

City of Beverly Hills Disaster Volunteer Management Plan



Prepared by the Office of Emergency Management and
Administrative Services
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INTRODUCTION

Volunteers play a significant role in both the response and recovery phases of a disaster. Volunteers are among the first to arrive on scene following a major event or disaster. They will be essential to the sheltering, mass feeding, and other operations established in the wake of a disaster.

The key to managing volunteers during a disaster is developing policies and procedures that will allow for the effective preparation and use of volunteers when they are needed.

Purpose

To have a plan in place as well during a set of guidelines for how volunteers will be recruited, managed, and utilized prior to, during, and following a disaster, and to ensure compliance with the City of Beverly Hills goals of disaster preparedness.

Goals

The goals of the Disaster Volunteer Management Plan are:

- To augment, as a supporting plan, the City's SEMS/NIMS Emergency Operations Plan
- To enhance resources available to the City and the community-at-large for disaster response and recovery through the involvement of volunteers
- To establish a means by which volunteers and service program members can contribute their time and talents before, during and following a disaster
- To ensure that implementation of the volunteer management plan is in accordance with principles and practices as described in the State Emergency Plan and the City of Beverly Hills Emergency Response Plan.
- To ensure that volunteers are registered as Disaster Service Workers in accordance with State and local law.

Scope

This disaster volunteer manual is designed to be used by the City of Beverly Hills to prepare, organize, and execute the use of volunteers in emergency and disaster situations. The manual covers the management of pre-registered and affiliated volunteers in Part I. Part II provides instructions for establishing an emergency volunteer center (EVC), the coordination of volunteer operations, including assigning tasks, documentation, and debriefing, taking place in the EVC (all volunteers will be processed here unless otherwise directed). Part III provides guidelines for managing spontaneous volunteers specifically, once the EVC has been established.

While the volunteer plan is intended to be comprehensive, it is expected to be used in conjunction with the City's existing Emergency Response Plan and other emergency protocol.

City of Beverly Hills Emergency Management Policy Statement

It is the policy of the City of Beverly Hills to have in place an Emergency Response Plan. The City of Beverly Hills will plan, prepare for, and conduct operations to accomplish the following objectives:

1. Save lives, protect property, and environment.
2. Provide a basis for the direction and control of emergency operations.
3. Plan for continuity of government.
4. Repair and restore essential systems and services.

5. Provide for the protection, use and distribution of remaining resources.
6. Coordinate operations with the emergency service organizations of other City's, if necessary.

Volunteer Management Policy

Before, during or after a disaster the City will:

- Maintain Citizen Corps through individual departments according to City policies and procedures.
- Designate a Volunteer Manager (EOC: Logistics: Personnel Unit: Volunteer Manager) or identify an individual experienced in volunteer management who could assume the responsibility of coordinating the program.
- Register and document all volunteers as Disaster Service Workers through the EOC: Logistics: Personnel Unit: Volunteer Manager. In addition, all departments receiving volunteers must track and supervise those volunteers assigned to them.
- Identify an EVC staging area where people can be screened, oriented, trained, and assigned to assistance roles.
- Ask for volunteer assistance from local, nonprofit agencies experienced in volunteer management. Other recruitment avenues include the local media, local labor unions, educational institutions and private companies.
- Provide proper management of volunteers in order to optimize their resources.
- Make provisions for the care, feeding, transportation, and shelter of volunteers.
- Ensure that volunteers are properly recognized for their services (recognition may be in the form of individual commendation by the elected officials, public acknowledgement by the media, or a letter of appreciation from the local emergency manager).

Concept of Operations

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

The Volunteer Management Plan is consistent with the state's Standardized Emergency Management System (SEMS) and National Incident Management System (NIMS). Within the SEMS and NIMS structures, volunteer management falls under the EOC Logistics Section: Personnel Unit.

Roles and Responsibilities

The primary department responsible for the City wide disaster mobilization and deployment of volunteers and service programs during and after a disaster is Administrative Services. Its roles include the following:

- Determine need to activate volunteer management plan at time of disaster
- Coordinate activation, implementation and demobilization of volunteer management plan
- 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.

Activation of Volunteer Management Plan

Reasons for activating the volunteer management plan may include but are not limited to the following:

- When the nature of the disaster and/or media coverage of it makes the use of volunteers or the convergence of spontaneous volunteers likely

- When volunteers with particular skills and/or special knowledge of the City could enhance relief and recovery efforts
- When shortages of workers require augmentation of staffing support from outside resources

Plan Maintenance

This Volunteer Management Plan is developed under the authority of The City of Beverly Hills Office of Emergency Management. The staff of Administrative Services, in accordance and review with the Office of Emergency Management, is responsible for maintaining and drafting revisions to the plan consistent with the City's schedule for updating the Emergency Operations Plan. The plan 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 plan revisions to the Office of Emergency Management for approval.

