**Spontaneous Volunteer Management Plan Seminar/Workshop**

**Date: January 29, 2014**

**9:30am registration- Workshop 10:00am-12:00pm**

**GOALS**

* Orient participants to the Spontaneous Volunteer Management Plan (SVMP) developed by the Region 1 (western Massachusetts) MRC Advisory Group
* Determine simulation objectives for the proposed February 26, 2014, Table Top Exercise (TTX).

**What are Spontaneous Unaffiliated Volunteers (SUV) and What Do We Do with Them?\***

Spontaneous Unaffiliated volunteers are those people not associated with any recognized disaster response agency, but who possess other training, skills and experience and appear on the scene or call to offer assistance. The terms “convergent,” “unaffiliated,” and “spontaneous” are sometimes used synonymously or interchangeably. Management of this resource is a function of ESF-15, Volunteers and

Donations, therefore it is distinctly separate from its coordination of the traditional volunteer response organizations and from its management of donated goods. In real world response the two are often interwoven. Because many unaffiliated volunteers lack the specific disaster training offered by the Medical Reserve Corps (MRC), Community Emergency Response Teams (CERT), American Red Cross, The Salvation Army and others, there is understandable reluctance among emergency management professionals to consider SUVs as a resource to be counted on in the event of a major disaster. It is logical for the traditional volunteer response organizations, as well, to be wary of well-intended but inexperienced volunteers whose efforts have sometimes hindered rather than helped response and recovery operations. The key words in this dilemma are “major disaster.” When a community experiences a disaster of such magnitude that the capacity of local response organizations is severely challenged, volunteers will respond. Media coverage of such events brings graphic images of the victims and their damaged property into living rooms in neighboring counties and states. Such coverage evokes viewers’ compassion for the victims and gratitude that they and/or their own community has been spared.

\*“Unaffiliated Volunteers in Response and Recovery,” Florida Commission on Community Service

**OBJECTIVES**

* To enhance professional emergency response personnel activities, through the coordinated and planned involvement of spontaneous unaffiliated volunteers (SUV)
* Minimize response and recovery costs to the community
* Minimize disruption to first responders by spontaneous unaffiliated and non-coordinated affiliated volunteers
* Ensure the safety of volunteers, responders, and the community
* Provide a positive volunteer experience that encourages continued volunteer support and maintains/enhances the reputation and public perception of [Community Name].

1. In a disaster who do you think is in charge of spontaneous unaffiliated volunteers?
2. What are the roles and responsibilities for SUV management?
   * Is it an MRC/Public Health Emergency Preparedness task?
   * What do Workshop participants believe or perceive their role is with SUVs?
   * What do Workshop participants believe or perceive the role of the community is with SUV?
3. What are the most effective ways to communicate with SUVs?
   * Why? How? Who?
4. What are the most effective ways to manage SUVs?
   * Separate VRC from affiliated volunteers like MRC/CERT/American Red Cross?
   * Combined VRC? Why or why not?
   * What organization is tasked with SUV oversight in emergency plans in western Massachusetts?
   * Do you feel that the capacity exists in your community/organization currently to manage SUV?

**Benefits and Challenges of Using Volunteers**

Use the questions below to compare the relative advantages and disadvantages of developing and/or maintaining your own agency volunteer program versus coordinating with COAD/VOADs and NGOs in your community for volunteer services.

1. How have you used volunteers in the past?

2. How successful have volunteer efforts been?

3. How willing are individuals to volunteer in the community?

4. What COAD/VOADs and NGOs are present in your community that you could coordinate with for needed volunteer services?

5. What are three benefits of having your own volunteers in your particular agency situation?

6. In the spaces below, list the three greatest challenges you can foresee to developing (or maintaining, if you already have one) your own agency volunteer program. Then, write the best resource(s) to overcome each challenge.

**Challenges**

*Example: No regional consensus on who is in “charge” of SUV*

1.

2.

3.

**Resources**

*Example: Training COAD/VOAD training manuals/programs exist in other regions*

1.

2.

3.

**NEXT STEPS**

To test and evaluate the Western MA MRC Spontaneous Volunteer Management Plan’s (number your priorities: 1=highest priority, 2= second highest priority 3=third highest priority)

\_\_\_\_Activation protocols: chain of command, assignment of roles, VRC activation

\_\_\_\_Communication about SVMP/VRC: within ICS, with partners, media and the public

\_\_\_\_Training and education of LEPC, municipal officials, MRC, CERT, ARC, COAD and/or other affiliated volunteers.

Who else from your community needs to participate in the TTX (identify agencies and personnel?)

1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is the most relevant hazard scenario for the TTX to activate the Spontaneous Volunteer Management Plan (SVMP) that you want to see exercised? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What other questions, concerns or comments do you have on this subject matter? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Table Top Exercise**

**TTX: Wednesday, February 26, 2014**

**Registration 9:00am**

**9:30am-12:00pm. Pre-registration required.**

**MEMA region III/IV offices, 1002 Suffield Street, Agawam, MA 01001**