Spontaneous Volunteer Management Plan Job Action Sheets

Western Massachusetts Medical Reserve Corps

The Spontaneous Volunteer Management Plan provides guidance for safe, efficient and scalable volunteer management. The Plan includes integration with incident management systems; communication with community members and voluntary organizations; volunteer reception, screening, training, matching, deployment and retention.

2013

Western Mass Medical Reserve Corps

Advisory Group

5/29/2013

### **Job Action Sheets**

### VMS Director

### VRC Coordinator

### VRC Registration

### VRC Credentialing

### VRC Assignment

### VRC Training

### VRC Support

### VRC Demobilization

### VRC Facilities

### VRC Liaison

### VOAD Liaison

**Figure 1: Incident Command Structure**

|  |  |
| --- | --- |
|  | Be Aware of the Following |
|  | Chain of command: Know your supervisor and who you supervise. |
|  | Safety first: Be aware of staff and public safety. If in doubt call for help. |
|  | Media/social media: Have permission before talking to the press/media or posting information. |
|  | Behavioral health: Take care of yourself, your co-workers, and volunteers. Be aware of staff burnout. |
|  | Complete Required Forms |
|  | Activity Logs: Track event/action taken and submit at shift change |
|  | Resources: Provide all Resource Requests to the logistics section |
|  | Job Action Sheets: Provide information for actions specific to your position |
|  | **Initial Response** |
|  | Receive appointment and read associated Job Action Sheets (JAS) and Standard Operating Guides (SOG) |
|  | Always sign in and out with the volunteer or staffing unit |
|  | Wear proper identification at all times |
|  | Attend/hold briefings to receive: situational awareness, Job Action Sheet, Activity Logs, and Resource Request forms |
|  | Review incident briefing forms, as well as all policies, plans and procedures for your position |
|  | Set-up your designated area |
|  | Request needed supplies or staff from logistics |
|  | Confirm set-up with your supervisor |
|  | Daily Volunteer Reception Center Operations |
|  | Hold or attend daily shift change briefings with staff and collect Activity Logs |
|  | Complete required Activity Logs for each shift |
|  | Monitor for volunteer safety and staff burnout at all times |
|  | Provide volunteer services and support to the best of your ability and within the scope of your training/credentials |
|  | If in doubt or uncertain, ask for clarification or assistance |
|  | Closing the Volunteer Reception Center |
|  | Hold/attend closing briefing by supervisor to receive cleaning and take-down protocols |
|  | Assist with recovery and the transition to the “new normal” |
|  | Assist with demobilization, remove signs, dismantle and clean your operations area, clean and return equipment:   * Refresh (clean and sanitize facility and equipment) * Repair (if practical) * Restore (if able, otherwise replace) * Return (borrowed equipment) * Replace (donations or purchases) * Remove (trash and broken equipment) |
|  | Confirm clean-up with supervisor |
|  | Hold/attend debriefing with staff if you are an officer, manager, or team leader |
|  | Participate in After Action meetings |
|  | Participate in the After Action Report process, including identification of areas for improvement and revision of plans |