Assumptions

1. The City of Beverly Hills is responsible for interviewing, screening, registering, training and the safe supervision of any volunteers that it involves in its own disaster operations as Disaster Service Workers. This is for the protection of both the volunteer and the City.
2. The City of Beverly Hills may delegate some of its volunteer coordination responsibilities to a volunteer center or other organization through its Emergency Response Plan or through the action planning process during response and recovery operations.
3. 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.
4. All unaffiliated volunteers and unaffiliated service program members will be considered and processed as spontaneous volunteers.
5. Likewise, outside organizations that involve volunteers in their own operations are responsible for interviewing, screening, registering, training and the safe supervision of those volunteers
6. All pre-registered Disaster Service Worker volunteers will be used first.

PART I: DAY-TO-DAY DISASTER VOLUNTEERS

The first step in the City's disaster volunteer management plan is to train and prepare day to day volunteers for assistance during an emergency. Part I of the Volunteer Disaster Services Manual is intended to assist in managing these existing programs including the City's Citizen Corp Programs: CERT, DCS, VIPS, Explorers, Neighborhood Watch and others. Such programs are designed to recruit and prepare volunteers to be used as Disaster Service Workers during and after a disaster. Part I sets guidelines for how these volunteers will be recruited and managed before and during the disaster. Volunteers who have been registered as a California Disaster Service Worker will be utilized first in a disaster.

Departments and existing programs will manage overall individual volunteer programs before, and in preparation for, a disaster. Management of the Citizen Corp Programs falls to the Office of Emergency Management; management of individual Citizen Corp groups falls to the respective department. The following guidelines are intended to define the affiliated disaster volunteer programs and standardize all procedures.

Disaster Volunteer Definitions

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 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 and convergent volunteers. Managing spontaneous volunteers will be addressed in Part II. State law refers to spontaneous volunteers as "convergent volunteers." 19 CER 2570(h)

A Pre-Registered Volunteers is an individual that currently volunteers for the City or that has been organized and trained for a specific job function prior to a disaster and is pre-registered as a Disaster Service Worker. The City manages ongoing volunteers through the City's Citizen Corps.

Citizen Corps The Citizen Corps' initiative supports community-based programs through citizen volunteer efforts. Currently there are five programs under the Corps. These programs rely on a cadre of prevention and response to threats of crime and disaster including terrorism. The City of Beverly Hills currently has active volunteers in Citizen Corps groups. The groups who represent the Citizen Corps for Beverly Hills are as follows:

1. Community Emergency Response Team (CERT)

Under the direction of the Fire Department, trains community members on how to take care of themselves, their family, and their neighbors before during and after a disaster.

2. Disaster Communication System (DCS)

Under the direction of the Police Department, active volunteers provide a vital communications link, through the ham radio system, internally within the City and externally to the LA County Sheriffs Department and other agencies. DC members are capable of supporting the operations of virtually every City department and have trained as such, both in the EOC and in the field. These

volunteers provide support during times of disasters as well as for special events and police activities.

3. Medical Reserve Corp

This reserve group, under the oversight of the LA County Public Health, is a way for health professionals to volunteer to strengthen the community. Units are locally-based health volunteers who can assist their neighbors in large scale emergencies. This volunteer unit supplements existing community emergency response systems and helps meet community health needs.

4. Neighborhood Watch Program

Under the direction of the Police Department, Neighborhood Watch provides a unique opportunity to protect the community by educating residents about crime and by furnishing smart crime prevention tips to protect themselves and family members.

5. Volunteers in Police Service (VIPS)

Under the direction of the Police Department, VIPS serve in many capacities. Volunteers are trained to work in clerical and administrative offices, aiding Crime Prevention, Traffic and Detective Divisions. This frees up additional police personnel for frontline and other police duties.

6. Explorers

Under the direction of the Police Department, the Explorers assist with various department functions like DUI check points and ride along with officers in the field. They also compete against other explorer posts in tactical related events like building searches, felony stops, and perimeter containments. The explorer program prepares youth to become police officers as well as teaching them important life skills.

7. Other

Under the direction of individual departments, the following two city volunteer programs are not considered day to day volunteers but can certainly be used in times of disaster. These volunteers have not taken the Disaster Oath to become a DSW:

- **Community Service Volunteers** are pre-registered volunteers registered with the Community Services Department. See City's general Volunteer Manual for detailed information on this program managed by the Community Service Department.
- **City Program Volunteers** are pre-registered volunteers that are community members who are currently or have taken a volunteer program or academy. Examples of these volunteers are: Commissions, Team Beverly Hills, and the College and High School Intern Program. These groups can be used during a disaster, but the day to day managing of these groups falls within various other departments.

