It also does not need as many people to staff it. The walk-in EVC model and checklists can be easily adapted for phone bank operations.

Online. The best use of online service is for informing people generally about volunteer opportunities and for having people fill out and submit volunteer intake forms. Volunteers who apply in this way can be referred by a return phone call or an email message.

Within the geographical area of the Los Angeles County, several levels of activation are possible:

Local Activation is defined as a city establishing an EVC for the mobilization and referral of volunteers within its boundaries. Theoretically, each city within a county could activate a local EVC.

Multiple city Activation is defined as the operation of an EVC serving several Cities. At this level, neighboring cities combine and leverage resources to serve a sub-area of the county. As a follow-up to this annex, Los Angeles County, the 88 cities and the 5 Volunteer Centers will explore establishing a plan to leverage resources and coordinate EVC activation within the eight Disaster Management Areas.

Operational Area Activation (or countywide activation) is defined as the activation of a countywide EVC under the aegis of the Operational Area.

Because disasters vary in terms of their size, scope, duration, intensity and consequences, the choice of activation levels and sequencing of activation levels should be tailored to the incident, as well as to the resources available.

Through the EVC, each prospective volunteer is referred, based on the volunteer's qualifications and availability, to an appropriate volunteer opportunity in either local government operations or an NGO. Volunteers referred to local government must also visit a DSW Registration Station to complete the placement process and, if appropriate, to be registered as a Disaster Service Worker (see Risk Management and Disaster Service Worker Volunteer Program sections below for more details).

In the event the EVC is a government-run operation, the DSW Registration Station is part of the EVC. If the EVC is managed by an outside (non-governmental) organization, the DSW Registration Station must be staffed by local government employees *because only authorized local government employees can administer the loyalty oath*. It can either be co-located with the EVC or located at a different site.

EVC Locations

EVCs should be established at a location not directly at or near the site of an incident or of the Operational Area's EOC. The ideal EVC location is close enough for a runner to deliver communications, supplies, etc. The designated location should have adequate

space and accommodations for intake and registration of volunteers. When searching for one or more possible facilities, consider the following characteristics:

- Large room or space for centralized EVC operations
- Adequate space for intake and registration
- Space that allows for relatively easy traffic flow
- Separate space (room) for volunteer orientation and training
- Separate space (room) for staff break area
- Accessibility for people with disabilities
- Adequate parking
- Ease of identifying facility as the EVC
- Facility that can be secured
- Adequate and accessible restrooms
- Capacity for phone/network lines

Staffing the EVC

In large-scale disasters, or disasters that attract a large number of volunteers, it may be necessary to increase the number of staff of the EVC. Ideally, individuals and groups would be assigned and trained in advance. New staff can also be brought in at the time of the disaster, if necessary. The following are possible resources:

- *Volunteer Centers* –The Five Volunteer Centers in Los Angeles County have staff who interview and place volunteers on a daily basis. They provide a technical expertise in the field of volunteer management.
- *Other employees of the jurisdiction.* By State law all government employees are designated Disaster Service Workers and therefore available to be assigned to any aspect of the jurisdiction's disaster operations. The ideal employees to staff the EVC include the following:
 - a government official who has the authority, or another government employee who has been delegated that authority, to administer the loyalty oath to potential DSW volunteers

- volunteer managers
 - those who work in Personnel/Human Resources
 - those who, regardless of department, possess good customer service skills, interact regularly with the public, can make quick decisions and exercise good judgment, and are able to work well under stress and in fast-paced, changing environments
- *Employees of other jurisdictions.* Request mutual aid assistance from other jurisdictions only after fully utilizing your own resources.
 - *Spontaneous volunteers who have contacted the EVC.* Most people who have some basic skills can be taught to interview other volunteers or to take on other EVC tasks fairly quickly. EVC staff should look for volunteer managers, people with interviewing skills, those who work in the personnel/human resources field, social workers, teachers, trainers, etc.
 - *Unaffiliated service program groups.* Some of their members may be available for 1-3 weeks or longer. Establishing a relationship with one or more service program groups in advance of a disaster would expedite the process.
 - *CERT team members and VIPS volunteers, once they have fulfilled their fire service or law enforcement responsibilities.* Typically CERT and VIPS activities would take place in the early response phase, leaving members then available for other assignments.

New staff should be appropriately screened and will require orientation, training for their specific tasks, and supervision. Where feasible, have new staff work side-by-side with experienced staff until they have gained proficiency and confidence in carrying out their assignment.

Policies should be established at the outset regarding hours of work, required breaks, shift schedules and other personnel-type issues for all workers in the EVC, both employees and volunteers.

Communications

Communications are critical to the successful activation and coordination of responsibilities for managing volunteers. Parties that must communicate include the following:

- Within Los Angeles County, there must be communications between the EVC and the Emergency Operations Center (EOC).
- The EVC will need to communicate directly with other government agencies and NGOs regarding their needs for volunteers and any related issues.
- There should be communication between all cities and the Operational Area about coordination between EVCs activated in various jurisdictions.

In the event that direct communications via telephone is not possible, the EVC will employ other methods of communication, for example:

- Fax
- E-mail
- Text Messaging
- Digital and voice radios
- Amateur radio operators
- Other radio services
- Runners

Mutual Aid

Los Angeles County may request mutual aid from other jurisdictions for staffing and other resources to assist with volunteer management operations. Requests should be channeled through the EOC in accordance with established mutual aid policies and procedures.

Risk Management

When an EVC refers a volunteer to an outside organization, the EVC limits its exposure to certain risks because the receiving organization assumes responsibility for the volunteer. The EVC staff uses the Disaster Volunteer Intake & Referral Form [EVC Form 1] to gather enough information to make an appropriate referral. The EVC does not verify the identity or licenses of, conduct background checks on, or perform other screening of a volunteer it refers to another organization; those tasks are the responsibility of the receiving organization that directly supervises and manages the work of the volunteer.

Los Angeles County assumes responsibility for any volunteers working under the auspices of the jurisdiction. Therefore, the role of the DSW Registration Station is critical for managing certain inherent risks. Potential volunteers should first be screened for suitability. Professional license verification and Department of Justice background checks may be necessary for some functions. All volunteers involved in disaster-related activities working directly for Los Angeles County shall be registered as Disaster Service Worker (DSW) volunteers. A DSW volunteer must be deployed by his or her registering entity in order to be eligible for workers' compensation benefits in case the DSW volunteer is injured while performing disaster-related activities. Under the guidelines of the DSW Volunteer Program, volunteers who are registered as DSW volunteers *must be provided with adequate training and supervision.* (See Disaster Service Workers Volunteer Program section below for more details.)

Safety is an important component of risk management. Safety of all workers, volunteers and others at the EVC must be addressed. The responsibility for safety will depend on the EVCs relationship to the jurisdiction's EOC. A government-run EVC that reports to the EOC may request assistance from the EOCs Safety Officer. An EVC run by a Volunteer Center must provide its own Safety Officer. In either case, the Safety Officer must examine the facility to be used for the EVC for unsafe or unsanitary conditions and should address any that exist before the EVC is open to the public.