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|  | | | | Job Description | | |
|  | | | | * Responsible for all aspects of spontaneous volunteer management | | |
|  | | | | * Coordinates the provision of all volunteers for the response | | |
|  | | | | * Ensures the health and safety of all volunteers | | |
|  | | | | * Recommends all volunteer expenditures to the logistics section chief for approval by the incident commander | | |
|  | | | | * Collects and maintains all job Activity Logs and submits all reports for volunteer management | | |
|  | | | | Reports to | Contact Information | |
|  | | | | Logistics service branch director/ section chief |  | |
|  | | | | **Supervises** |  | |
|  | | | | Volunteer reception center coordinator |  | |
|  | | | | Volunteer reception center logistics |  | |
|  | | | | Volunteer reception center finance |  | |
|  | | | | Partner Agencies | Contact Information | |
|  | | | | MEMA – Region III/IV | MEMA 24/7 call line 413-821-1500 | |
|  | | | | MEMA State Emergency Operations Center (SEOC) | MEMA SEOC – 508-820-2000 – ESF 6 (sheltering desk) | |
|  | | | | Department of Public Health (DPH) | MEMA 24/7 call line 413-821-1500 – ESF 8 (medical desk) | |
|  | | | | American Red Cross (ARC) | 24 hour phone Pioneer Valley Chapter: 413-737-4306 | |
|  | | | | Salvation Army | (617) 542-5420 | |
|  | | | | Western Mass. Medical Reserve Corps | [www.wmmrc.org](http://www.wmmrc.org) | |
|  | | | | Western Region Homeland Security Advisory Council | [www.wrhsac.org](http://www.wrhsac.org) | |
|  | | | | Boards of health |  | |
|  | | | | Local voluntary agencies |  | |
|  | | | | Local faith community organizations |  | |
|  | | | | Voluntary Organizations Active in Disasters |  | |
|  | | Forms, Protocols, and Other Resources | | | |
|  | **Item** | | | **Description/Notes** | **Quantity/Location** |
|  | Spontaneous Volunteer Management Plan | | |  |  |
|  | Job Action Sheets for all positions | | |  |  |
|  | VMS Standard Operating Guide | | |  |  |
|  | Regional Shelter Plan with forms/lists/JAS | | |  |  |
|  | Emergency Dispensing Site Plan | | |  |  |
|  | Regional Shelter SOP | | |  |  |
|  | Facility Opening/Closing Assessment FORM | | | In Forms Section |  |
|  | Resource Request or ICS 308 (FORM) | | | In Forms Section | 2 per JAS |
|  | Action Log or ICS 214 (FORM) | | | In Forms Section of Shelter Plan |  |
|  | Volunteer & Medical Vol. Registration Forms (FORM) | | | Forms Section |  |
|  | Personnel Sign In/Out Sheets (FORM) | | | Forms Section |  |
|  | Incident Report Forms (FORM) | | | Accidents/complaints – Plan forms section | First Aid Kit |
|  | Equipment recommendations | | | Radio, cell phone, laptop, printer, internet, copier, camera, cables, power strip, lights | Also need directional/ informational signage |
|  | Initial Planning Actions | | | | |
|  | Plan for volunteer management with the logistics section/incident command/EOC | | | | |
|  | Designate and activate volunteer management staff positions as needed | | | | |
|  | Determine the need for spontaneous volunteers | | | | |
|  | Work with IC and PIO to provide appropriate messaging to the public concerning volunteer opportunities | | | | |
|  | Work with IC, logistics and liaison to determine the need for a volunteer reception system or center, which could be:   * Part of response facility like an emergency dispensing site, shelter, or comfort center * Stand-alone, walk-in center * Phone bank, call-in center * Virtual on-line process * Combinations of two or more strategies | | | | |
|  | Initial Response | | | | |
|  | Conduct Volunteer Reception Center (VRC) facility walk-through (VRC Facility Assessment Form) as available to determine:   * Adequate space for all VRC functions with multiple rooms and areas available * Safety/security * Availability of secure parking * Availability of food, rest areas for staff * Internet access including Wi-Fi or “hot spot” * Communication capabilities, phones and sustainable power supply * Accessible and in close proximity to the affected area * Appropriate directional and informational signage | | | | |
|  | Post VRC Code of Conduct and Expectations: Welcome and thank you for volunteering   * Everyone must show government issued photo identification and sign-in and sign-out * No weapons, alcohol, drugs or smoking allowed at any time * Volunteer safety is our first priority: all bags and containers are subject to search. If you see something; say something. * Anyone under 16 must be accompanied by a parent or guardian * Volunteers are here to help and should consider their limitations and assignments based on their needs and capabilities * Volunteers are responsible for their own safety and wellbeing and are prepared with appropriate clothing/supplies | | | | |
|  | Ensure the set-up of the VMS/VRC Functions:   * **Registration:** Welcome, triage, orientation, information, affiliations, registration, phone center and message center * **Credentialing**: Identification, credentialing, background checks * **Training:** Safety and Just-in-Time training * **Assignment:** Liaison with IC/operations; matching; badging/vests; deployment * **Support:** Transportation and trouble desk * **Demobilization**: Debriefing , evaluation, and volunteer retention/follow-up * **Facilities:** Volunteer and staff food, sanitation/cleaning and rest area * **Data:** Documentation and management of logs of all actions, volunteer time, volunteer records, forms, expenses | | | | |
|  | Check in volunteer management staff as they arrive and distribute Job Action Sheets (JAS) | | | | |
|  | Hold initial staff briefing:   * Thank volunteers for their service * Brief on situational awareness and safety * Distribute JAS, Activity Logs, Resource Request forms | | | | |
|  | Confirm VMS/VRC set-up and readiness to operate with section chief/ IC/VRC liaison/PIO | | | | |
|  | Determine the extent of safety needs for VRC/VMS operations   * Address life safety issues for the facility during the pre-occupancy inspection. Document all repairs and actions. * Make sure all exits are clearly marked. * Limit the number of entrances and exits to control who enters and exits the facility. Unused doors should be secured. Work with the fire marshal to make sure restricted entrances/exits are not used. * In the case of hurricane, tornado, or high winds, make sure that doors and windows remain closed, since the structural building codes are created with the presumption that doors and windows are closed. Failure to follow these procedures can cause a building to fail and suffer structural damage, even if it is built to storm shelter standards. | | | | |
|  | Daily VMS/VRC Operations | | | | |
|  | Monitor staff for “burn-out” and inappropriate behavior.   * Provide for staff breaks and rest periods * Complete Incident Form documenting any accidents or safety/security problems * Report any concerns to your immediate supervisor and safety officer | | | | |
|  | Hold shift change briefings with staff and collect Activity Logs:   * Situational updates * Collect/distribute forms: JAS; Activity Logs; Medical Logs; Expense Sheets, Inspections, etc. * Emphasize the importance of documenting everything, especially injuries and complaints * Sign in/out staff; Discuss needs or concerns for the next shift * Create update for the section chief/IC | | | | |
|  | Monitor VMS/VRC operations for safety and address safety issues as they arise | | | | |
|  | Work with PIO to manage media representatives that may show up at the VRC. Coordinate with PIO to ensure consistent messaging.   * Ensure Media Release Forms are obtained before allowing filming or interviews at the VRC. | | | | |
|  | Ensure VMS/VRC operations: Objective is to process volunteers efficiently and effectively with safety the first priority | | | | |
|  | **Volunteer Registration Desk**:   * **Volunteer Welcome**: Make each volunteer feel valued * **Volunteer Triage:** Work with security to assess the appropriateness of all volunteers presenting (Rapid Interviews) * **Volunteer Orientation**: Provide situational awareness on incident and volunteer opportunities, including affiliations * **Volunteer Message Center**: Maintain a volunteer message board and phone bank * **Volunteer Registration:** Ensure all required Forms are completed with an expedited process for affiliated volunteers * **Forms:** (Must show government issued photo ID) * Personnel Sign-in Sheets * Message/Resource Request FORM; Call Center Intake Scripts * Volunteer Registration FORMS and Checklists: skills, interests, availability, licenses, equipment * Code of Conduct and FEMA Readiness FORM * Volunteer Releases and Confidentiality FORM * **Data Management:** Documentation Logs of all Actions, Volunteer Time, Volunteer Records, Forms, Expenses | | | | |
|  | **Volunteer Credentialing Desk**:   * **Identification:** Must have a government issued photo ID * **Licenses**: Must provide copies of all licenses and certifications such as * Commercial driver’s; hydraulic lift; crane operator; construction supervisor license * CPR/first aid cards; medical license; must complete medical License Form * MRC, DART, ARC, or other affiliation ID; health officer/agent; inspector of buildings; DPW; first responder * **Verification**: Must obtain official verification of all licenses, certifications, affiliations * MAResponds may be able to do real time license checks: [www.maresponds.org](http://www.maresponds.org). You must be registered to use this system. Most MRC unit leaders are registered users. * MAResponds may do CORI checks, but they may take as long as a week * SORI Level III checks can be done on the Mass. Sexual Offender Database <http://sorb.chs.state.ma.us/> * CORI checks can sometimes be done in an emergency by local law enforcement * Medical licenses can also be checked at <https://checkalicense.hhs.state.ma.us/> | | | | |
|  | **Volunteer Assignment Desk**:   * **Liaison:** Establish communications with volunteer liaison to coordinate volunteer needs and assignments * **Matching:** Work with available volunteers and requesting agencies to match volunteer skills/wants with needs * **Assignment Briefing:** Use Assignment Briefing FORM; provide details of assignment and Volunteer Tracking FORM * **Badges:** Issue official, dated incident badges or identification * **Vests:** Issue as available volunteer identification shirts, vests, wristbands or hats * **Returns:** Provide information on returning volunteer identification items * **Deployment:** Deploy volunteers with assignment instructions and Volunteer Tracking FORM * **Demobilization**: Provide volunteers with demobilization instructions | | | | |
|  | **Volunteer Training Desk:** (See Just-in-Time Training SOG)   * **Welcome**: Thank you for volunteering, purpose of training * **Volunteer Health and Safety Training:** * Take care of yourself first; ask for behavioral health first aid support if needed * Work within the scope of your training, experience and comfort/personal limitations * All Incident work sites can be potentially hazardous or uncomfortable * Potential security issues; health safety issues * Local weather conditions; and local Living/work conditions * Required immunizations/prophylaxis or personal protective equipment * Identification to carry * Work-to-rest ratio should not exceed 2:1 (16 hours work, 8 hours rest) * Report promptly all accidents or injuries * Critical response for any accident involving a vehicle – contact 9-1-1, supervisor or team leader * **MRC 101 Core Competences:** * Personal and family protection and preparedness * Incident Command System and MRC support Roles * Mental health and personal limitations * Communications and volunteer deployment protocols, including volunteer protection laws * **Volunteer Code of Conduct:** * Treat all with respect - honor all victims, volunteers and responders; honor all confidentiality agreements * Communicate clearly; ensure volunteer safety | | | | |
|  | **Volunteer Support Desk:**   * **Transportation:** Coordinate and arrange safe transportation for volunteers * **Supervision:** Provide volunteer support, supervision and evaluation as able * **Trouble Shooting:** Staff the trouble desk and coordinate volunteer issues, requests and complaints * **Support:** Coordinate with logistics to provided volunteers with support | | | | |
|  | **Volunteer Demobilization Desk:**   * **Badge Return**: Collect all volunteer identification such as badges and vests * **Reports:** Collect all final reports and Activity Logs * **Exit Information:** Ensure that all volunteers receive exit information * **Sign-Out:** Ensure that all volunteers sign out and leave promptly * **Data:** Create a data base for medical follow-up and study as appropriate * **Volunteer Affiliations:** Provide information on affiliated volunteer opportunities and organizations such as the MRC * **Stress Management**: Provide Behavioral Health First Aid or Critical Incident Stress Management as appropriate | | | | |
|  | **VRC Facilities**   * Food, water, sanitation, cleaning, rest area, first aid kit * Phones, TV, Internet, secure power supply, HVAC * Secure storage area for volunteer items, if available | | | | |
|  | **Data Management:**   * **Documentation**: Data management system both paper and electronic * **Security**: Security and privacy protection for all data * **Files:** Individual volunteer files * **Reporting:** Reporting protocols at the end of each shift/operational period | | | | |
|  | Coordinate with logistics to ensure adequate staffing for the next operational period | | | | |
|  | VMS/VRC Closing | | | | |
|  | Monitor demobilization for safety; address safety issues as needed | | | | |
|  | Remove and store safety signage and safety equipment | | | | |
|  | Assist with clean up and equipment return   * Refresh (clean and sanitize facility and equipment) * Repair (if practical) * Restore (if able, otherwise replace) * Return (borrowed equipment) * Replace (donations or purchases) * Remove (trash and broken equipment) | | | | |
|  | Conduct facility closing walk-through with facility manager/representative | | | | |
|  | Turn in all logs to supervisor | | | | |
|  | Participate in the After Action Report process, including identification of areas for improvement | | | | |