An Affiliated Volunteer is one who is affiliated with either a governmental agency or NGO, but NOT the City, and who has been trained for a specific role or function in disaster relief or response during the preparedness phase. These volunteers may be used in the response and recovery phase of a disaster, but will be managed by their respective agency. Coordination should be made between these agencies and the EOC: Logistics: Personnel Unit: Volunteer Manager. The category of affiliated volunteers may be further broken down as follows:

- Volunteers in **ongoing programs** 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. Examples include the Los Angeles County Medical Reserve Corps (MRC) and American Red Cross

- 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.
- **A Disaster Service Worker (DSW) affiliated 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 plan, participants in service programs will be referred to as members.

A Registered Beverly Hills Disaster Service Worker (DSW) Volunteer is any person registered with the City of Beverly Hills Disaster Council as a certified DSW for the purpose of engaging in disaster service pursuant to the California Emergency Services Act without pay or other consideration. These volunteers have taken the disaster oath, completed the DSW registration form, and have undergone a background investigation (if appropriate). In times of emergency, this pool of volunteers will be utilized first to help the City.

- **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 and upon being impressed into service, becomes a Disaster Service Worker even though they are not registered. This occurs very rarely and usually involves medical professionals, law enforcement or fire department personnel.

Pre-Screening and Registration

Pre-registered City volunteers will have been registered and documented as Disaster Service Workers in advance. These volunteers are assigned and managed by a specific City department or existing program. These forms should be kept in the responsible department. A copy of all forms must be sent to the EOC Logistics: Personnel Unit to be kept for use during a disaster and the original registration form must be sent to the City Clerk. All disaster volunteers will be required to complete the following forms as part of their admission to the above programs:

- **Volunteer Application**
This form is to be completed by all individuals interested in volunteering. Once the form is complete, it should be given to the department’s Manager of Volunteers so that it may be placed in the Volunteer Binder.
- **California Emergency Services Act Volunteer Disaster Services Worker (DSW) Registration Form**
This form must be completed by all volunteers who are willing and/ or may be used in emergency and disaster service. It must be completed in accordance with the rules and regulations adopted by the California Emergency Management Agency. Once the volunteer has taken the loyalty oath or affirmation and completed the form, the volunteer should receive a copy of the form and the form should be placed in the California Emergency Services Act file. Registered and sworn DSW’s are covered through California State Worker’s Compensation program while performing disaster training and/or service. The original copy of this form must be filed with the City Clerk.

- **City of Beverly Hills Release of Liability and User Indemnity Agreement for Volunteers**

This form is intended to release the City of Beverly Hills from responsibility of injury or illness for all volunteers. The City DOES NOT cover volunteers or provide liability insurance for volunteers who register for service. No volunteer will be allowed to work for the City without agreeing to the Release form.

- **Investigation Form**

This form is to be used at the discretion of the Personnel Unit Coordinator. Volunteers who will be working with children or the elderly must undergo a background investigation. Other volunteer programs and positions may be decided upon on an individual basis. The volunteer should be given notice of the decision to investigate them before conducting the investigation.

Identification Cards

All disaster service workers are required to obtain a City Volunteer Identification Card (from the responsible department). Some pre-registered volunteers will have been screened in advance and have already completed the Volunteer Investigation Form. If needed, volunteers will also have been fingerprinted, photographed, and have provided a California Drivers License, interim license, or California Identification Card.

- Volunteers will be issued a card once they have been assigned to a worksite or a City department.
- Volunteers must display their ID card at all times while assisting the City.

Risk Management

In order to maintain proper management and documentation of workers, certain standard risk management procedures are needed in dealing with volunteers. Most importantly, all volunteers must agree to and sign the Release of Liability and User Indemnity Agreement before they may be admitted to any volunteer program. Under this agreement, volunteers are not covered as City employees for injury or illness during their service.

Disaster Service Workers Volunteer Program (DSWVP)

During a disaster, volunteers wishing to work on behalf of The City of Beverly Hills must be registered by the City as Disaster Service Workers (DSWs) in order to be covered through the Workers Compensation Program. If a volunteer has registered properly and has an accident or is injured while performing disaster service work within the rules governing this program, the volunteer is covered through the State of California Workers' Compensation program.

The State has specified in its DSW Volunteer Program Rules and Regulations the need for adequate training and supervision of disaster volunteers classified as DSWs to maintain Worker's Compensation Program coverage with the State of California. For more information on these and other rules, see the State of California Disaster Service Worker Volunteer Program Regulations (available in the Logistics Section Personnel Supply Box and at www.calema.ca.gov).

No workers' compensation benefit or reimbursement of expenses incurred may be paid to any DSW volunteer unless the loyalty oath or affirmation has been taken or subscribed to. The oath is to be administered only before an officer authorized to administer oaths or affirmations. The Disaster Council by ordinance is authorized to register and provide the oath or affirmation to volunteers. The Disaster Council authorizes all Department Heads, the Assistant Director of Human Resources, or

the Director of the Office of Emergency Management to register and provide the oath or affirmation to volunteers.