Security is another component of risk management. The level of security in the EVC may vary depending on the type of disaster and other factors. At a minimum, all entering the EVC should be asked to sign in and out. A safe place for EVC staff to store personal belongings should be made available. Security of the overall facility including equipment, supplies and other resources should also be addressed.

Due consideration must be given to the reduction and/or management of stress in the disaster work environment. Stress is an unavoidable component of disaster work. A plan that addresses staff work schedules, breaks, and accessibility to mental health services and Critical Incident Stress Debriefing should be implemented.

Disaster Service Worker Volunteer Program (DSWVP)

The Disaster Service Worker Volunteer Program (DSWVP) is a State funded program that provides workers' compensation benefits and medical compensation to registered Disaster Service Worker (DSW) volunteers who are injured while performing disaster-related activities or participating in pre-approved training/exercises. It also provides limited immunity from liability to political subdivisions or political entities as well as the DSW volunteer if a civil suit results from an act of good faith while the DSW was providing disaster-related services. Eligibility for the DSWVP is based on a volunteer's registration with an accredited Disaster Council in accordance with State law.

In order to establish eligibility for DSWVP benefits, the DSW must be registered prior to his or her deployment to participate in disaster-related activities, including pre-approved

training. The only exception to the pre-registration requirement is an “impressed volunteer” who is directed/ordered to perform disaster-related duties by an authorized government employee. In addition to the pre-registration requirement, the DSW must be deployed/assigned disaster-related activities by the registering authority. Under no circumstances is a self-deployed volunteer eligible for DSWVP benefits.

The State’s laws and regulations governing the DSWVP specify the need to provide DSWs with adequate training and supervision. The registering authority is responsible for ensuring the disaster training is commensurate with the duties of the DSW. The registering authority may require the DSW volunteer to participate in training as a condition of remaining an active DSW volunteer. For more information on these and other rules and policies governing the DSWVP, see the California Emergency Management Agency (CalEMA) publication entitled “Disaster Service Worker Volunteer Program (DSWVP) Guidance” (available at www.oes.ca.gov under Plans and Publications).

Public Information

Dissemination of information to the public about volunteer opportunities and procedures is critical to the successful management of volunteers. In the absence of such messages, people may converge at inappropriate sites and/or engage in activities that place themselves and others at risk. Public information messages may not entirely prevent such behavior but can provide an extremely useful service to those who wish to be helpful, see Emergency Volunteer Center Press Release [EVC Form 8].

Once the EVC infrastructure is in place, a release should be distributed to the media in accordance with the policies and procedures described in the Los Angeles County OA Emergency Public Information Plan. See Attachment I for Press Release template. It is recommended that the site be established and staffed and the organizational infrastructure be in place before sending out the first release.

Demobilization

As the level of volunteer activity decreases, those in charge of the EVC should prepare to demobilize. An effort should be made to address all outstanding issues and transfer any unresolved issues to the appropriate staff or department within the jurisdiction. Lessons learned regarding volunteer management should be captured through debriefing of the EVC’s lead staff and preparation of an after-action report. The lessons learned should be reviewed and evaluated for possible changes to the spontaneous volunteer management annex.

A plan for recognizing volunteers (at a minimum, those who rendered services to the jurisdiction but ideally, all who came forward to help the community) should be considered as part of the demobilization process.

Administrative Practices

Standardization

The procedures, materials and forms developed for this annex are based on tested plans and best practices from a variety of sources. Use of standardized methods and tools facilitates easier coordination within the Los Angeles Operational Area and ability for jurisdictions to support each other with mutual aid.

Finance

Those responsible for staffing the EVC must track all expenses. This is necessary in order to document costs and account for funds expended in order to optimize any reimbursement that may become available.

If Los Angeles County designates local Volunteer Centers to operate EVCs, Volunteer Centers should track all expenses and provide the appropriate information and documentation to the EOC during demobilization. Any reimbursement will depend on the nature of the agreement between the jurisdiction and the agency and the availability of resources.

Technology

The predominant use of technology within the EVC will be for computerized input and storage of information about spontaneous volunteers. There are several reasons for creating a volunteer database:

- A computerized system enables summaries to be created, for example, a daily count of volunteers interviewed and referred. These can be useful for final reports and for keeping the media informed.
- A computerized system enables EVC staff to search the database for volunteers with particular skills or days/times of availability. For example, three days into the disaster, one could search for people who listed carpentry, building and related skills in order to identify potential candidates for damage assessment teams.

The database format should be designed in advance and should mirror the volunteer intake form that is being used. A separate database file should be established for each disaster at the time of the EVC activation. If Volunteer Centers are designated to the lead agencies for EVC operations, they already have the technology capabilities within the five centers to coordinate thousands of volunteers in the Los Angeles area.

Confidentiality and privacy of information are important concerns when developing and using a database. The EVC will adhere to the jurisdiction's policies on these issues.

SECTION 4: POSITION CHECKLISTS AND GLOSSARY

Position Checklists

EVC MANAGER

Reports to: Volunteer Management Coordinator, Logistics Section, EOC

General Duties

- Secure and open the facility for the EVC
- Manage EVC set-up, operations and demobilization
- Request staffing and other resources for EVC operations
- Assign and supervise lead EVC staff
- Coordinate press inquiries regarding volunteers with jurisdiction's PIO
- Maintain close communications with the EOCs Volunteer Branch Coordinator

Action Checklist – EVC Set-up

- Read the entire Action Checklist.
- Identify yourself as the EVC Manager by putting on the name badge with your title.
- Initiate an event log of activities, beginning with notification of the emergency.
- Choose a site for the EVC; a large indoor room with tables and chairs is ideal.
- Verify that the structural integrity of the building has been determined by the EOC. Request a site inspection from the EOC if necessary.
- Determine if power, phone service, water, etc. are available.
- Request assistance from the EOCs Safety Officer to ensure a safe, secure and sanitary site.
- Request needed resources from EOC, including food and water for staff, phone lines and/or electronic communications equipment, and assignment of amateur radio operator backup to EVC if phone lines are down.

- ❑ Obtain Emergency Volunteer Center Supply Kit [EVC Form 6].
- ❑ Arrange room to allow for foot traffic; establish waiting area near Reception Station.
- ❑ Designate stations; clearly mark signs for each station.
- ❑ Post EVC signs in visible locations on the outside of the building.
- ❑ Designate a separate area or room for training and orientation, if possible.
- ❑ Establish mode of communication with the EOC. If you will be using the jurisdiction's registered radio amateur unit, ensure enough operators are assigned to cover all shifts for the entire time of operations. Utilize early volunteers as runners to deliver messages to the EOC, if necessary.
- ❑ Maintain all required records and documentation to support the history of the emergency.