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|  | | | | Job Description | | |
|  | | | | * Responsible for all aspects of Volunteer Reception Center (VRC) mManagement | | |
|  | | | | * Coordinates volunteers processed by the VRC for the response | | |
|  | | | | * Ensures the health and safety of all VRC volunteers | | |
|  | | | | * Recommends all VRC expenditures to the logistics section chief for approval by the incident commander | | |
|  | | | | * Collects and maintains VRC Activity Logs and submits all reports for VRC management | | |
|  | | | | Reports to | Contact Information | |
|  | | | | Volunteer management system director |  | |
|  | | | | **Supervises** |  | |
|  | | | | Volunteer Reception Center staff |  | |
|  | | | | Partner Agencies | Contact Information | |
|  | | | | MEMA – Region III/IV | MEMA 24/7 call line 413-821-1500 | |
|  | | | | MEMA State Emergency Operations Center (SEOC) | MEMA SEOC – 508-820-2000 – ESF 6 (sheltering desk) | |
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|  | | | | Boards of health |  | |
|  | | | | Local voluntary agencies |  | |
|  | | | | Local faith community organizations |  | |
|  | | | | Voluntary Organizations Active in Disasters |  | |
|  | | Forms, Protocols, and Other Resources | | | |
|  | **Item** | | | **Description/Notes** | **Quantity/Location** |
|  | Spontaneous Volunteer Management (SVM) Plan | | |  |  |
|  | Job Action Sheets for all positions (JAS) | | |  |  |
|  | VMS Standard Operating Guide | | |  |  |
|  | Regional Shelter Plan with forms/lists/JAS | | |  |  |
|  | Emergency Dispensing Site Plan | | |  |  |
|  | Regional Shelter SOP | | |  |  |
|  | Facility Opening/Closing Assessment Form | | | In Forms Section |  |
|  | Resource Request ICS 308 (FORM) | | | In Forms Section | 2 per JAS |
|  | Incident Action or Activity Log ICS 214 (FORM) | | | In Forms Section of Shelter Plan |  |
|  | Volunteer/Medical Vol. Registration Forms (FORM) | | | Forms Section |  |
|  | Personnel Sign In/Out Time Sheets (FORM) | | | Forms Section |  |
|  | Incident Report Forms (FORM) | | | Accidents/Complaints – Plan Forms Section | First Aid Kit |
|  | Equipment Recommendations | | | Radio, cell phone, laptop, printer, internet, copier, camera, cables, power strip, lights | Also need directional/informational signage |
|  | Initial Planning Actions | | | | |
|  | Plan for volunteer management with the logistics section/incident command/EOC | | | | |
|  | Designate and activate volunteer management staff positions as needed | | | | |
|  | Determine the need for spontaneous volunteers | | | | |
|  | Work with IC and PIO to provide appropriate guidance to the public | | | | |
|  | Determine the need for a Volunteer Reception Center | | | | |
|  | Initial Response | | | | |
|  | Check in volunteer management staff as they arrive and distribute Job Action Sheets (JAS) | | | | |
|  | Conduct Volunteer Reception Center facility walk-through (VRC Assessment Form) as available to determine:   * Adequate space for all VRC functions * Multiple rooms, areas available * Safety/security * Availability of secure parking * Availability of food, rest areas for staff * Internet access including Wi-Fi or “hot spot” * Communication capabilities * Accessible and in close proximity to the affected area | | | | |
|  | Set up the VRC stations:   * **Registration:** Welcome, triage, orientation, information, registration, phone center and message center * **Credentialing**: Identification and credentialing * **Assignment:** Liaison with IC/operations; matching; badging/vests; deployment * **Training:** Safety and Just-in-Time training * **Support:** Transportation and trouble desk * **Demobilization**: Debriefing , evaluation and volunteer retention/follow-up * **Facilities:** Volunteer and staff food, sanitation/cleaning and rest area * **Data Management:** Documentation Logs of all Actions, Volunteer Time, Volunteer Records, Forms, Expenses | | | | |
|  | Hold initial staff briefing:   * Thank volunteers for their service * Brief on situational awareness and safety * Distribute JAS, Activity Logs, Resource Request forms | | | | |
|  | Determine the extent of safety needs for VRC/VMS operations   * Address life safety issues for the facility during the pre-occupancy inspection. Document all repairs and actions. * Make sure all exits are clearly marked. * Limit the number of entrances and exits to control who enters and exits the facility. Unused doors should be secured. Work with the fire marshal to make sure restricted entrances/exits are not used. * In the case of hurricane, tornado, or high winds, make sure that doors and windows remain closed, since the structural building codes are created with the presumption that doors and windows are closed. Failure to follow these procedures can cause a building to fail and suffer structural damage, even if it is built to storm shelter standards. | | | | |
|  | Confirm VMS/VRC set-up with section chief/IC | | | | |
|  | Daily VMS/VRC Operations | | | | |
|  | Monitor staff for “burn-out” and inappropriate behavior.   * Provide for staff breaks and rest periods * Complete Incident Form documenting any accidents or safety/security problems * Report any concerns to your immediate supervisor and safety officer | | | | |
|  | Hold shift change briefings with staff and collect Activity Logs:   * Situational updates * Collect/distribute Forms: JAS; Activity Logs; Medical Logs; Expense Sheets, Inspections, etc. * Emphasize the importance of documenting everything, especially injuries and complaints * Sign in/out staff * Discuss needs or concerns for the next shift * Create update for the supervisor/IC | | | | |
|  | Monitor VMS/VRC operations for safety and address safety issues as they arrive | | | | |
|  | Ensure VMS/VRC Operations:   * **Registration:** Welcome, orientation, registration and message center * **Credentialing**: Identification and credentialing * **Assignment:** Liaison with IC/operations; matching; badging/vests; deployment * **Training:** Safety and Just-in-Time training * **Support:** Transportation, support and trouble desk * **Demobilization:** Debriefing and volunteer retention/follow-up * **Facilities:** Volunteer and staff food, sanitation and rest * **Data:** Log all actions, volunteer time, expenses, incident reports | | | | |
|  | **Volunteer Registration Desk**:   * **Volunteer Welcome**: Make each volunteer feel valued * **Volunteer Triage:** Work with security to assess the appropriateness of all volunteers presenting (Rapid Interviews) * **Volunteer Orientation**: Provide situational awareness on incident and volunteer opportunities, including affiliations * **Volunteer Message Center**: Maintain a volunteer message board and phone bank * **Volunteer Registration:** Ensure all required forms are completed with an expedited process for affiliated volunteers * **Forms:** (Must show government issued photo ID). * Personnel Sign-in Sheets * Message/Resource Request FORM; Call Center Intake Scripts * Volunteer Registration FORMS and Checklists: skills, interests, availability, licenses, equipment * Code of Conduct and FEMA Readiness FORM * Volunteer Releases and Confidentiality FORM * **Data Management:** Documentation logs of all actions, volunteer time, volunteer records, forms, expenses | | | | |
|  | **Volunteer Credentialing Desk**:   * **Identification:** Must have a government issued photo ID * **Licenses**: Must provide copies of all licenses and certifications such as * Commercial driver’s; hydraulic lift; crane operator; construction supervisor license * CPR/first aid cards; medical license; must complete Medical License Form * MRC, DART, ARC, or other affiliation ID; health officer/agent; inspector of buildings; DPW; first responder * **Verification**: Must obtain official verification of all licenses, certifications, affiliations * MAResponds may be able to do real time license checks: [www.maresponds.org](http://www.maresponds.org). You must be registered to use this system. Most MRC unit leaders are registered users. * MAResponds may do CORI checks, but they may take as long as a week * SORI Level III checks can be done on the Mass. Sexual Offender Database <http://sorb.chs.state.ma.us/> * CORI checks can sometimes be done in an emergency by local law enforcement * Medical licenses can also be checked at <https://checkalicense.hhs.state.ma.us/> | | | | |
|  | **Volunteer Assignment Desk**:   * **Liaison:** Establish communications with volunteer liaison to coordinate volunteer needs and assignments * **Matching:** Work with available volunteers and requesting agencies to match volunteer skills/wants with needs * **Assignment Briefing:** Use Assignment Briefing FORM; provide details of assignment and Volunteer Tracking FORM * **Badges:** Issue official, dated incident badges or identification * **Vests:** Issue as available volunteer Identification shirts, vests, wristbands, or hats * **Returning:** Provide information on returning volunteer identification items * **Deployment:** Deploy volunteers with assignment instructions and Volunteer Tracking FORM * **Demobilization**: Provide volunteers with demobilization instructions | | | | |
|  | **Volunteer Training Desk:** (See Just-in-Time Training SOG)   * **Welcome**: Thank you for volunteering, purpose of training * **Volunteer Health and Safety Training:** * Take care of yourself first; ask for behavioral health first aid support if needed * Work within the scope of your training, experience and comfort/personal limitations * All incident work sites can be potentially hazardous or uncomfortable * Potential security issues; health safety issues * Local weather conditions; and local living/work conditions * Required immunizations/prophylaxis or personal protective equipment * Identification to carry * Work-to-rest ratio should not exceed 2:1 (16 hours work, 8 hours rest) * Report promptly all accidents or injuries * Critical response for any accident involving a vehicle – contact 9-1-1, supervisor or team leader * **MRC 101 Core Competences:** * Personal and family protection and preparedness * Incident Command System and MRC support roles * Mental health and personal limitations * Communications and volunteer deployment protocols, including volunteer protection laws * **Volunteer Code of Conduct:** * Treat all with respect - honor all victims, volunteers and responders; honor all confidentiality agreements * Communicate clearly; ensure volunteer safety | | | | |
|  | **Volunteer Support Desk:**   * **Transportation:** Coordinate and arrange safe transportation for volunteers * **Supervision:** Provide volunteer support, supervision, and evaluation as able * **Trouble Shooting:** Staff the trouble desk and coordinate volunteer issues, requests and complaints * **Support:** Coordinate with logistics to provided volunteers with support | | | | |
|  | **Volunteer Demobilization** **Desk:**   * **Badge Return**: Collect all volunteer identification such as badges and vests * **Reports:** Collect all final reports and Activity Logs * **Exit Information:** Ensure that all volunteers receive exit Information * **Sign-Out:** Ensure that all volunteers sign out and leave promptly * **Data:** Create a data base for medical follow-up and study as appropriate * **Volunteer Affiliations:** Provide information on affiliated volunteer opportunities and organizations such as the MRC * **Stress Management**: Provide Behavioral Health First Aid or Critical Incident Stress Management as appropriate | | | | |
|  | **VRC Facilities Team**   * Food, water, sanitation, cleaning, rest area, first aid kit * Phones, TV, Internet, secure power supply, HVAC * Secure storage area for volunteer items, if available | | | | |
|  | **Data Management:**   * **Documentation**: Data management system both paper and electronic * **Security**: Security and privacy protection for all data * **Files:** Individual volunteer files, forms, information, logs * **Reporting:** Reporting protocols at the end of each shift/operational period | | | | |
|  | Coordinate with logistics to ensure adequate staffing for the next operational period | | | | |
|  | VMS/VRC Closing | | | | |
|  | Monitor demobilization for safety | | | | |
|  | Address safety issues as needed | | | | |
|  | Remove and store safety signage and safety equipment | | | | |
|  | Assist with clean up and equipment return   * Refresh (clean and sanitize facility and equipment) * Repair (if practical) * Restore (if able, otherwise replace) * Return (borrowed equipment) * Replace * Remove (trash and broken equipment) | | | | |
|  | Conduct facility closing walk-through with facility manager/representative | | | | |
|  | Turn in all logs to supervisor | | | | |
|  | Participate in the After Action Report process, including identification of areas for improvement | | | | |