File Retention and Recordkeeping

- Documented proof of the oath or affirmation of any disaster service worker is an integral part of an injury claim for workers' compensation. File retention should follow the same rules as other public personnel records. The oath or affirmation of a volunteer worker shall be filed with the City Clerk, and a copy sent to Human Services.
- All registration records shall be available for inspection by any officer or employee of the State Compensation Insurance Fund or of the California Department of Emergency Management.
- The personnel officer or other individuals designated by the disaster council shall be responsible for keeping and registration current, and for the accuracy and safekeeping of the official registration records.
- The California Department of Emergency Management may prescribe additional registration requirements as it may deem necessary.

Workers' Compensation Claims

Workers' compensation claims for injuries sustained by certified Disaster Service Workers while performing disaster services shall be filed under the same authorities and guidelines as claims filed by paid employees. The claim shall include:

1. The appropriate claim and employer's report of injury forms as prescribed by the State Compensation Insurance Fund.
2. A written narrative account of the incident that may include witness statements
3. A copy of the claimant's current disaster service worker registration form indicating when the loyalty oath or affirmation was administered.

**FURTHER QUESTIONS ON DISASTER VOLUNTEER MANAGEMENT
SHOULD BE DIRECTED TO THE OFFICE OF EMERGENCY MANAGEMENT
(310) 285-1025**

PART II: EMERGENCY VOLUNTEER CENTER

The chief method for coordinating volunteers is the Emergency Volunteer Center (EVC). The following outlines how the EVC will be activated and set-up in order to provide a central location for volunteers to convene and be assigned to specific functions during and after a disaster. The EVC can be a walk-in center (sometimes referred to as a volunteer reception center, or ERC), a phone bank, an online process, or a combination of two or more of these strategies. The EVC will be the clearinghouse for both spontaneous and affiliated volunteers. Once the EVC has been established, pre-registered and day to day disaster volunteers, who may have already reported to their designated supervisor, should then report to the EVC. Unregistered and convergent volunteers must be sent to the EVC to be screened and registered before being assigned to a volunteer position. The intake of spontaneous volunteers will be covered in Part III.

Through the EVC, each prospective volunteer is welcomed, organized, and referred, based on the volunteer's qualifications and availability, to an appropriate volunteer opportunity in the City's operations, an NGO, or other volunteer agency. Volunteers referred to the City must also visit a Volunteer 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).

Other Volunteer Centers

In the event a local volunteer center or other Non Government Organization is willing to assume responsibility for volunteer mobilization and coordination, The City of Beverly Hills may delegate some of the City's roles listed above to the said organization.

Activation of the EVC

The EVC can be actuated in accordance with the City Emergency Response Plan, the activation of the City's Emergency Operations Center (EOC), and the Logistics Section Personnel Unit. The EVC Manager reports to the EOC Logistics Section: Personnel Unit: Volunteer Management Coordinator. The form and location of the EVC will be designated by the Personnel Unit at the time of event. Suggestions for location EVC include the Roxbury Club House, La Cienega Tennis Center, and the first floor of the City Library.

Staffing

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

- **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.
- **Other employees of the City.** By state law all government employees are designated Disaster Service Workers and therefore available to be assigned to any aspect of the City's disaster operations. The ideal employees to staff the EVC include the following:
- **Citizen Corp or other City Volunteer Groups.** 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.

- **Employees of other City's.** Request mutual aid assistance from other jurisdictions only after fully utilizing our own resources. Contact the four Westside City's (Area A: Culver City, West Hollywood, Santa Monica) before going to LA, Co.
- **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.

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. Establish some form of identification from the outset for EVC staff – vests, shirts, hats, identification badges, etc. – that will indicate to the public their role at the EVC.

EVC Operations

Setting up the EVC should be done in accordance with the provided layout and guidelines. The Emergency Volunteer Center is divided into four stations.

Support Area

The Support Area includes desks for the *Volunteer Opportunities Coordinator, Data Coordinator, Communications Coordinator and EVC Manager*. For EVC position explanations and action checklists, see the **Appendix**. The following three stations are designated areas for contact with prospective volunteers.

Reception Station

At the Reception Station, volunteers are greeted by the EVC Receptionist, and directed to the appropriate Station. Spontaneous volunteers are given a *Disaster Volunteer Intake and Referral Form* and directed to the waiting area adjacent to the Reception Station. Pre-registered volunteers who arrive at the EVC should be directed to the assigned EVC personnel who have copies of pre-screened and registered City volunteers on file. The Reception Station also functions as a general reception area, where staff--both paid and volunteer sign-in and out and where all visitors are greeted and directed to the appropriate area.

Intake and Referral Station

At the Intake and Referral Station, volunteers are briefly interviewed by interviewers and referred to a suitable volunteer position, if one is available. Volunteers who have been referred to an outside organization exit the EVC after leaving this station. Volunteers who have been referred to a position within the City go on to the Volunteer Registration Station.