Action Checklist – EVC Management

- ❑ Read the entire Action Checklist.
- ❑ Determine staffing levels. If possible, assign at least two people to each station and more if necessary. When assigning more than one person to a station, designate a lead staff to be in charge.
- ❑ Note that Safety Officer and Training Officer in most cases are not full-time jobs and can be assigned to other staff.
- ❑ Forecast personnel needs and request extra staff if needed.
- ❑ Assign early volunteers to provide refreshments and support in the waiting area near Reception Station.
- ❑ Determine hours of operation for the public.
- ❑ Set staffing shifts. The recommended maximum shift for any employee or volunteer is eight hours. Decisions regarding overtime work (beyond 8 hours a day or 40 hours per week) for jurisdiction employees should be coordinated with Personnel in the Logistics Section of the EOC.
- ❑ Plan breaks according to jurisdiction guidelines.
- ❑ Schedule brief meetings at beginning and end of day before/after opening the doors to the public to address operational issues and update staff on disaster situation.

- ❑ Overlap shifts to help with the transition of information and updates at each station.
- ❑ Frequently rotate staff through the most stressful positions, e.g., Receptionist
- ❑ If possible, designate a break/rest area away from the public to provide a resting area for staff, with water and healthy foods if possible.
- ❑ Encourage EVC staff to monitor stress levels, watch for burnout and promote breaks among one another whenever possible.

Action Checklist – EVC Demobilization

- ❑ Read the entire Action Checklist.
- ❑ Start planning for demobilization when beginning EVC operations.
- ❑ Work with EOCs Finance/Administration Section to make sure EVC staffing and operations cost tracking follow FEMA guidelines.
- ❑ Determine if and when to transition intake and placement activities to another entity.
- ❑ Set a day and time for demobilization and announce to all staff and volunteers.
- ❑ If needed, provide critical incident stress debriefing services from professional mental health counselors for EVC staff and volunteers.
- ❑ Prepare a brief report on intake and placement statistics for the EOC and your own records.
- ❑ Meet with Volunteer Management Coordinator in EOC to coordinate transition to countywide operations or local Volunteer Centers, if applicable.
- ❑ Determine where to transition remaining volunteer activities within the jurisdiction (e.g., Volunteer Services, Human Resources).
- ❑ Resolve or refer outstanding issues.
- ❑ Working with designated PIO, notify local media, emergency services officials and community regarding the deactivation of the EVC.
- ❑ Thank volunteers who contributed to EVC operations and/or response efforts in the community. Consider also recognizing volunteers after the event (e.g., phone call, letter from the mayor, an article or ad publishing their names in a local newspaper, gift of commemorative item).

RECEPTIONIST

Reports to: EVC Manager

General Duties

- Establish and manage Reception Station
- Greet visitors and field inquiries
- Distribute forms to potential volunteers
- Direct people with non-volunteer related inquiries to the appropriate source
- Post urgent volunteer needs

Action Checklist

- Read the entire Action Checklist.
- Identify yourself as the Receptionist by putting on the nametag with your title.
- Create a Community Resources and Referral list for directing non-volunteer related inquiries, e.g., where to donate, where to get help. Update information daily or as new information becomes available.
- Determine where donations are going in your community; consult with your EOC or review jurisdiction's policy on donations management.
- Systematically determine each person's need as soon as they arrive at the EVC.
- Refer those with non-volunteer related inquiries to the appropriate agency or organization.
- Refer representatives of agencies or departments that need volunteers to the Volunteer Opportunities Desk.
- Give those who wish to volunteer, including spontaneous volunteers and unaffiliated service program members, a brief explanation of how the EVC works and a Disaster Volunteer Intake and Referral Form [EVC Form 1] to fill out in the waiting area.
- Once they have completed the Disaster Volunteer Intake Form, direct the potential volunteer to the Intake and Referral Station or back to the waiting area, as necessary.

- If there are large numbers of people in the waiting area, field questions regarding the status of their application. Stay in close contact with the EVC Manager to keep updated on the availability of positions.
- If there is a need to recruit for a particular skill, post signs in the waiting area or near the Reception Station, as directed by the EVC Manager.
- Supervise greeters and refreshment servers to make sure they are giving out accurate information to the public.
- During a large-scale activation, activity at this station can be intense and prone to causing staff burnout. Enforce breaks and rotate new staff into this station as frequently as possible.

INTERVIEWER

Reports to: EVC Manager

General Duties

- Establish and manage the Intake and Referral Station
- Conduct a brief interview with each prospective volunteer
- Refer volunteer to an appropriate opportunity
- Confirm that volunteer has filled out all the required paperwork
- Register volunteers who are placed with the jurisdiction

Action Checklist – EVC Management

- Read the entire Action Checklist.
- Identify yourself as the Interviewer by putting on the nametag with your title.
- Initiate an event log of activities, beginning with notification of the emergency.
- Make sure the Disaster Volunteer Intake and Referral Form [EVC Form 1] is filled out correctly. Assist prospective volunteer, if necessary.
- Conduct a brief interview utilizing the *Volunteer Interview Guide* [EVC Form 7].
- Review with volunteer:
 - priority skills and abilities
 - whether or not they are 18 years of age
 - physical limitations
 - language skills
 - availability
- Assess volunteer's priority skills, review options and match volunteer with most appropriate opportunity.
- Briefly explain assignment to volunteer.
- Note referral(s) on Disaster Volunteer Intake and Referral Form [EVC Form 1].

- If possible, give volunteer a photocopy of Disaster Volunteer Intake Form. If not possible, retain original form.
- If volunteer is being referred to a position with the jurisdiction, send volunteer to the DSW Registration Station.
- If you have concerns during the interview, DO NOT place the volunteer. Inform volunteer you will get back to him or her and consult with the EVC Manager.
- Document any notes, questions or concerns you have about the volunteer in the Registration Station logbook.
- If unable to place volunteer at that time, explain situation and give them an idea of when you will call back or when they can check back with you.
- If volunteer is offering resources, determine resource availability and conditions of use.
- Refer volunteer resources to appropriate agency, organization or field site.

DSW REGISTRAR

Reports to: EVC Manager

General Duties

- Establish and manage the Volunteer Registration Station.
- Register volunteers as Disaster Service Worker (DSW) volunteers
- Ensure completion of required paperwork and administration of Loyalty Oath

Action Checklist

- Obtain completed Disaster Volunteer Intake Forms from Intake and Referral Station.
- Confirm that the position within the jurisdiction to which the volunteer was referred is still available.
- Conduct a brief secondary interview of volunteer, utilizing the Volunteer Interview Guide [EVC Form 7], with questions relevant to the position.
- If you have concerns during the interview, DO NOT place the volunteer. Inform volunteer you will get back to them and consult with the EVC Manager.
- Instruct the volunteer to fill out the *Disaster Service Worker Registration Form* [EVC Form 2]; note position placement on that form.
- Administer (or have authorized staff administer) the Loyalty Oath. This must be done by Los Angeles County employees.
- Complete any other necessary paperwork required for your jurisdiction to utilize the volunteer.
- Instruct volunteer on next steps:
 - Where and when to report for orientation and/or training
 - Who within local jurisdiction will be their supervisor
 - Give volunteer any necessary safety information, timecards, etc., pursuant to jurisdiction's volunteer management policies and procedures
- Periodically notify Volunteer Data Coordinator of placements completed.
- Maintain completed DSW forms and file with the appropriate authority.