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|  | **Job Description** | | | | |
|  | * Responsible for all aspects of Volunteer Reception Center (VRC) welcome, orientation, and registration | | | | |
|  | * Make volunteers feel welcome and valued | | | | |
|  | * Works with the safety/security officer to triage volunteers for health and safety issues, including rapid assessments | | | | |
|  | * Orient and provides messages and situational awareness to volunteers | | | | |
|  | * Answer phones and provide information on volunteer opportunities | | | | |
|  | * Ensures registration of volunteers and completion of all Forms | | | | |
|  | | | | Reports to | Contact Information | |
|  | | | | Volunteer Reception Center coordinator |  | |
|  | | | | **Supervises** |  | |
|  | | | | Registration team staff |  | |
|  | | | | Partner Agencies | Contact Information | |
|  | | | | American Red Cross (ARC) | 24 hour phone Pioneer Valley Chapter: 413-737-4306 | |
|  | | | | Salvation Army | (617) 542-5420 | |
|  | | | | Western Mass. Medical Reserve Corps | [www.wmmrc.org](http://www.wmmrc.org) | |
|  | | | | Local voluntary agencies |  | |
|  | | | | Local faith community organizations |  | |
|  | | | | Voluntary Organizations Active in Disasters |  | |
|  | | Forms, Protocols, and Other Resources | | | |
|  | **Item** | | | **Description/Notes** | **Quantity/Location** |
|  | Job Action Sheets for VRC Registration Desk | | |  |  |
|  | VMS Standard Operating Guide (SOG) | | |  |  |
|  | Resource Request ICS 308 (FORM) | | | In Forms Section | 2 per JAS |
|  | Activity Log ICS 214 (FORM) | | | In Forms Section of Shelter Plan |  |
|  | Volunteer Registration Forms (FORM) | | | Forms Section |  |
|  | Sign In/Out Time Sheets (FORM) | | | Forms Section |  |
|  | Incident Report Forms (FORM) | | | Accidents/Complaints – Plan Forms Section |  |
|  | Equipment Recommendations | | | Radio, phone bank, cell phone, laptop with internet, printer, copier, scanner, camera |  |
|  | Initial Planning Actions | | | | |
|  | Set-up volunteer registration desk with the VRC coordinator or VMS manager | | | | |
|  | Initial Response | | | | |
|  | Check in registration staff as they arrive, distribute Job Action Sheets (JAS), provide training | | | | |
|  | Hold initial staff briefing and distribute Activity Logs, Resource Request forms | | | | |
|  | Determine the extent of safety needs for the registration desk | | | | |
|  | Volunteer Reception Center registration set-up   * Adequate space, table, chairs, lighting for volunteer welcome and orientation * Adequate phone system; answering area * Safety/security; directional signage * Adequate supplies: FORMS, pencils, staplers, folders, markers * Volunteer message board and handouts | | | | |
|  | Confirm registration set-up with VRC coordinator | | | | |
|  | Daily VRC Registration Operations | | | | |
|  | Monitor staff for “burn-out” and inappropriate behavior.   * Provide for staff breaks and rest periods * Complete Incident Form documenting any accidents or safety/security problems * Report any concerns to your immediate supervisor and safety officer | | | | |
|  | Hold shift change briefings with staff and collect Activity Logs:   * Situational updates * Collect/distribute Forms: JAS; Activity Logs; Medical Logs; Expense Sheets, Inspections, etc. * Emphasize the importance of documenting everything, especially injuries and complaints * Sign in/out staff * Discuss needs or concerns for the next shift * Create update for the supervisor/IC | | | | |
|  | Monitor VRC registration operations for safety and address safety issues as they arise | | | | |
|  | **Ensure VRC Registration Desk Operations:**   * **Volunteer Welcome**: Make each volunteer feel valued * **Volunteer Triage:** Work with security to assess the appropriateness of all volunteers presenting (Rapid Interviews) * **Volunteer Orientation**: Provide situational awareness on incident and volunteer opportunities, including affiliations * **Volunteer Message Center**: Maintain a volunteer message board and phone bank * **Volunteer Registration:** Ensure all required forms are completed with an expedited process for affiliated volunteers * **Forms:** (Must show government issued photo ID.) * Personnel Sign-in Sheets * Message/Resource Request FORM; Call Center Intake Scripts * Volunteer Registration FORMS and Checklists: skills, interests, availability, licenses, equipment * Code of Conduct and FEMA Readiness FORM * Volunteer Releases and Confidentiality FORM * **Data Management:** Documentation logs of all actions, volunteer time, volunteer records, forms, expenses | | | | |
|  | Coordinate with logistics to ensure adequate staffing for the next operational period | | | | |
|  | Registration Closing | | | | |
|  | Monitor demobilization for safety | | | | |
|  | Address safety issues as needed | | | | |
|  | Remove and store safety signage and equipment | | | | |
|  | Assist with clean up and equipment return | | | | |
|  | Turn in all logs to supervisor | | | | |
|  | Participate in the After Action Report process, including identification of areas for improvement | | | | |