Volunteer Registration Station

At the Volunteer Registration Station, volunteers who have been referred to a position with the City complete the placement process and, if appropriate, are registered and sworn in as State Disaster Service Workers by the Registrar. Pre-registered disaster volunteers should already be registered as DSW's and be documented by the Volunteer Manager. Volunteers are then directed to the appropriate City department and are then the responsibility of the department supervisor.

Training and Deployment

Before being deployed, it is essential that volunteers receive an adequate amount of training. At a minimum, volunteers must be thoroughly briefed on the legal aspects of the tasks to which they are to be assigned. They should also fully understand their responsibilities and the limits to which they may go in performing their assigned duties. An orientation process should be followed. An example of an orientation plan can be referenced in the Attachments. Once all volunteers have been screened, registered, and oriented, volunteer managers must assign them to a particular department for deployment. Examples of potential volunteer tasks are listed in Attachments.

Communications

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

- Within the City, there must be communications between the Emergency Volunteer Center (EVC) and the Emergency Operations Center (EOC). Typically these will be located some distance apart.
- The EVC will need to communicate directly with other departments and NGOs regarding their needs for volunteers and any related issues.
- There should be communication between the EOC Logistics Section: Personnel Unit and the Operational Area in regard to 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
- Packet radios
- Amateur radio operators
- Radios
- Runners

EVC Administrative Practices

Managing volunteers effectively during an emergency presents both a challenge and an opportunity for the Administration Services Department. The key to managing volunteers is developing policy and procedures that will allow for the effective management of volunteers. The Volunteer Disaster Services Manual is intended to assist in putting volunteers to good use during a disaster without unduly jeopardizing their safety or incurring potential liability to the City. The EVC should coordinate affiliated and convergent volunteers under the management of the assigned City officials and facilitate cooperation with the EOC in directing volunteer operations.

Standardization

The procedures, materials and forms developed for this plan are based on tested plans and best practices from a variety of sources. Use of standardized methods and tools facilitates 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 maximize any reimbursement that

may become available. The EVC must work with the Finance section in the EOC to ensure all costs are documented appropriately.

In the event the City arranges for an outside agency to manage the EVC, the outside agency will track all expenses and provide the appropriate information to the City during demobilization. The City and the agency must be determined before the City turns over the EVC to an outside agency.

Technology

The predominant use of technology within the EVC will be for computerized input and storage of information about spontaneous volunteers. Confidentiality and privacy of information are important concerns when developing and using a database. The EVC will adhere to the City's policies on these issues.

Public Information

Dissemination of information to the public near the onset of a disaster about volunteer opportunities and procedures is critical to 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 Attachments for press release template). Within the press release, potential volunteers could be directed to call a central phone line to screen the calls and direct them to the EVC when appropriate to be processed.

Once the EVC infrastructure is in place, a release should be distributed to the media by the City of Beverly Hills Emergency Operations Center Public Information Officer for the incident. It is recommended that the EVC organizational infrastructure be in place, and there is a documented request, 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 City. All volunteers should be accounted for and properly debriefed before being discharged.

Lessons learned regarding volunteer management should be captured through debriefing of the EVC's lead staff and preparation of an after-action report. A plan for recognizing volunteers (at a minimum, those who rendered services to the City of Beverly Hills, but ideally those who came forward to help the community), should be developed in advance and executed as part of the demobilization process. Some recognition ideas include a recognition event, honoring exceptional work, and issuing a public note of gratitude.

PART III: MANAGING SPONTANEOUS VOLUNTEERS

This section of the Disaster Volunteer Manual is to provide guidelines for accepting and processing spontaneous volunteers who come to assist the City during and after a disaster. A spontaneous volunteer is one who arrives on their own, without any precedent or registration, and wishes to aid in disaster recovery efforts. Unsolicited (convergent) volunteers can overwhelm the City and community agencies following a disaster with offers to help. Part III is intended to provide a plan that directs their talents and energy to disaster response and relief efforts. Volunteer Management assumes the responsibility to ensure convergent volunteers are physically and mentally capable and have appropriate training for their assignment. The processing of such volunteers should be done at the established EVC by authorized staff.

Screening and Registration

Spontaneous volunteers who arrive at the EVC will need to be organized and processed by EVC staff. After being welcomed by the receptionist, each walk-in volunteer must be directed to the reception station to be properly reviewed and assigned.

Reception Station: When a convergent volunteer enters the EVC, they should be welcomed and given a *Disaster Volunteer Intake and Referral Form*. They should fill this out and proceed to be referred to a specific volunteer function.

Intake and Referral: The screening process occurs here and consists of an interview to determine whether a potential volunteer has the necessary skills, qualifications, physical fitness, and attitude to serve the City or another agency. Screening is similar to an employee interview – volunteers are essentially unpaid employees. Staff that screen potential volunteers should be provided a list of positions the City is trying to fill. To ensure staff understands the qualifications for each position, include copies of the corresponding duty statements. If the EVC staff refers the volunteer to an outside agency, the individual will not be registered, and should leave the EVC and be directed to the appropriate organization. If the volunteer will be used within the City, they should proceed to the **Registration Station**.