VOLUNTEER OPPORTUNITIES COORDINATOR

Reports to: EVC Manager

General Duties

- Establish and manage the Volunteer Opportunities Desk
- Serve as liaison to the jurisdiction's departments and NGOs that need volunteers
- Relay volunteer requests to EVC Interviewers
- Supervise Data Coordinator
- Assist NGOs and departments with disaster volunteer management issues

Action Checklist

- Read the entire Action Checklist.
- Identify yourself as the Volunteer Opportunities Coordinator by putting on the nametag with your title.
- Ask the Reception Station to direct requests for volunteers from agencies to your station.
- Ensure that messages from the EOC regarding requests for volunteers from the jurisdiction reach you.
- Assist agency or department representatives with completion of Disaster Volunteer Request Form [EVC Form 3] for volunteers.
- Number Disaster Volunteer Request Forms sequentially in the order received.
- Send information regarding volunteer requests to EVC Interview Station as soon as they have been received.
- Forward completed Disaster Volunteer Request Forms to the Data Coordinator.
- Alert EVC Interview Station if there is an urgent need for people with particular skills such as interpreters or nurses. Also, notify EVC Manager so special recruitment procedures can be considered.
- Confirm that each outside agency understands that disaster volunteers must register with that agency for insurance and liability purposes.

- When notified by Data Coordinator that an opportunity appears to have been filled, notify requesting agency to determine whether enough volunteers have responded or whether the job should remain open.
- Inform Interviewers when a job has closed.
- Confirm that each department within the jurisdiction understands the need to follow Disaster Service Worker policies and procedures.
- Link agencies and departments that have disaster volunteer management needs with available resources (many agencies may not have developed procedures for working with disaster volunteers and may need some assistance and guidance).
- In the early stages of the disaster, contact Emergency Network Los Angeles (ENLA) and other CBO agencies by any means possible to identify volunteer opportunities. Outreach to agencies can be conducted any time this station is not busy with immediate incoming requests. As communications become available, Volunteer Opportunities staff can utilize phone, fax, the Internet and runners with cellular phones to determine needs.

DATA COORDINATOR

Reports to: Volunteer Opportunities Coordinator

General Duties

- Establish and manage Data Coordination Desk
- Enter/manage data on volunteers
- Enter/manage data on agency requests
- Establish and manage tracking process for volunteer needs and placements

Action Checklist

- Read the entire Action Checklist.
- Identify yourself as the Volunteer Data Coordinator by putting on the nametag with your title.
- Collect completed Disaster Volunteer Intake Forms [EVC Form 1] from Interviewers Station. Sort into piles, one for referred volunteers, one for pending. Return pending forms to Interviewers Station for follow-up.
- Devise a manual or computerized system for recording number of volunteers referred to each volunteer opportunity.
- If a manual system is utilized, hold this information for future database entry.
- If database capabilities exist, input all volunteer information from Disaster Volunteer Intake Forms.
- Inform Volunteer Opportunities Coordinator immediately when it appears enough volunteers have been referred to a particular job.
- Assist Volunteer Opportunities Coordinator by entering data on agency requests.
- Run daily report on number of volunteers processed, number of volunteer referred and to which agencies, and any other pertinent data.
- When EVC is demobilized, retain forms for the jurisdiction.

COMMUNICATIONS COORDINATOR

Reports to: EVC Manager

General Duties

- Establish and manage Communications Desk
- Establish form(s) of communication for EVC (fax, internet, runners, ham radio, phone, etc.)
- Manage incoming and outgoing communications for EVC (to and from EOC and other agencies)
- Establish and manage tracking process for communications

Action Checklist

- Read the entire Action Checklist.
- Identify yourself as the Communications Coordinator by putting on the nametag or vest with your title.
- Work with EOC Logistics and EVC Manager to establish communication methods for EVC – this may be fax, internet, runners, ham radio, phones or a combination of communications strategies as capabilities become available.
- Develop a clear line of communication with your EOC (this may be a runner at the beginning of operations).
- At direction of EVC Manager, submit requests for equipment, supplies, staff, etc., to the Logistics Section of the EOC.
- At direction of EVC Manager, submit requests for situational updates, reports on EVC operational status, etc., to the EOC.
- You may also be asked to transmit communications to other agencies such as ENLA, American Red Cross, 2-1-1, etc.
- Devise a manual or computerized system for tracking communications coming into the EVC.
- If a manual system is utilized, log/file/retain information for future database entry.
- Notify EVC Manager of important communications and information.
- When EVC is demobilized, retain communications records for the jurisdiction.

Glossary

(CERT) Community Emergency Response Team – An all-hazards education, training and support program for community volunteers designed to help citizens prepare to protect themselves, their neighborhoods and their families in an emergency or disaster. CERT training is provided by local jurisdictions.

(DSW Volunteer) Disaster Service Worker Volunteer – Any person registered with an accredited Disaster Council for engaging in disaster service without pay or other consideration.

(EMO) Emergency Management Organization – City/county staff assigned to the EOC to manage the response to a local disaster or emergency.

(EOC) Emergency Operations Center – The headquarters where emergency operations are managed and city/county staff are assigned to fill roles in the Incident Command Structure.

(EOP) Emergency Operations Plan – A plan that describes principles, policies and methods to be applied in carrying out emergency operations and rendering mutual aid during emergencies.

(EVC) Emergency Volunteer Center – A walk-in center, phone bank or other means of referring the public to disaster volunteer opportunities. Can be administered by a city, Operational Area or an outside organization.

(FEMA) Federal Emergency Management Agency – Agency of the US government tasked with disaster mitigation, preparedness, response & recovery planning. FEMA bears responsibility for distributing Federal relief funds to qualified applicants and allocating national resources to relief efforts.

(ICS) Incident Command System – The Incident Command System is a key component of the State of California's Standardized Emergency Management System (SEMS). ICS allows agencies throughout California to communicate using common terminology and operating procedures. ICS clearly defines staff roles, responsibilities, and lines of communication.

(NIMS) National Incident Management System – National standardized system for managing disasters based on SEMS. NIMS was implemented after 9/11 and uses the standardized operational procedures in emergency management to better coordinate for faster mobilization, deployment and use of resources in all States and Territories.

(OEM) Office of Emergency Management – The County office in Los Angeles designated with the responsibility for managing emergency services. Typically includes everyday oversight responsibility for preparedness, response, recovery and mitigation.

(POC) Point of Contact – A designated person or agency to contact regarding a specific issue or topic.

(RACES) Radio Amateur Civil Emergency Service – A communications service provided by amateur radio volunteers during a disaster. RACES volunteers are registered as DSWs and must be activated by local government. RACES responders operate as communicators at city/county EOCs, hospitals and other places where communications are needed in an emergency.

(SEMS) Standardized Emergency Management System – California’s standardized system for managing disasters. SEMS uses the same operational procedures across jurisdictions so they can better interact and coordinate for faster mobilization, deployment and use of resources.