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| **Job Description** | | | | |
| * Responsible for all aspects of Volunteer Reception Center (VRC) credentialing, license and background checks | | | | |
| * Ensure proper identification for all volunteers | | | | |
| * Ensure verification of any licenses or credentials | | | | |
| * Ensure CORI and SORI background checks are applied for and completed | | | | |
| * Ensure updating and reporting of all credentialing and background checks | | | | |
|  | | | Reports to | Contact Information | |
|  | | | Volunteer Reception Center coordinator |  | |
|  | | | **Supervises** |  | |
|  | | | Credentialing team staff |  | |
|  | | | Partner Agencies | Contact Information | |
|  | | | American Red Cross (ARC) | 24 hour phone Pioneer Valley Chapter: 413-737-4306 | |
|  | | | Salvation Army | 617-542-5420 | |
|  | | | Western Mass. Medical Reserve Corps | [www.wmmrc.org](http://www.wmmrc.org) | |
|  | | | Local voluntary agencies |  | |
|  | | | Local faith community organizations |  | |
|  | | | Voluntary Organizations Active in Disasters |  | |
|  | Forms, Protocols, and Other Resources | | | |
| **Item** | | | **Description/Notes** | **Quantity/Location** |
| Spontaneous Volunteer Management (SVM) Plan | | |  |  |
| Job Action Sheets for VRC Registration Desk | | |  |  |
| VMS Standard Operating Guide (SOG) | | |  |  |
| Resource Request ICS 308 (FORM) | | | In Forms Section | 2 per JAS |
| Activity Log ICS 214 (FORM) | | | In Forms Section of Shelter Plan |  |
| Volunteer Registration Forms (FORM) | | | Forms Section |  |
| Sign In/Out Time Sheets (FORM) | | | Forms Section |  |
| Incident Report Forms (FORM) | | | Accidents /Complaints: Plan Forms Section |  |
| Equipment Recommendations | | | Radio, cell phone, laptop with internet |  |
| Initial Planning Actions | | | | |
| Set-up volunteer credentialing desk with the VRC coordinator or VMS manager | | | | |
| Train credentialing staff as needed | | | | |
| Initial Response | | | | |
| Check in credentialing staff as they arrive and distribute Job Action Sheets (JAS) | | | | |
| VRC registration set-up   * Adequate space and chairs for credentialing team * Internet access, computer, printer set-up * Adequate supplies: forms, pencils, staplers, folders, markers | | | | |
| Hold initial staff briefing and distribute Activity Logs, Resource Request forms | | | | |
| Determine the extent of safety needs for the credentialing desk. | | | | |
| Confirm credentialing desk set-up with VRC coordinator | | | | |
| Daily VRC Registration Operations | | | | |
| Monitor staff for “burn-out” and inappropriate behavior.   * Provide for staff breaks and rest periods * Complete Incident Form documenting any accidents or safety/security problems * Report any concerns to your immediate supervisor and safety officer | | | | |
| Hold shift change briefings with staff and collect Activity Logs:   * Situational updates * Collect/distribute forms: JAS; Activity Logs; Medical Logs; Expense Sheets, Inspections, etc. * Emphasize the importance of documenting everything, especially injuries and complaints * Sign in/out staff * Discuss needs or concerns for the next shift * Create update for the supervisor/IC | | | | |
| Monitor VRC operations for safety and address safety issues as they arise | | | | |
| **Ensure VRC Credentialing Desk Operations:**   * **Identification:** Must have a government issued photo ID * **Licenses**: Must provide copies of all licenses and certifications such as * Commercial driver’s; hydraulic lift; crane operator; construction supervisor license * CPR/first aid cards; medical license: must complete Medical License Form * MRC, DART, ARC, or other affiliation ID; health officer/agent; inspector of buildings; DPW; first responder * **Verification**: Must obtain official verification of all licenses, certifications, affiliations * MAResponds may be able to do real time license checks: [www.maresponds.org](http://www.maresponds.org). You must be registered to use this system. Most MRC unit leaders are registered users. * MAResponds may do CORI checks, but they may take as long as a week. * SORI Level III checks can be done on the Mass. Sexual Offender Database <http://sorb.chs.state.ma.us/> * CORI checks can sometimes be done in an emergency by local law enforcement * Medical licenses can also be checked at <https://checkalicense.hhs.state.ma.us/> | | | | |
| Coordinate with logistics to ensure adequate staffing for the next operational period | | | | |
| Registration Closing | | | | |
| Monitor demobilization for safety | | | | |
| Address safety issues as needed | | | | |
| Remove and store safety signage and equipment | | | | |
| Assist with clean up and equipment return | | | | |
| Turn in all logs to supervisor | | | | |
| Participate in the After Action Report process, including identification of areas for improvement | | | | |

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|  | | | | Job Description | | | |
|  | | | | * Responsible for all aspects of Volunteer Reception Center (VRC) matching, assignment, badging, and deployment | | | |
|  | | | | * Coordinates with IC and volunteer liaison to match volunteers with needs | | | |
|  | | | | * Coordinates with IC/operations/volunteer liaison to assign volunteers | | | |
|  | | | | * Ensure appropriate badging and vests/hats or other volunteer identification | | | |
|  | | | | * Coordinates deployment of volunteers | | | |
|  | | | | * Collects and maintains VRC Activity Logs and submits all reports for VRC management | | | |
|  | | | | Reports to | | Contact Information | |
|  | | | | VRC coordinator | |  | |
|  | | | | **Supervises** | |  | |
|  | | | | Volunteer Reception Center assignment team staff | |  | |
|  | | | | Partner Agencies | | Contact Information | |
|  | | | | American Red Cross (ARC) | | 24 hour phone Pioneer Valley Chapter: 413-737-4306 | |
|  | | | | Salvation Army | | 617-542-5420 | |
|  | | | | Western Mass. Medical Reserve Corps | | [www.wmmrc.org](http://www.wmmrc.org) | |
|  | | | | Local voluntary agencies | |  | |
|  | | | | Local faith community organizations | |  | |
|  | | | | Voluntary Organizations Active in Disasters | |  | |
|  | | Forms, Protocols, and Other Resources | | | | |
|  | **Item** | | | **Description/Notes** | | **Quantity/Location** |
|  | Spontaneous Volunteer Management (SVM) Plan | | |  | |  |
|  | Job Action Sheets (JAS) | | |  | |  |
|  | VMS Standard Operating Guide (SOG) | | |  | |  |
|  | Resource Request ICS 308 (FORM) | | | In Forms Section | | 2 per JAS |
|  | Activity Log ICS 214 (FORM) | | | In Forms Section of Shelter Plan | |  |
|  | Volunteer Registration Forms (FORM) | | | Forms Section | |  |
|  | Sign In/Out Time Sheets (FORM) | | | Forms Section | |  |
|  | Incident Report Forms (FORM) | | | Accidents and Complaints – Forms Section of Plan | |  |
|  | Equipment Recommendations | | | Radio, cell phone, laptop with internet | |  |
|  | Initial Planning Actions | | | | | |
|  | Plan for volunteer assignment with the Volunteer Reception Center coordinator | | | | | |
|  | Set up assignment desk:   * Tables and chairs * Internet and phone * Office supplies * Obtain volunteer badging supplies and any other volunteer identification items such as hats, vests, or shirts | | | | | |
|  | Establish communications with volunteer liaison/IC/operations to ensure appropriate assignments | | | | | |
|  | Initial Response | | | | | |
|  | Check in volunteer assignment staff as they arrive and distribute Job Action Sheets (JAS) | | | | | |
|  | Hold initial staff briefing and distribute Activity Logs, Resource Request forms | | | | | |
|  | Confirm VRC assignment desk set-up with VRC coordinator | | | | | |
|  | Daily VMS/VRC Operations | | | | | |
|  | Monitor staff for “burn-out” and inappropriate behavior   * Provide for staff breaks and rest periods * Complete Incident Form documenting any accidents or safety/security problems * Report any concerns to your immediate supervisor and safety officer | | | | | |
|  | Hold shift change briefings with staff and collect Activity Logs:   * Situational updates * Collect/distribute Forms: JAS; Activity Logs; Medical Logs; Expense Sheets, Inspections, etc. * Emphasize the importance of documenting everything, especially injuries and complaints * Sign in/out staff * Discuss needs or concerns for the next shift * Create update for the supervisor/IC | | | | | |
|  | Monitor VRC assignment operations for safety and address safety issues as they arrive | | | | | |
|  | **Ensure VRC Assignment Desk Operations**:   * **Liaison:** Establish communications with volunteer liaison to coordinate volunteer needs and assignments * **Matching:** Work with available volunteers and requesting agencies to match volunteer skills/wants with needs * **Assignment Briefing:** Use Assignment Briefing FORM; provide details of assignment and Volunteer Tracking FORM * **Badges:** Issue official, dated incident badges or identification * **Vests:** Issue as available volunteer identification shirts, vests, wristbands, or hats * **Returning:** Provide information on returning volunteer identification items * **Deployment:** Deploy volunteers with assignment instructions and Volunteer Tracking FORM * **Demobilization**: Provide volunteers with demobilization instructions | | | | | |
|  | Coordinate with logistics to ensure adequate staffing for the next operational period | | | | | |
|  | VMS/VRC Closing | | | | | |
|  | Monitor demobilization for safety | | | | | |
|  | Address safety issues as needed | | | | | |
|  | Remove and store safety signage and safety equipment | | | | | |
|  | Assist with clean up and equipment return | | | | | |
|  | Conduct area closing walk-through with facility manager/representative | | | | | |
|  | Turn in all logs to supervisor | | | | | |
|  | Participate in the After Action Report process, including identification of areas for improvement | | | | | |