Registration Station: Staff must maintain a personnel- like file on each spontaneous volunteer with pertinent information: name, address, phone number, Social Security number (optional), credentials, emergency notification contact, and the volunteer's preferred physician (if applicable) and all required forms listed below.

Before they may assist in any volunteer function, all volunteers will be required to complete the following forms:

- **Volunteer Application**
This form is to be completed by all individuals interested in volunteering. Once the form is complete, it should be used as an intake and referral guide to place the volunteer in an appropriate job function.
- **California Emergency Services Act Volunteer Disaster Services Worker (DSW) Registration Form**
This form must be completed by all volunteers in accordance with the rules and regulations adopted by the City's Disaster Council and the California Emergency Management Agency. Once the volunteer has taken the loyalty oath or affirmation and completed the form, the volunteer should receive a copy of the form and the form should be placed in the California Emergency Services Act file. Registered and sworn DSW's are covered through California State Worker's Compensation program while

performing disaster training and/or service. The original copy of this form must be filed with the City Clerk.

- **City of Beverly Hills Release of Liability and User Indemnity Agreement for Volunteers**

This form is intended to release the City of Beverly Hills from responsibility of injury or illness for all volunteers. The City DOES NOT cover volunteers or provide liability insurance for volunteers who register for service. No volunteer will be allowed to work for the City without agreeing to the Release form.

- **Investigation Form**

This form is to be used at the discretion of the volunteer director. Volunteers who will be working with children or the elderly must undergo a background investigation. Other volunteer programs and positions may be decided upon on an individual basis. Potential volunteers should first be screened for suitability. Professional license verification and Department of Justice background checks may be necessary for some functions. During a disaster, time restraints may make a background check impossible. Therefore, sensitive job positions will be better filled by pre-registered volunteers who have already been screened. If a volunteer position is subject to a background investigation, the volunteer should be given notice of the decision to investigate them before conducting the investigation.

Volunteer Identification Cards

All Disaster Service Workers are required to obtain a City Volunteer Identification Card from the EOC Logistics Section Personnel Unit: Volunteer Manager. Walk-ins will have to be screened at the time they appear for assignment prior to duty. Therefore they will be required to complete the Volunteer Investigation Form. They will also be fingerprinted and photographed and will need to provide a California Drivers License, interim license, or California Identification Card.

- Volunteers will be issued a card once they have been assigned to a worksite or a city department.
- Volunteers must display their ID card at all times while assisting the City.
- When volunteers sign out at the end of their assignment, ID cards will need to be returned to the EVC, who will in turn return them to the Logistics Section Personnel Unit for documentation and volunteer tracking.
- The ID cards will be reissued by the EVC when the volunteer returns to work and signs in for service.

Risk Management

The City of Beverly Hills assumes responsibility for any volunteers working under the auspices of the City. Therefore the role of the Volunteer Registration Station is critical for managing certain inherent risks. **All volunteers involved in the City's operations during a disaster must be registered as Disaster Service Workers (DSWs).** Under the guidelines of this program, volunteers who are registered as DSW must be provided with adequate training and supervision (see Disaster Service Workers Volunteer Program section below for more details).

When the 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 Volunteer Application to gather enough information to make an appropriate referral. The City's 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.

Safety is an important component of risk management. Safety of all workers, volunteers and others onsite is the responsibility of the EOC's Safety Officer. 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.

Disaster Service Workers Volunteer Program (DSWVP)

Volunteers wishing to work on behalf of City of Beverly Hills during a disaster must be registered by the City as Disaster Service Workers (DSWs) in order to be covered through the Workers Compensation Program. If a volunteer has registered properly and has an accident or is injured while performing disaster service work within the rules governing this program, the volunteer is covered through the State of California Workers' Compensation Program. Once a convergent volunteer is registered as a Disaster Service Worker volunteer, that person is no longer convergent, but considered a registered DSW volunteer.

The State has specified in its DSWVP Rules and Regulations the need for adequate training and supervision of disaster volunteers classified as DSWs to maintain Worker's Compensation Program coverage with the State of California. For more information on these and other rules, see the State of California Disaster Service Worker Volunteer Program Regulations (available in the Logistics Section Personnel Supply Box and at www.calema.ca.gov).