SECTION 5: MAINTENANCE

This spontaneous volunteer management annex is developed under the authority of Los Angeles County Office of Emergency Management. The staff of the OEM is responsible for developing, maintaining and drafting revisions to the annex consistent with the jurisdiction's schedule for updating the Emergency Operations Plan. The annex may also be modified as needed after an incident, exercise or changes in procedures, law, rules or regulations pertaining to volunteer management. Staff will submit annex revisions to the Emergency Management Council in accordance with local ordinances for approval.

REFERENCES

Authorities

California Emergency Services Act, §8657

Disaster Service Workers Volunteer Program Regulations, Cal. Code of Regs. Title 19, §2570-2733.3

Good Samaritan Act, Cal. Health and Safety Code §1799.102

Volunteer Protection Act of 1997, U.S. Public Law 105-19

References

Alameda County Operational Area, *Volunteer Coordination Plan, 2006*

CA Emergency Management Agency, *State Emergency Operations Plan, Draft 2009*

CA Governor's Office of Emergency Services, *They Will Come: Post-Disaster Volunteers and Local Governments, 2001*

CA Volunteers, Office of the Governor, *Spontaneous Volunteer Management Template Plan for Local Government, 2004*

City of Mountain View, *Emergency Volunteer Operations Plan, 2000*

County of Sonoma and Volunteer Center of Sonoma County, *Maximizing Volunteers as a Resource During Disaster: A Model for Local Government and Volunteer Center Collaboration, 2003*

County of Sonoma Operational Area, *Emergency Operations Plan, 2000*

Department of Homeland Security, *Volunteer and Donations Management Support Annex, National Response Framework, 2008*

Florida Commission on Community Service, *Unaffiliated Volunteers in Response and Recovery, 2001*

Ready to Respond, *Volunteer Center Emergency Response Plan Template, 2003*

Santa Clara County Emergency Managers Association and Volunteer Center of Silicon Valley, *Emergency Volunteer Center Plan Template for Local Government, 2006*

The Volunteerism Project, *Getting Ready for Disaster Volunteers: A Guide for Community-Based Organizations, revised March 2001*

EVC FORMS

- EVC Form 1** **Disaster Volunteer Intake and Referral Form:** The initial document used to record volunteer skills, availability, etc., and the basis for referring volunteers to appropriate opportunities. It can be adapted for local use.
- EVC Form 2** **Disaster Service Worker Registration Form:** A template for local government organizations **that choose to utilize spontaneous volunteers in their own response and recovery operations.** It can be adapted for local use and contains the Loyalty Oath required by the State of California to register Disaster Service Worker Volunteers for workers' compensation insurance coverage.
- EVC Form 3** **Disaster Volunteer Request Form:** For use by the jurisdiction's departments and by nonprofit organizations to request volunteers from the EVC. It identifies each volunteer opportunity by title, brief description, and type of work, hours needed, and other pertinent details.
- EVC Form 4** **Disaster Volunteer Opportunities Chart:** Designed for tracking incoming volunteer opportunities. The chart can be enlarged to wall size so that the Volunteer Intake and Referral stations can view and make referrals. The Volunteer Opportunities Coordinator is responsible for maintaining information on this chart.
- EVC Form 5** **Emergency Volunteer Center Layout:** A basic layout for setting up stations at the Emergency Volunteer Center (EVC). It can be adapted to fit room size, flow of traffic, etc.
- EVC Form 6** **Emergency Volunteer Center Supply Kit:** A list of suggested supplies for the Emergency Volunteer Center. It is recommended that an EVC Supply Kit be stocked and stored at each facility that could serve as an EVC for the jurisdiction in the event of a disaster.
- EVC Form 7** **Disaster Volunteer Interview Guide:** A list of suggested questions for interviewing volunteers.
- EVC Form 8** **Emergency Volunteer Center Press Release:** A template that can be used to announce opening of the EVC during a disaster. Be sure to coordinate with your jurisdiction's PIO any information released to the press.
- EVC Form 9** **Volunteer Time Sheet:** To be utilized at the EVC for tracking staff volunteer hours. Can also be used at other locations where volunteers

are working. Designed for logging in multiple volunteers on a daily basis.

EVC Form 10 Safety Tips for Volunteers: A tip sheet that can be given to and reviewed with volunteers when they receive their assignment.

EVC Form 11 Contact List for Disaster Volunteer Coordination: Form for listing names and contact information for people, government agencies, National Service Programs and nonprofit organizations that are potential customers of or resources for the EVC.



EVC Forms

- [EVC Form 1] Disaster Volunteer Intake and Referral Form:** The initial document used to record volunteer skills, availability, etc., and the basis for referring volunteers to appropriate opportunities. It can be adapted for local use.
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- [EVC Form 5] Emergency Volunteer Center Layout:** A basic layout for setting up stations at the Emergency Volunteer Center (EVC). It can be adapted to fit room size, flow of traffic, etc.
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- [EVC Form 9] Volunteer Time Sheet:** To be utilized at the EVC for tracking staff volunteer hours. Can also be used at other locations where volunteers are working. Designed for logging in multiple volunteers on a daily basis.
- [EVC Form 10] Safety Tips for Volunteers:** A tip sheet that can be given to and reviewed with volunteers when they receive their assignment.
- [EVC Form 11] Contact List for Disaster Volunteer Coordination:** Form for listing names and contact information for people, government agencies, National Service Programs and nonprofit organizations that are potential customers of or resources for the EVC.





DISASTER VOLUNTEER INTAKE AND REFERRAL FORM

[insert jurisdiction logo]

[insert name of city or Op Area]

Name: First		Middle Initial	Last	Date
Street Address		City	State	Zip
Occupation	Primary Phone	Cell Phone	Pager	E-mail Address
List age if under 18* _____		Any Physical Limitations?		

*Minors who wish to register to volunteer must be accompanied by parent

If you are with a group, please specify name of group _____

Availability: Please indicate when you are available. (Check all boxes that apply.)

	M	T	W	Thu	F	Sa	Su
Morning							
Afternoon							
Evening							

Length of Time available (e.g., 1 week, 1 month, open) _____

Geographic Area: Please indicate the geographic area(s) where you can volunteer. (Choose all that apply.)