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|  | | | | Job Description | | | |
|  | | | | * Responsible for all aspects of Volunteer Reception Center (VRC) support, including transportation and troubleshooting | | | |
|  | | | | * Coordinates with logistics and volunteers to ensure safe, efficient volunteer transportation | | | |
|  | | | | * Operates the “trouble desk”: handles volunteer complaints and problems | | | |
|  | | | | * Ensures that Volunteers have the support and resources that they need | | | |
|  | | | | * Collects and maintains VRC Activity Logs and submits all reports for VRC management | | | |
|  | | | | Reports to | | Contact Information | |
|  | | | | VRC coordinator | |  | |
|  | | | | **Supervises** | |  | |
|  | | | | Volunteer Reception Center support team staff | |  | |
|  | | | | Partner Agencies | | Contact Information | |
|  | | | | American Red Cross (ARC) | | 24 hour phone Pioneer Valley Chapter: 413-737-4306 | |
|  | | | | Salvation Army | | 617-542-5420 | |
|  | | | | Western Mass. Medical Reserve Corps | | [www.wmmrc.org](http://www.wmmrc.org) | |
|  | | | | Local voluntary agencies | |  | |
|  | | | | Local faith community organizations | |  | |
|  | | | | Voluntary Organizations Active in Disasters | |  | |
|  | | Forms, Protocols, and Other Resources | | | | |
|  | **Item** | | | **Description/Notes** | | **Quantity/Location** |
|  | Spontaneous Volunteer Management (SVM) Plan | | |  | |  |
|  | Job Action Sheets (JAS) | | |  | |  |
|  | VMS Standard Operating Guide (SOG) | | |  | |  |
|  | Resource Request ICS 308 (FORM) | | | In Forms Section | | 2 per JAS |
|  | Activity Log ICS 214 (FORM) | | | In Forms Section of Shelter Plan | |  |
|  | Volunteer Registration Forms (FORM) | | | Forms Section | |  |
|  | Sign In/Out Time Sheets (FORM) | | | Forms Section | |  |
|  | Incident Report Forms (FORM) | | | Accidents and Complaints – Forms Section of Plan | |  |
|  | Equipment Recommendations | | | Radio, cell phone, laptop with internet | |  |
|  | Initial Planning Actions | | | | | |
|  | Plan for volunteer support with the Volunteer Reception Center coordinator | | | | | |
|  | Set up support desk:   * Tables and chairs * Internet and phone * Office supplies * Communications established with volunteer liaison at EOC | | | | | |
|  | Establish communications with logistics transportation unit to ensure appropriate transportation options for volunteers | | | | | |
|  | Initial Response | | | | | |
|  | Check in volunteer assignment staff as they arrive and distribute Job Action Sheets (JAS) | | | | | |
|  | Hold initial staff briefing and distribute Activity Logs, Resource Request forms | | | | | |
|  | Confirm VRC assignment desk et-up with VRC coordinator | | | | | |
|  | Daily VMS/VRC Operations | | | | | |
|  | Monitor staff for “burn-out” and inappropriate behavior   * Provide for staff breaks and rest periods * Complete Incident Form documenting any accidents or safety/security problems * Report any concerns to your immediate supervisor and safety officer | | | | | |
|  | Hold shift change briefings with staff and collect Activity Logs:   * Situational updates * Collect/distribute Forms: JAS; Activity Logs; Medical Logs; Expense Sheets, Inspections, etc. * Emphasize the importance of documenting everything, especially injuries and complaints * Sign in/out staff * Discuss needs or concerns for the next shift * Create update for the supervisor/IC | | | | | |
|  | Monitor VRC support for safety and address safety issues as they arrive | | | | | |
|  | **Ensure VRC Support Desk Operations:**   * **Transportation:** Coordinate and arrange safe transportation for volunteers * **Supervision:** Provide volunteer support, supervision and evaluation as able * **Trouble Shooting:** Staff the trouble desk and coordinate volunteer issues, requests and complaints * **Support:** Coordinate with logistics to provided volunteers with support | | | | | |
|  | Coordinate with logistics to ensure adequate staffing for the next operational period | | | | | |
|  | VMS/VRC Closing | | | | | |
|  | Monitor demobilization for safety | | | | | |
|  | Address safety issues as needed | | | | | |
|  | Remove and store safety signage and safety equipment | | | | | |
|  | Assist with clean up and equipment return   * Refresh (clean and sanitize facility and equipment) * Repair (if practical) * Restore (if able, otherwise replace) * Return (borrowed equipment) * Replace * Remove (trash and broken equipment) | | | | | |
|  | Conduct area closing walk-through with facility manager/representative | | | | | |
|  | Turn in all logs to supervisor | | | | | |
|  | Participate in the After Action Report process, including identification of areas for improvement | | | | | |

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|  | **Job Description** | | | | |
|  | * Responsible for all aspects of Volunteer Reception Center (VRC) demobilization and de-briefing | | | | |
|  | * Ensure badges and identification items are returned and all Activity Logs are submitted | | | | |
|  | * Provide exit information and exit de-briefing | | | | |
|  | * Provide volunteers with information on volunteering with affiliated organizations such as the MRC, CERT, DART, ARC | | | | |
|  | * Ensure volunteers sign-out and leave promptly | | | | |
|  | | | | Reports to | Contact Information | |
|  | | | | Volunteer Reception Center coordinator |  | |
|  | | | | **Supervises** |  | |
|  | | | | Demobilization team staff |  | |
|  | | | | Partner Agencies | Contact Information | |
|  | | | | American Red Cross (ARC) | 24 hour phone Pioneer Valley Chapter: 413-737-4306 | |
|  | | | | Salvation Army | 617-542-5420 | |
|  | | | | Western Mass. Medical Reserve Corps | [www.wmmrc.org](http://www.wmmrc.org) | |
|  | | | | Local voluntary agencies |  | |
|  | | | | Local faith community organizations |  | |
|  | | | | Voluntary Organizations Active in Disasters |  | |
|  | | Forms, Protocols, and Other Resources | | | |
|  | **Item** | | | **Description/Notes** | **Quantity/Location** |
|  | Job Action Sheets for VRC demobilization desk | | |  |  |
|  | VMS Standard Operating Guide (SOG) | | |  |  |
|  | Resource Request ICS 308 (FORM) | | | In Forms Section | 2 per JAS |
|  | Activity Log ICS 214 (FORM) | | | In Forms Section of Shelter Plan |  |
|  | Volunteer Registration Forms (FORM) | | | Forms Section |  |
|  | Sign In/Out Time Sheets (FORM) | | | Forms Section |  |
|  | Incident Report Forms (FORM) | | | Accidents/Complaints – Plan Forms Section |  |
|  | Equipment Recommendations | | | Radio, phone bank, cell phone, laptop with internet, printer, copier, scanner, camera |  |
|  | Initial Planning Actions | | | | |
|  | Set-up volunteer demobilization desk with the VRC coordinator or VMS manager | | | | |
|  | Initial Response | | | | |
|  | Check in staff as they arrive, distribute Job Action Sheets (JAS), provide training | | | | |
|  | Hold initial staff briefing and distribute Activity Logs, Resource Request forms | | | | |
|  | Determine the extent of safety needs for the demobilization desk | | | | |
|  | Volunteer Reception center demobilization desk set-up   * Adequate space, table, chairs, lighting * Adequate supplies: FORMS, pencils, staplers, folders, markers | | | | |
|  | Confirm demobilization set-up with VRC coordinator | | | | |
|  | Daily VRC Registration Operations | | | | |
|  | Monitor staff for “burn-out” and inappropriate behavior   * Provide for staff breaks and rest periods * Complete Incident Form documenting any accidents or safety/security problems * Report any concerns to your immediate supervisor and safety officer | | | | |
|  | Hold shift change briefings with staff and collect Activity Logs:   * Situational updates * Collect/distribute Forms: JAS; Activity Logs; Medical Logs; Expense Sheets, Inspections, etc. * Emphasize the importance of documenting everything, especially injuries and complaints * Sign in/out staff * Discuss needs or concerns for the next shift * Create update for the supervisor/IC | | | | |
|  | Monitor VRC operations for safety and address safety issues as they arise | | | | |
|  | **Ensure VRC Demobilization Desk Operations:**   * **Badge Return**: Collect all volunteer identification such as badges and vests * **Reports:** Collect all final reports and Activity Logs * **Exit Information:** Ensure that all volunteers receive exit information * **Sign-Out:** Ensure that all volunteers sign out and leave promptly * **Data:** Create a data base for medical follow-up and study as appropriate * **Volunteer Affiliations:** Provide information on affiliated volunteer opportunities and organizations such as the MRC * **Stress Management**: Provide Behavioral Health First Aid or Critical Incident Stress Management as appropriate | | | | |
|  | Coordinate with logistics to ensure adequate staffing for the next operational period | | | | |
|  | Registration Closing | | | | |
|  | Monitor demobilization for safety | | | | |
|  | Address safety issues as needed | | | | |
|  | Remove and store safety signage and equipment | | | | |
|  | Assist with clean up and equipment return | | | | |
|  | Turn in all logs to supervisor | | | | |
|  | Participate in the After Action Report process, including identification of areas for improvement | | | | |