No workers' compensation benefit or reimbursement of expenses incurred may be paid to any DSW volunteer unless the loyalty oath or affirmation has been taken or subscribed to. The oath or affirmation is to be administered only before an officer authorized to administer oaths or affirmations. The City Clerk may deputize selected staff from the City as Deputy City Clerks for the purposes of administering the loyalty oath to DSW volunteers. The City Clerk may also designate the Emergency Operation Center as an extension of the City Clerk's office and the official repository for DSWVP records to make the administration of the Program more practical. (Refer to Govt. Code §3104)

File Retention and Recordkeeping

- Documented proof of the oath or affirmation of any disaster service worker is an integral part of an injury claim for workers' compensation. File retention should follow the same rules as other public personnel records. The oath or affirmation of a volunteer worker shall be filed with the City Clerk, and a copy to Human Services.
- All registration records shall be available for inspection by any officer or employee of the State Compensation Insurance Fund or of the California Department of Emergency Management.
- The personnel officer or other individuals designated by the disaster council shall be responsible for keeping and registration current, and for the accuracy and safekeeping of the official registration records.
- The California Department of Emergency Management may prescribe additional registration requirements as it may deem necessary.

Mutual Aid

The City of Beverly Hills 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 this jurisdiction's mutual aid policies and procedures. When volunteers from outside organizations report for service, they should report to the EVC (if

established) or to the EOC Logistics Section, Personnel Unit to be registered, briefed, and assigned.

CONCLUSION

The Disaster Volunteer Management Plan is intended to clarify, and standardize the process by which the City manages volunteers before, during and after a disaster and other emergency situations. The plan is developed by the Office of Emergency Management of The City of Beverly Hills. Administrative Services is responsible for developing, maintaining and drafting revisions to the plan consistent with the City's schedule for updating the Emergency Response Plan. The plan may also be modified as needed after an incident, exercise or changes in procedures, law, rules or regulations pertaining to volunteer management.

APPENDIX

CONTENTS

Emergency Volunteer Center Position Checklists
Authorities and References
Glossary

EMERGENCY VOLUNTEER CENTER POSITION CHECKLISTS

Volunteer Management Coordinator

Reports to: Personnel Unit, Logistics Section, EOC

General Duties

- Establish and maintain communications with or relocate to EOC
- Establish and maintain communications with EVC Manager
- Relay requests for volunteers from jurisdiction's departments to EVC
- Relay requests for resources from EVC to Logistics Section

Action Checklist

- Read the entire Action Checklist.
- Identify yourself as the Volunteer Management Coordinator by putting on the [insert identification method] with your title.
- Initiate an event log of activities, beginning with notification of the emergency.
- Obtain a status briefing from the Personnel Unit Leader. Determine if local emergency has been declared and what are anticipated needs for volunteers.
- Establish communication with the EVC Manager and brief on the situation.
- When EVC activation is needed, determine which EVC mode/s is/are most appropriate (walk-in center, phone bank, online process).
- Determine from EVC Manager what resources are needed to initiate EVC operations and relay requests to Logistics Section.
- Determine needs of all EOC sections and branches for volunteers and relay requests to the EVC.
- Ensure that volunteers are being properly registered as Disaster Service Workers (DSWs).
- Ensure that appropriate forms are being used in the EOC and the EVC.
- Monitor resource needs for sustaining EVC operations and relay requests to Logistics Section.
- Assist EVC Manager with demobilization process.
- Maintain all required records and documentation to support the history of the emergency.

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 EOC's Volunteer Management Coordinator

Action Checklist – EVC Set-up

- Read the entire Action Checklist.
- Identify yourself as the EVC Manager by putting on the [insert identification method] 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 EOC's 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 (see Attachment G for a list of Supply Kit contents).
- 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 jurisdictions 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 at all 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 EOC's 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 Liaison to coordinate transition to **countywide operations**, 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* (Attachment A) 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

- 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* (Attachment A) is filled out correctly. Assist prospective volunteer, if necessary.
- Conduct a brief interview utilizing the *Volunteer Interview Guide* (Attachment H).
- 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* (Attachment A).
- 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 Government Registration Unit.
- 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.

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 or Affirmation

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* (see Attachment H), 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* (Attachment B); note position placement on that form.
- Administer (or have authorized staff administer) the Loyalty Oath or Affirmation.
- Complete any other necessary paperwork required for your jurisdiction to utilize the volunteer.
- Instruct volunteer on next steps:
 1. Where and when to report for orientation and/or training
 2. Who within local jurisdiction will be their supervisor
 3. 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 Forms* (Attachment C) 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 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 (Attachment A) 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.

Training Officer

Reports to: EVC Manager

General Duties

- Plan orientation and training for new staff
- Execute training as often as needed
- Maintain records on who was trained, when and on what

Action Checklist

- Read the entire Action Checklist.
- Identify yourself as the Training Officer by putting on the nametag with your title.
- Coordinate orientation/training schedule with EVC Manager.
- Plan orientation and training for new EVC staff.
- Include safety information in curriculum.
- Update orientation and training curriculum as needs, policies or procedures change.
- Issue ID badges to new EVC staff.
- Create new file for each EVC staff volunteer.
- File volunteer's pink copy of Disaster Volunteer Intake Form with training record.
- Assign new volunteers to a supervisor.
- Address re-training as needed.