- [insert geog. subdivision]
-

Skills: Please indicate the skills you possess or tasks for which you are qualified (choose all that apply):

Disaster Skills	Office Skills	People Skills	Manual Skills
<input type="checkbox"/> CERT*	<input type="checkbox"/> Message Runner	<input type="checkbox"/> Language (specify below)	<input type="checkbox"/> Care & Shelter
<input type="checkbox"/> Safety Assessment	<input type="checkbox"/> Accounting	<input type="checkbox"/> Child Care	<input type="checkbox"/> Heavy Labor
<input type="checkbox"/> Medical: First Aid, MD, RN, EMT, NP (circle one)	<input type="checkbox"/> Answering Phones	<input type="checkbox"/> Animal Care	<input type="checkbox"/> Driver (list classes below)
<input type="checkbox"/> Shelter Assistant	<input type="checkbox"/> Data Entry	<input type="checkbox"/> Medical	<input type="checkbox"/> Carpentry
<input type="checkbox"/> Traffic/Crowd Control	<input type="checkbox"/> General Clerical	<input type="checkbox"/> Counselor	<input type="checkbox"/> Plumber
<input type="checkbox"/> Radio Communications	<input type="checkbox"/> Computer Systems	<input type="checkbox"/> Special Populations (seniors, disabled)	<input type="checkbox"/> Electrician
<input type="checkbox"/> HAM Radio License		<input type="checkbox"/> Interviewer/Customer Service	<input type="checkbox"/> Debris Removal
<input type="checkbox"/> Other (specify below)		<input type="checkbox"/> Legal	<input type="checkbox"/> Food Prep/Service

*Community Emergency Response Team

Please list licenses, special certifications, languages or other specifics on skills checked above:

Special Equipment/Vehicles/Resources you can offer:

Volunteer Signature (if in person): _____

EVC Interviewer:	Location Referred to:	Contact Person:	Phone #:
Interviewer Comments:			Date Referred:
Data Entry Date: / /	by:		



**DISASTER SERVICE WORKER
REGISTRATION
LOCAL AND STATE INFORMATION**



Loyalty Oath under Code of Civil Procedure §2015.5 & Title 19, Div.2, Chap.2, Sub-Chap.3, §2573.1

ATTACH PHOTOGRAPH HERE	<i>This block to be completed ONLY by government agency or jurisdiction</i>	
	CLASSIFICATION: _____	SPECIALTY: _____
	AGENCY OR JURISDICTION: _____	
	REGISTRATION DATE: _____	RENEWAL DATES: _____
	EXPIRATION DATE:* _____	DSW CARD ISSUED: NO YES #: _____
PROCESSED BY: _____	DATE: _____ TO CENTRAL FILES: _____	

TYPE OR PRINT IN INK (HIGHLIGHTED AREAS REQUIRED BY PROGRAM REGULATIONS)

NAME: LAST		FIRST	MI	SSN:	
ADDRESS:		CITY:		STATE	ZIP:
COUNTY:	HOME PHONE:		WORK PHONE:		
PAGER:	E-MAIL:		DATE OF BIRTH: (optional)		
DRIVER LICENSE NUMBER: (if applicable)	DRIVER LICENSE CLASSIFICATION: A B C		LICENSE EXPIRATION DATE:		
	OTHER DRIVING PRIVILEGES:				
PROFESSIONAL LICENSE: (if applicable)	FCC LICENSE: (if applicable)		LICENSE EXPIRATION DATE:		
IN CASE OF EMERGENCY, CONTACT:				EMERGENCY PHONE:	
PHYSICAL IDENTIFICATION:	HAIR:	EYES:	HEIGHT:	WEIGHT: (optional)	BLOOD TYPE: (optional)
COMMENTS:					

Government Code §3108-§3109:

Every person who, while taking and subscribing to the oath or affirmation required by this chapter states as true any material matter which he knows to be false, is guilty of perjury, and is punishable by imprisonment in the state prison not less than one nor more than 14 years. Every person having taken and subscribed to the oath or affirmation required by this chapter, who, while in the employ of, or service with, the state or any county, city, city and county, state agency, public district, or disaster council or emergency organization advocates or becomes a member of any party or organization, political or otherwise, that advocates the overthrow of the government of the United States by force or violence or other unlawful means, is guilty of a felony and is punishable by imprisonment in the state prison.

LOYALTY OATH OR AFFIRMATION (GOVERNMENT CODE §3102)	
I, _____, do solemnly swear (or affirm) that I will support and defend the	
PRINT NAME	
Constitution of the United States and the Constitution of the State of California against all enemies, foreign and domestic; that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of the State of California; that I take this obligation freely, without any mental reservations or purpose of evasion; that I will well and faithfully discharge the duties upon which I am about to enter. I certify under penalty of perjury that the foregoing is true and correct.	
DATE	SIGNATURE
	IF UNDER 18 YEARS OLD, SIGNATURE OF PARENT/GUARDIAN
SIGNATURE OF OFFICIAL AUTHORIZED TO ADMINISTER LOYALTY OATH	
	TITLE

*Registration for the active DSW volunteer is effective for the period the person remains a member with that organization; for a volunteer registering for an intermittent or a single event, the expiration date is set at the discretion of the accredited Disaster Council but not to exceed one year. (Govt. Code §3102)





EMERGENCY
VOLUNTEER
CENTER

DISASTER VOLUNTEER REQUEST FORM

[insert name of
city or Op Area]

PLEASE PRINT

Date _____

Requesting Organization _____ Contact Person _____

Phone: Day _____ Evening _____ Fax _____

Address _____ City _____ Zip _____

DSW Job Categories and Volunteer Position Titles (*italics indicate DSW classification*)

Please select one:

Animal Rescue, Care & Shelter

- Animal Care Animal Rescue

Communications

- Communications (HAM radio, cellular)
 Message Runners
 Interpreter (specify languages, including Sign)

Community Emergency Response Team

- CERT Member

Finance & Administrative Staff

- Computer Data Entry
 Clerical Support Phones

Human Services

- Child Care Counseling
 Information & Referral Food Service
 Shelter Services Interviewer
 Special Populations (Seniors, disabled)

Laborer

- Clean-up Construction
 Heavy Equipment Sandbagging
 Donation Sorting/Packing/Loading

Law Enforcement

- Traffic Control Assistant Security

Logistics

- Driving

Medical & Environmental Health

- Health Care (circle preference: Doctor, RN, EMT or list specialty required)

Safety Assessment Inspector

- Safety Assessment

Other _____

Volunteer Position Description (describe tasks/duties):

Desired Skills/Qualifications (include language skills needed):

Physical Requirements of Position:

Job Site Location: _____

Is site handicapped accessible? Yes No

Work site contact _____ Work site phone _____

How should volunteer make contact (phone site, phone office, go to site, etc.)