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|  | **Job Description** | | | | |
|  | * Responsible for all aspects of Volunteer Reception Center (VRC) facility staging, set-up, and maintenance | | | | |
|  | * Work with facility owner to ensure utilities, sanitation, maintenance and cleaning | | | | |
|  | * Work with logistics to obtain food, water, and supplies | | | | |
|  | * Document all repairs and actions | | | | |
|  | * Responsible for cleaning and returning facility to owner | | | | |
|  | | | | Reports to | Contact Information | |
|  | | | | Volunteer Reception Center coordinator |  | |
|  | | | | **Supervises** |  | |
|  | | | | Demobilization team staff |  | |
|  | | | | Partner Agencies | Contact Information | |
|  | | | | American Red Cross (ARC) | 24 hour phone Pioneer Valley Chapter: 413-737-4306 | |
|  | | | | Salvation Army | 617-542-5420 | |
|  | | | | Western Mass. Medical Reserve Corps | [www.wmmrc.org](http://www.wmmrc.org) | |
|  | | | | Local voluntary agencies |  | |
|  | | | | Local faith community organizations |  | |
|  | | | | Voluntary Organizations Active in Disasters |  | |
|  | | Forms, Protocols, and Other Resources | | | |
|  | **Item** | | | **Description/Notes** | **Quantity/Location** |
|  | Job Action Sheets for VRC demobilization desk | | |  |  |
|  | VMS Standard Operating Guide (SOG) | | |  |  |
|  | Resource Request ICS 308 (FORM) | | | In Forms Section | 2 per JAS |
|  | Activity Log ICS 214 (FORM) | | | In Forms Section of Shelter Plan |  |
|  | Volunteer Registration Forms (FORM) | | | Forms Section |  |
|  | Sign In/Out Time Sheets (FORM) | | | Forms Section |  |
|  | Incident Report Forms (FORM) | | | Accidents/Complaints – Plan Forms Section |  |
|  | Equipment Recommendations | | | Radio, phone bank, cell phone, laptop with internet, printer, copier, scanner, camera |  |
|  | Initial Planning Actions | | | | |
|  | Stage volunteer facility with logistics and the VRC coordinator or VMS manager | | | | |
|  | Initial Response | | | | |
|  | Check in staff as they arrive, distribute Job Action Sheets (JAS), provide training | | | | |
|  | Hold initial staff briefing and distribute Activity Logs, Resource Request forms | | | | |
|  | Determine the extent of safety needs for the VRC facility | | | | |
|  | Volunteer Reception Center facilities staging:   * Adequate space, table, chairs, lighting * Adequate supplies: FORMS, pencils, staplers, folders, markers * Utilities, HVAC, communications * Food, water, sanitation; cleaning supplies * First aid kit * Locked storage area for volunteer items | | | | |
|  | Confirm facility set-up with VRC coordinator | | | | |
|  | Daily VRC Facilities Operations | | | | |
|  | Monitor staff for “burn-out” and inappropriate behavior   * Provide for staff breaks and rest periods * Complete Incident Form documenting any accidents or safety/security problems * Report any concerns to your immediate supervisor and safety officer | | | | |
|  | Hold shift change briefings with staff and collect Activity Logs:   * Situational updates * Collect/distribute Forms: JAS; Activity Logs; Medical Logs; Expense Sheets, Inspections, etc. * Emphasize the importance of documenting everything, especially injuries and complaints * Sign in/out staff * Discuss needs or concerns for the next shift * Create update for the supervisor/IC | | | | |
|  | Monitor VRC operations for safety and address safety issues as they arise | | | | |
|  | **Ensure VRC Facilities Operations:**   * Food, water, sanitation, cleaning, rest area, first aid kit * Phones, TV, Internet, secure power supply, HVAC * Secure storage area for volunteer items, if available | | | | |
|  | Coordinate with logistics to ensure adequate staffing for the next operational period | | | | |
|  | VRC Closing | | | | |
|  | Monitor demobilization for safety | | | | |
|  | Address safety issues as needed | | | | |
|  | Remove and store safety signage and equipment | | | | |
|  | Assist with clean up and equipment return   * Refresh (clean and sanitize facility and equipment) * Repair (if practical) * Restore (if able, otherwise replace) * Return (borrowed equipment) * Replace (donations or purchases) * Remove (trash and broken equipment) | | | | |
|  | Turn in all logs to supervisor | | | | |
|  | Participate in the After Action Report process, including identification of areas for improvement | | | | |

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|  | | | | Job Description | | |
|  | | | | * Responsible for connecting and coordinating the Volunteer Reception Center with incident command | | |
|  | | | | * Supports incident command | | |
|  | | | | * Facilities IC/oOperations resource requests and provides updates on the availability of volunteer resources | | |
|  | | | | Reports to | Contact Information | |
|  | | | | Incident commander (IC)/EOC or VMS director |  | |
|  | | | | **Supervises** |  | |
|  | | | | VRC liaison staff |  | |
|  | | | | Partner Agencies | Contact Information | |
|  | | | | MEMA – Region III/IV | MEMA 24/7 call line 413-821-1500 | |
|  | | | | MEMA State Emergency Operations Center (SEOC) | MEMA SEOC – 508-820-2000 – ESF 6 (sheltering desk) | |
|  | | | | Department of Public Health (DPH) | MEMA 24/7 call line 413-821-1500 – ESF 8 (medical desk) | |
|  | | | | American Red Cross (ARC) | 24 hour phone Pioneer Valley Chapter: 413-737-4306 | |
|  | | | | Salvation Army | 617-542-5420 | |
|  | | | | Western Mass. Medical Reserve Corps | [www.wmmrc.org](http://www.wmmrc.org) | |
|  | | | | Western Region Homeland Security Advisory Council | [www.wrhsac.org](http://www.wrhsac.org) | |
|  | | | | Boards of health |  | |
|  | | | | Local voluntary agencies |  | |
|  | | | | Local faith community organizations |  | |
|  | | | | Voluntary Organizations Active in Disasters |  | |
|  | | Forms, Protocols, and Other Resources | | | |
|  | **Item** | | | **Description/Notes** | **Quantity/Location** |
|  | Spontaneous Volunteer Management (SVM) Plan | | |  |  |
|  | Job Action Sheets for all positions (JAS) | | |  |  |
|  | VMS Standard Operating Guide (SOG) | | |  |  |
|  | Regional Shelter Plan with FORMS/LISTS/JAS | | |  |  |
|  | Emergency Dispensing Site Plan | | |  |  |
|  | Regional Shelter SOP (SOP) | | |  |  |
|  | Facility Opening/Closing Assessment FORM | | | In Forms Section |  |
|  | Resource Request ICS 308 (FORM) | | | In Forms Section | 2 per JAS |
|  | Activity Log ICS 214 (FORM) | | | In Forms Section of Shelter Plan |  |
|  | Volunteer Registration Forms (FORM) | | | Forms Section |  |
|  | Sign In/Out Time Sheets (FORM) | | | Forms Section |  |
|  | Incident Report Forms (FORM) | | | Accidents/Complaints – Plan Forms Section |  |
|  | Equipment Recommendations | | | Radio, cell phone, laptop, printer, internet, copier, camera, cables, power strip, |  |
|  | Initial Planning Actions | | | | |
|  | Plan for volunteer management with the IC, EOC, operations, logistics and planning sections | | | | |
|  | Establish communications with Voluntary Organizations Active in Disasters (VOAD) liaison | | | | |
|  | Help IC determine the need for spontaneous volunteers | | | | |
|  | Work with IC, PIO, and VMS manager to provide appropriate guidance to the public concerning volunteer opportunities | | | | |
|  | Work with IC, logistics and liaison to determine the need for a volunteer reception system or center | | | | |
|  | Initial Response | | | | |
|  | Maintain communications with VRC, IC, operations | | | | |
|  | Work with the VMS/VRC to recruit and assign volunteers | | | | |
|  | Check in VRC liaison staff as they arrive and distribute Job Action Sheets (JAS) | | | | |
|  | Hold initial staff briefing:   * Thank volunteers for their service * Brief on situational awareness and safety * Distribute JAS, Activity Logs, Resource Request forms | | | | |
|  | Confirm volunteer liaison set-up and readiness to operate with VRC/IC/PIO | | | | |
|  | Daily Liaison Functions | | | | |
|  | Monitor staff for “burn-out” and inappropriate behavior   * Provide for staff breaks and rest periods * Complete Incident Form documenting any accidents or safety/security problems * Report any concerns to your immediate supervisor and safety officer | | | | |
|  | Hold shift change briefings with staff and collect Activity Logs:   * Situational updates * Collect/distribute Forms: JAS; Activity Logs; Medical Logs; Expense Sheets, Inspections, etc. * Emphasize the importance of documenting everything, especially injuries and complaints * Sign in/out staff; Discuss needs or concerns for the next shift * Create update for the supervisor/IC | | | | |
|  | Monitor VMS/VRC operations for safety and address safety issues as they arrive | | | | |
|  | Work with PIO to manage media representatives that may show up at the VRC: Coordinate with PIO to ensure consistent messaging   * Ensure Media Release FORMS are obtained before allowing filming or interviews at the VRC | | | | |
|  | Ensure VMS/VRC operations: Objective is to process volunteers efficiently and effectively with safety the first priority | | | | |
|  | Coordinate with logistics to ensure adequate staffing for the next operational period | | | | |
|  | VMS/VRC Closing | | | | |
|  | Monitor demobilization for safety; address safety issues as needed | | | | |
|  | Assist with clean up and equipment return | | | | |
|  | Turn in all logs to supervisor | | | | |
|  | Participate in the After Action Report process, including identification of areas for improvement | | | | |