Authorities and References

Authorities

California Emergency Services Act, §8657

Disaster Service Workers Volunteer Program Regulations, Cal. Code of Regs. Title 19, §2570-2573.3

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

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

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

Sacramento Region Spontaneous Volunteer Management Plan Draft, August 2005

Glossary

(ARES) Amateur Radio Emergency Service – The oldest volunteer communications group, in existence since 1914. ARES provides training for emergency communications and organizational structure to thousands of amateur radio communicators (“HAMS”).

(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.

(DES) Director of Emergency Services – City Manager or designated alternate who has overall authority for administering the City’s disaster response plan.

(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 by the DES and city/county staff assigned to fill roles in the Incident Command Structure.

(EVC) Emergency Volunteer Center – A walk-in Volunteer Center where the public can come to register to volunteer in a major disaster.

(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.

(OES) Office of Emergency Services – A city, county or state office 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 must be activated by local government; its volunteers are registered as DSWs and covered by worker’s compensation. 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.

(WMD) Weapons of Mass Destruction – Chemical, Biological, Radiological, Nuclear or Explosive weapons used intentionally to injure or kill civilians as well as military personnel.

Attachments

CONTENTS

Forms To be Used for Pre-Registered and Day-to-Day Disaster Volunteers:

- **City of Beverly Hills Recreation Department: Volunteer Application Form**
- **Volunteer Investigation Form**
- **City of Beverly Hills Release of Liability and User Indemnity Agreement for Volunteers**
- **City of Beverly Hills Disaster Service Worker Registration Form:** State DSW form for use by local government in registering volunteers for disaster-related activities within the jurisdiction of the registering authority. The form can be adapted for local use and contains the loyalty oath required by the State of California to register Disaster Service Worker volunteers.
- **City of Beverly Hills Volunteer Identification Card**

Forms To be Used for Spontaneous Volunteers:

- **Disaster Volunteer Intake and Referral Form:** The initial document used to record spontaneous volunteer skills, availability, etc., and the basis for referring such volunteers to appropriate opportunities.
- **Disaster Volunteer Interview Guide:** A list of suggested questions for interviewing volunteers.
- **Volunteer Investigation Form**
- **City of Beverly Hills Release of Liability and User Indemnity Agreement for Volunteers**
- **City of Beverly Hills Disaster Service Worker Registration Form:** State DSW form for use by local government in registering volunteers for disaster-related activities within the jurisdiction of the registering authority. The form can be adapted for local use and contains the loyalty oath required by the State of California to register Disaster Service Worker volunteers.
- **City of Beverly Hills Volunteer Identification Card**

Emergency Volunteer Center (EVC) Forms and Guidelines

- **Emergency Volunteer Center Layout:** A basic layout for setting up stations at the Emergency Volunteer Center (EVC). It can be adapted to accommodate room size, configuration and other constraints.
- **Guidelines for Setting up the EVC**
- **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.
- **Emergency Volunteer Center Action Checklist**

- **Emergency Volunteer Center Press Release:** A template that can be used to announce opening of the EVC in a disaster. Be sure to coordinate with your local PIO any information released to the press.
- **Outline for Orienting New EVC Staff:** A list of topics that should be covered when orienting new volunteers who will be helping in the EVC. EVC Action Checklist
- **Typical Jobs for Spontaneous Volunteers**
- **Training and Deployment Form**
- **Emergency Volunteer Center Disaster Volunteer Time Sheet:** To be utilized at the EVC for tracking staff volunteers hours. It is designed for tracking multiple volunteers on a daily basis.
- **Volunteer Position Description:** Suggested format for internal use by the EVC or City Department for designing and defining volunteer opportunities. It is beneficial to create as many of these as possible prior to a disaster.
- **Disaster Volunteer Request Form:** For use by departments to request volunteer assistance from the EVC. It identifies each volunteer opportunity by title, brief description, and type of work, hours needed, and other pertinent details. If departments are requesting volunteers without the required forms, it is the responsibility of the EVC to provide the department with the correct form.

Disaster Operations

- **Disaster Volunteer Request Form:** For use by agencies and/or internal departments to request volunteer assistance from the EVC. It identifies each volunteer opportunity by title, brief description, and type of work, hours needed, and other pertinent details.
- **City of Beverly Hills Disaster Volunteer Time Sheet:** To be utilized by City departments for tracking volunteers hours. It is designed for tracking multiple volunteers on a daily basis.
- **Volunteer Appraisal Form:** For use by Department Supervisors to evaluate volunteer performance.
- **Supervisor's Report of Injury/ Illness:** To be used by Department Supervisor to document any illness and injuries that may occur to a volunteer during a disaster.
- **OSHA Form:** Must be completed to fully document injuries or illness to recover worker compensation for disaster volunteers.

PRE-REGISTERED AND DAY-TO-DAY DISASTER VOLUNTEER FORMS

SPONTANEOUS VOLUNTEER FORMS

EMERGENCY VOLUNTEER CENTER (EVC) FORMS AND GUIDELINES

DISASTER OPERATION FORMS