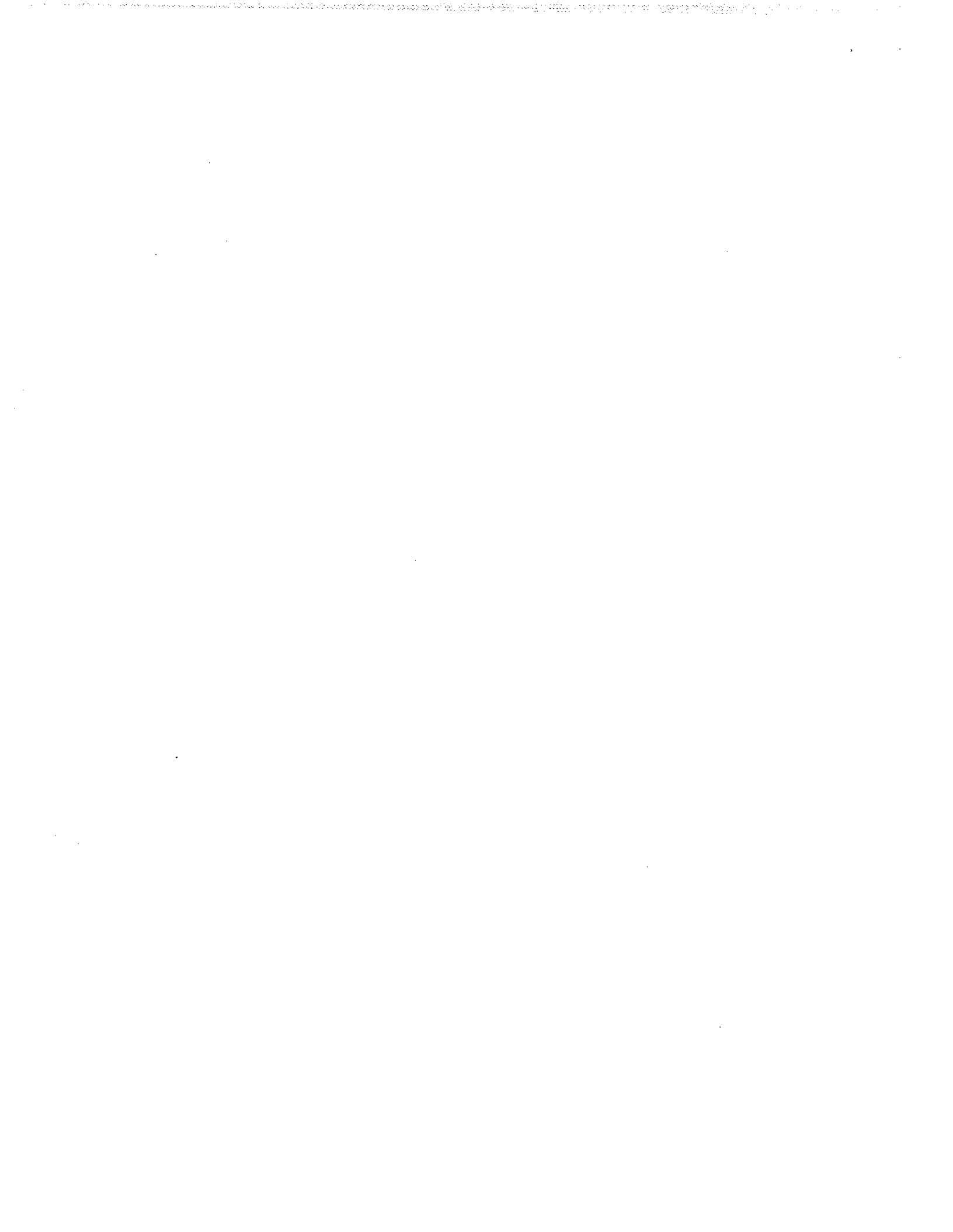
Special instructions, clothing, equipment or other necessities

Number of volunteers needed _____ Minimum _____

Hours/Days Needed: _____

Expected Duration: _____

EVC Use Only: Information taken by _____	Volunteer Opportunity Number _____ Data Entry Date _____
--	---





EMERGENCY
VOLUNTEER
CENTER

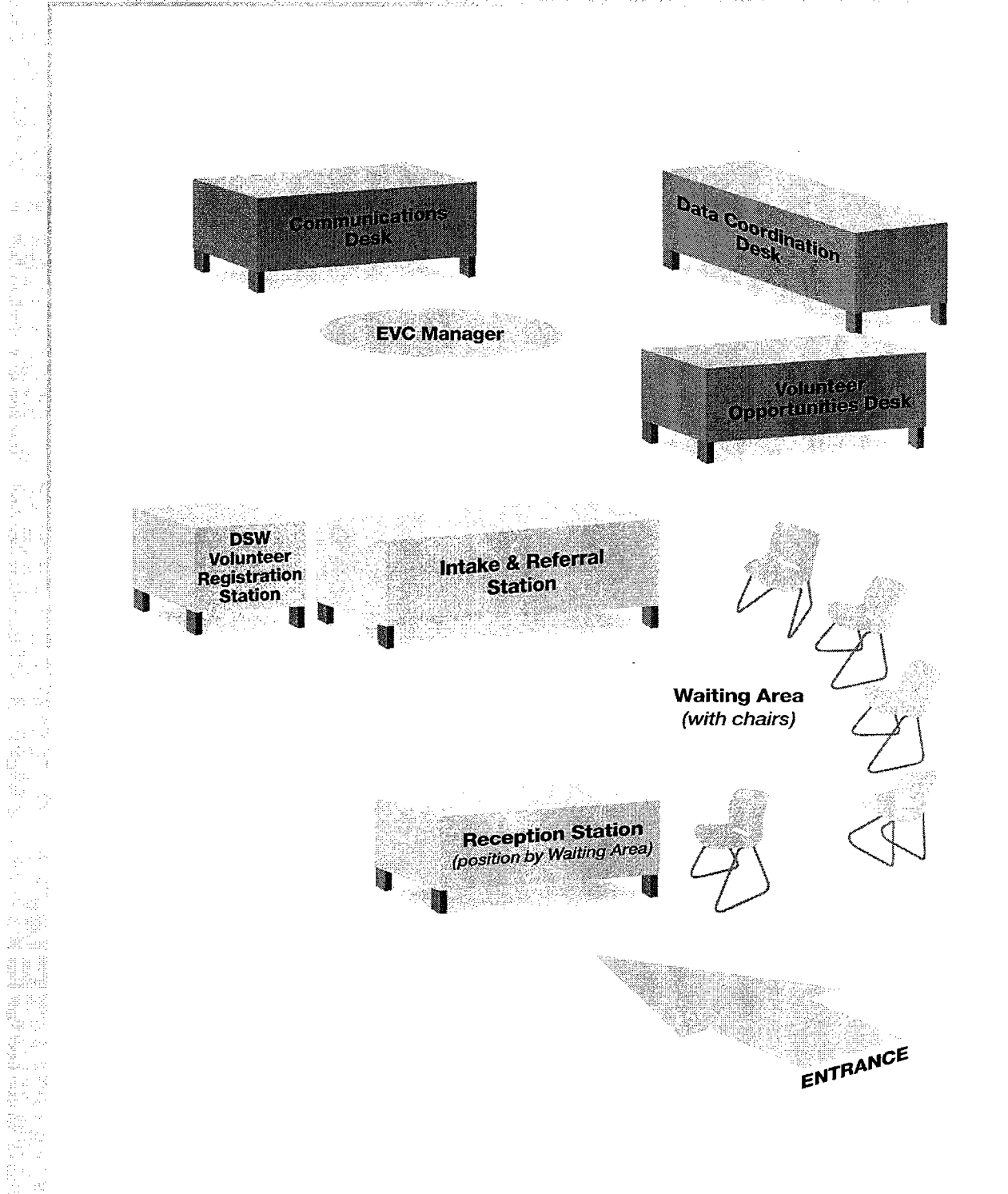
VOLUNTEER OPPORTUNITIES



EMERGENCY
VOLUNTEER
CENTER

Opp #	Requesting Agency	How to Contact	Position Title/Info	Requirements	Where/When (Location/Date/Time)	How Long (Duration)	How Many (# Needed)	# Referred/ Comments

EMERGENCY VOLUNTEER CENTER LAYOUT



Adapt basic design to fit any existing facility



EMERGENCY
VOLUNTEER
CENTER



EMERGENCY
VOLUNTEER
CENTER

EMERGENCY VOLUNTEER CENTER SUPPLY KITS

These supplies are for activation of the Emergency Volunteer Center. Adapt as necessary to supplies already stocked in the jurisdiction (e.g., first aid, equipment).