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|  | **Job Description** | | | | |
|  | * Responsible for all aspects of Volunteer Reception Center (VRC) data management and reporting | | | | |
|  | * Ensures VRC manager and IC have accurate, timely information and data on volunteer activity and costs | | | | |
|  | * Ensures that all records are kept to help ensure expense re-imbursements, including federal/state matching requirements | | | | |
|  | | | | Reports to | Contact Information | |
|  | | | | Volunteer Management System manager |  | |
|  | | | | **Supervises** |  | |
|  | | | | Data management team |  | |
|  | | | | Partner Agencies | Contact Information | |
|  | | | | Chief elected officials |  | |
|  | | | | EOC |  | |
|  | | | | Municipal finance officers |  | |
|  | | | | Voluntary Organizations Active in Disasters |  | |
|  | | Forms, Protocols, and Other Resources | | | |
|  | **Item** | | | **Description/Notes** | **Quantity/Location** |
|  | Job Action Sheets for VRC Demobilization Desk | | |  |  |
|  | VMS Standard Operating Guide (SOG) | | |  |  |
|  | Resource Request ICS 308 (FORM) | | | In Forms Section | 2 per JAS |
|  | Activity Log ICS 214 (FORM) | | | In Forms Section of Shelter Plan |  |
|  | Volunteer Registration Forms (FORM) | | | Forms Section |  |
|  | Sign In/Out Time Sheets (FORM) | | | Forms Section |  |
|  | Incident Report Forms (FORM) | | | Accidents/Complaints – Plan Forms Section |  |
|  | Equipment Recommendations | | | Radio, phone bank, cell phone, laptop with internet, printer, copier, scanner, camera |  |
|  | Initial Planning Actions | | | | |
|  | Set-up volunteer data management system with the VMS manager and finance section chief | | | | |
|  | Initial Response | | | | |
|  | Check in staff as they arrive, distribute Job Action Sheets (JAS), provide training | | | | |
|  | Hold initial staff briefing and distribute Activity Logs, Resource Request forms | | | | |
|  | Determine the extent of safety needs for the data management team | | | | |
|  | Volunteer Reception Center data management set-up   * Adequate space, table, chairs, lighting, internet * Adequate phones, computers, printers, copiers * Adequate supplies: FORMS, pencils, staplers, folders, markers | | | | |
|  | Confirm data management set-up with VMS manager | | | | |
|  | Daily VRC Data Management Operations | | | | |
|  | Monitor staff for “burn-out” and inappropriate behavior   * Provide for staff breaks and rest periods * Complete Incident Form documenting any accidents or safety/security problems * Report any concerns to your immediate supervisor and safety officer | | | | |
|  | Hold shift change briefings with staff and collect Activity Logs:   * Situational updates * Collect/distribute forms: JAS; Activity Logs; Medical Logs; Expense Sheets, Inspections, etc. * Emphasize the importance of documenting everything, especially injuries and complaints * Sign in/out staff * Discuss needs or concerns for the next shift * Create update for the supervisor/IC | | | | |
|  | Monitor VRC operations for safety and address safety issues as they arise | | | | |
|  | **Ensure VRC Data Management Operations:**   * **Documentation**: Data management system both paper and electronic * **Security**: Security and privacy protection for all data * **Files:** Individual volunteer files * **Reporting:** Reporting protocols at the end of each shift/operational period | | | | |
|  | Coordinate with logistics to ensure adequate staffing for the next operational period | | | | |
|  | Registration Closing | | | | |
|  | Monitor demobilization for safety | | | | |
|  | Address safety issues as needed | | | | |
|  | Remove and store safety signage and equipment | | | | |
|  | Assist with clean up and equipment return   * Refresh (clean and sanitize facility and equipment) * Repair (if practical) * Restore (if able, otherwise replace) * Return (borrowed equipment) * Replace (donations or purchases) * Remove (trash and broken equipment) | | | | |
|  | Turn in all logs to supervisor | | | | |
|  | Participate in the After Action Report process, including identification of areas for improvement | | | | |

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| Job Description | | | | |
| * Responsible coordination with Voluntary Organizations Active in Disasters (VOAD) regarding volunteers and other resources | | | | |
| * Supports incident command | | | | |
| * Helps to integrate VOAD agencies into the volunteer management system | | | | |
| Reports to | | Contact Information | | |
| Incident commander (IC) or EOC | |  | | |
| **Supervises** | |  | | |
| VOAD liaison staff | |  | | |
| Partner Agencies | | Contact Information | | |
| MEMA – Region III/IV | | MEMA 24/7 call line 413-821-1500 | | |
| MEMA State Emergency Operations Center (SEOC) | | MEMA SEOC - 508-820-2000 – ESF 6 (sheltering desk) | | |
| Department of Public Health (DPH) | | MEMA 24/7 call line 413-821-1500 – ESF 8 (medical desk) | | |
| American Red Cross (ARC) | | 24 hour phone Pioneer Valley Chapter: 413-737-4306 | | |
| Salvation Army | | 617-542-5420 | | |
| Western Mass. Medical Reserve Corps | | [www.wmmrc.org](http://www.wmmrc.org) | | |
| Western Region Homeland Security Advisory Council | | [www.wrhsac.org](http://www.wrhsac.org) | | |
| Boards of health | |  | | |
| Local voluntary agencies | |  | | |
| Local faith community organizations | |  | | |
| Voluntary Organizations Active in Disasters (VOAD) | |  | | |
| Forms, Protocols, and Other Resources | | | |
| **Item** | | **Description/Notes** | **Quantity/Location** |
| Spontaneous Volunteer Management (SVM) Plan | |  |  |
| Job Action Sheets for all positions (JAS) | |  |  |
| VMS Standard Operating Guide (SOG) | |  |  |
| Regional Shelter Plan with forms/lists/JAS | |  |  |
| Emergency Dispensing Site Plan | |  |  |
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| Sign In/Out Time Sheets (FORM) | | Forms Section |  |
| Incident Report Forms (FORM) | | Accidents/Complaints – Plan Forms Section |  |
| Equipment Recommendations | | Radio, cell phone, laptop, printer, internet, copier, camera, cables, power strip, |  |
| Initial Planning Actions | | | |
| Plan for VOAD volunteer management with the IC, EOC, operations, logistics and planning sections | | | |
| Establish communications with Voluntary Organizations Active in Disasters (VOAD) | | | |
| Help IC determine the need for spontaneous volunteers | | | |
| Work with IC, PIO, VMS director and VOAD to provide appropriate guidance to the public concerning volunteer opportunities | | | |
| Work with IC, logistics, and liaison to determine ways to integrate VOAD volunteers into the VMS | | | |
| Initial Response | | | |
| Maintain communications with VOAD, VRC, IC, operations | | | |
| Work with the VMS/VRC to recruit and assign volunteers | | | |
| Check in volunteer liaison staff as they arrive and distribute Job Action Sheets (JAS) | | | |
| Hold initial staff briefing:   * Thank volunteers for their service * Brief on situational awareness and safety * Distribute JAS, Activity Logs, Resource Request forms | | | |
| Confirm VOAD liaison set-up and readiness to operate with VOAD/IC/PIO | | | |
| Daily Liaison Functions | | | |
| Monitor staff for “burn-out” and inappropriate behavior   * Provide for staff breaks and rest periods * Complete Incident Form documenting any accidents or safety/security problems * Report any concerns to your immediate supervisor and safety officer | | | |
| Hold shift change briefings with staff and collect Activity Logs:   * Situational updates * Collect/distribute forms: JAS; Activity Logs; Medical Logs; Expense Sheets, Inspections, etc. * Emphasize the importance of documenting everything, especially injuries and complaints * Sign in/out staff; Discuss needs or concerns for the next shift * Create update for the supervisor/IC | | | |
| Monitor VMS/VRC operations for safety and address safety issues as they arrive | | | |
| Work with PIO to manage media representatives that may show up at the VRC: Coordinate with PIO to ensure consistent messaging   * Ensure Media Release FORMS are obtained before allowing filming or interviews at the VRC | | | |
| Ensure VOAD coordination: Objective is to integrate and process VOAD volunteers efficiently and effectively with safety first | | | |
| Coordinate with logistics to ensure adequate staffing for the next operational period | | | |
| VMS/VRC Closing | | | |
| Monitor demobilization for safety; address safety issues as needed | | | |
| Assist with clean up and equipment return | | | |
| Turn in all logs to supervisor | | | |
| Participate in the After Action Report process, including identification of areas for improvement | | | |