Forms, Maps, Signs, etc:

- EVC plan
- Disaster Volunteer Intake and Referral Forms
- Disaster Service Worker Registration Forms
- Disaster Volunteer Request Forms
- Disaster Volunteer Time Sheets
- Disaster Volunteer Position Description Forms
- Street maps of city
- Thomas Guide for county
- Pre-printed EVC signs
- Pre-printed EVC signs with directional arrows
- Pre-printed 8x10 signs for identifying the different stations
- Cones
- Vests, hats, shirts, badges or preprinted name tags to identify EVC staff

Office Supplies:

- Large Post-It flipcharts
- Poster board and/or cardboard and large marker pens
- Clipboards (3)
- Dry erase board and dry erase pens
- Eraser
- Paper
- 3x5 cards (pack of 100) and file box
- File folders and labels (1 dozen)
- Accordion or portable file box
- Spiral notebooks (6)
- Envelopes
- Highlighter pens
- Pens & pencils (2 dozen each)
- Pencil sharpener
- Tape (masking, scotch & duct)
- Stapler and staples
- Scissors
- Paper clips
- Push pins, etc.
- Post-Its
- 1 Post-It fax pad
- Disposable camera
- Polaroid camera and film
- Supplies for Spontaneous Volunteer ID Badges (TBD)

Optional Equipment & Supplies:

- Fax machine
- Laptop computer
- Cell phones
- Phones
- Copy machine
- Large tarp for outdoor set-up

Optional Preparedness Items (can be in a separate kit or with above supplies):

- First aid kit
- Flashlights
- Portable radio
- Extra batteries
- Lightsticks
- Disposable wipes
- Emergency blankets





DISASTER VOLUNTEER INTERVIEW GUIDE

Possible questions for interviewing disaster volunteers:

1. Why have you decided to volunteer?
2. What skills do you have which may be useful as a disaster volunteer?
3. Are you prepared to work in a possibly stressful, unfamiliar situation (if applicable)?
4. Do you speak any language other than English?
5. What type of volunteer work would you like to do?
6. Do you have any special training or licenses for this type of work? (If yes, notify volunteer to be prepared to show documentation for special licenses, certification or training.)
7. Are there any physical limitations to the type of work you can do? (e.g. Can you lift only a certain amount of weight?)
8. Have you ever volunteered in a disaster situation before?
9. When, and for how long, are you available to volunteer?
10. Do you prefer to work alone, with a partner, or in a group?
11. Do you have your own transportation?
12. Do you have any questions about volunteering?
13. Are you 18 or older?

PRESS RELEASE

Be sure to coordinate the release of information to the press and the public with the Public Information Officer for your jurisdiction

[Insert City logo(s)]

Date:
Time:
Contact:
Phone:
Fax:

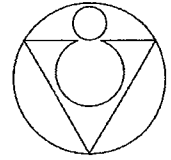
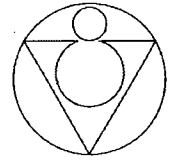
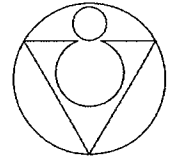
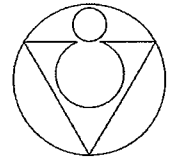
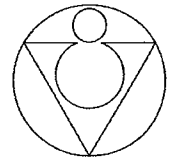
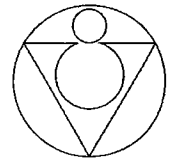
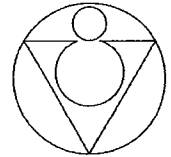
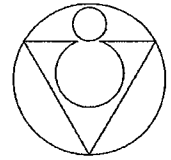
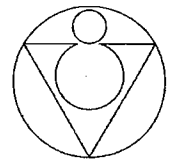
FOR IMMEDIATE RELEASE

EMERGENCY VOLUNTEER CENTER OPENED

City name, CA - In response to [insert name/type of incident and city/region affected] in [insert location], the [insert city/cities] [has/have] opened a local Emergency Volunteer Center in [insert city location]. The Emergency Volunteer Center has information about a variety of community needs and will match people who want to help with appropriate volunteer opportunities.

Volunteers can visit the Emergency Volunteer Center located at [insert street address and city] between [insert opening time] and [insert closing time], or they may call [list area code and phone number] to learn about current volunteer needs and urgent skill requests. Agencies that need volunteers should call [insert area code and phone number].

[IF NEEDED, ADD THIS SECTION] Volunteers with [list specific urgent skills needed such as language, medical, etc.] are urged to contact the Emergency Volunteer Center immediately.



**EMERGENCY
VOLUNTEER
CENTER**





DISASTER VOLUNTEER TIME SHEET



EMERGENCY
VOLUNTEER
CENTER

Site Location: _____

Date: _____

PLEASE PRINT

Name:	Time		Total Hours	Assignment	Supervisor (Full Name)
	In	Out			
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					



SAFETY TIPS FOR VOLUNTEERS

- 1. If you feel you are in danger or experiencing intolerable stress, please notify your supervisor immediately!**
- 2. If you are injured while volunteering, notify your supervisor or another city staff member immediately!**
- 3. Use extreme caution when traveling to your destination. Cooperate with first responders (police, fire, etc.) during travel.**
- 4. If issued Volunteer ID, carry it with you at all times.**
- 5. Be sure to follow all safety processes and procedures, including usage and storage of equipment, and keep in mind the safety of yourself and others at all times.**
- 6. If you have any physical limitations or are taking special medications that prohibit certain activities, let your supervisor know immediately!**
- 7. Don't forget to complete your timesheet at the end of the each day.**
- 8. Never work alone!**
- 9. If you are unsure about something, PLEASE ASK!**

Thank you for volunteering your time and energy to help our community!





CONTACT LIST FOR DISASTER VOLUNTEER COORDINATION ¹

Use the following list as a guide for developing a contact list for your jurisdiction. List names, titles and contact information for key government representatives. Also list agencies that may need volunteers, as well as agencies that may be able to provide resources to the EVC. Include name of agency, contact name and contact information for each.

Type of Resource	Name/Title	Contact Information
<i>Government Resources</i>		
City EVCs		
City EOCs		
Operational Area EVC		
Operational Area EOC		
Others		
<i>Non-Governmental Agencies</i>		
ENLA (Emergency Network Los Angeles)		
Food Bank		
American Red Cross		
Salvation Army		
Humane Society		
Conservation Corps		
2-1-1		
Local VOAD		
Others as appropriate (mental health, housing, homeless, etc.)		

¹ For more complete and comprehensive information regarding community disaster resources, contact 2-1-1.

