



Emergency Volunteer Management



Welcome and Introductions



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Objectives

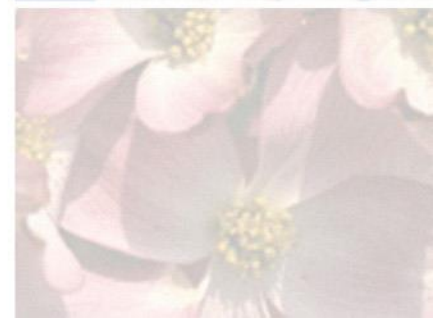


- Describe types and motivations of emergency volunteers.
- Describe the role of Volunteer & Donation Management (ESF 17).
- Identify volunteer resources available to support public health and medical response.
- Identify processes and tools for managing volunteers in emergencies.





What are some reasons why individuals, or groups volunteer?



Why People Volunteer



Motivated by:

- Sincere wish to help
- Religion or faith
- Have been survivors in the past

Want to be part of a cause

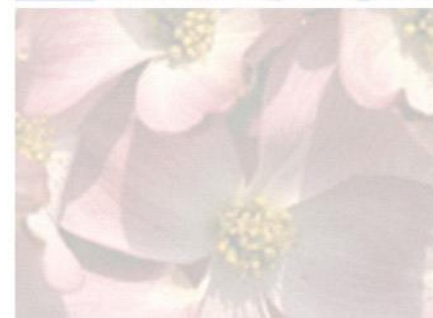
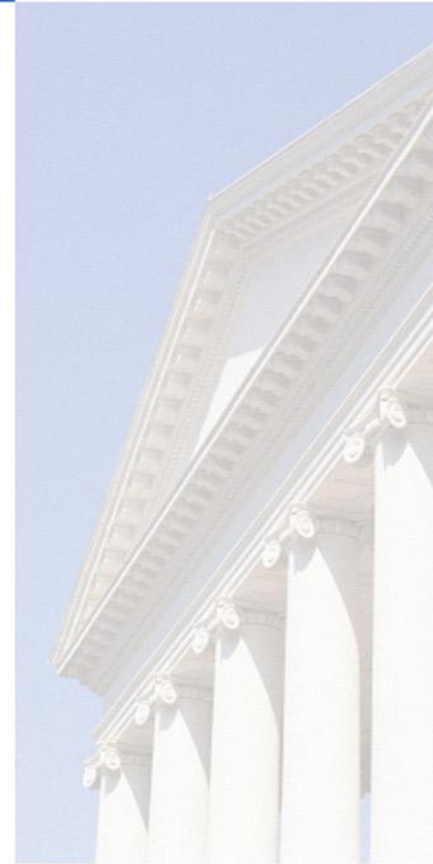
Respond to media reports



Types of Volunteers



- Traditional Affiliated Volunteers
- Unaffiliated Volunteers



Traditional Affiliated Volunteers



- Are attached to a voluntary agency
- Normally trained for disaster response by their agency
- Logistical support is provided



Unaffiliated Volunteers



- No association with voluntary organization
- Feel motivated by degree of community ownership
- They may be highly skilled:
 - Accountant
 - Construction
 - Food Services
 - Information Technology
- Commonly known as Spontaneous



Unaffiliated Volunteers



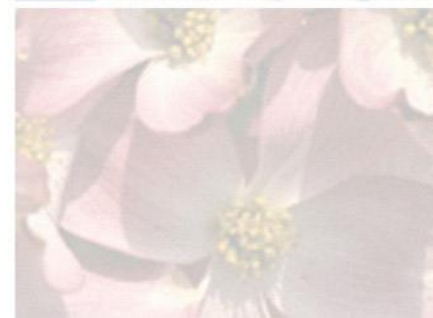
- May not have skills relevant to current disaster
- Must be a major consideration for emergency planning
- Could include convergent groups
 - No affiliation with emergency management
 - Individual or group acts independently outside the recognized coordination of the impacted jurisdiction



General Planning Before a Disaster



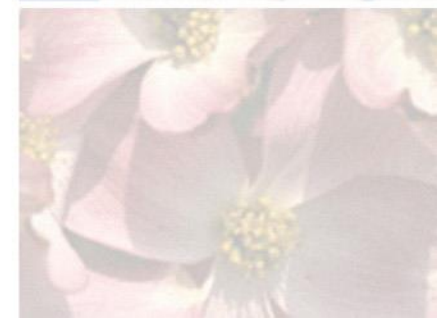
- Identify existing local volunteer coordination processes and protocols
- Identify a volunteer intake coordinating agency
- Determine location for physical intake
- Establish MOUs with organizations
 - E.g., who will staff the VRC



General Planning Before a Disaster



- Educate local coalitions and community members
- Build a community network
- Engage the business community
- Establish reporting procedures
 - How will hours be tracked for a potential soft match?
 - How will volunteers be supervised?



General Planning Before a Disaster



- Determine process of vetting which organization will receive volunteers
- Determine priority needs and roles of organizations that can use unaffiliated volunteers
- Research existing liability issues and laws that affect unaffiliated volunteers



Public Perception



Well-managed volunteers:

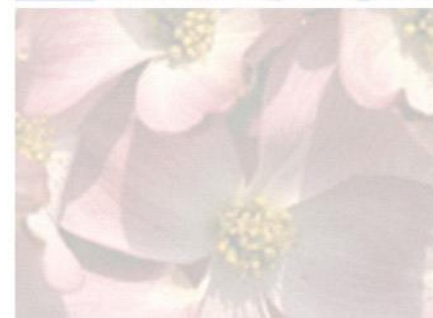
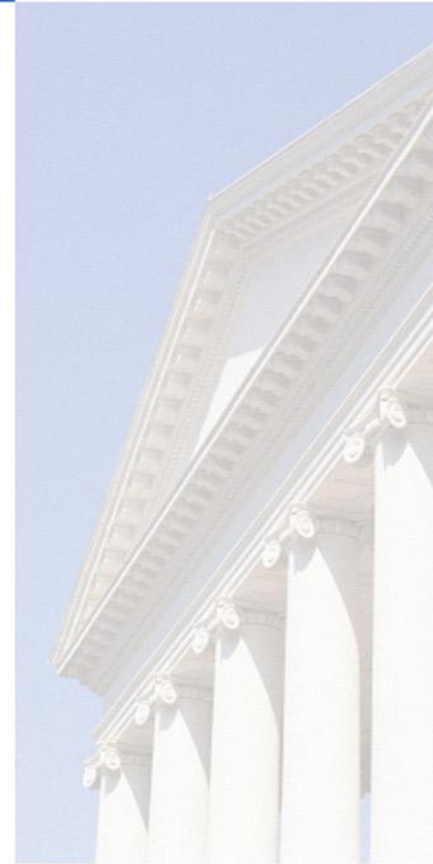
- Contribute to a positive public perception of the response and recovery effort
- Can fill in the gaps and meet individual needs of survivors, offer comfort and encouragement



Stakeholders in Managing Unaffiliated Volunteers



- Emergency management
- Volunteer center(s)
- VOAD members
- Faith-based organizations
- Community leaders
- Corporate and business partners
- Media



Emergency Support Function 17



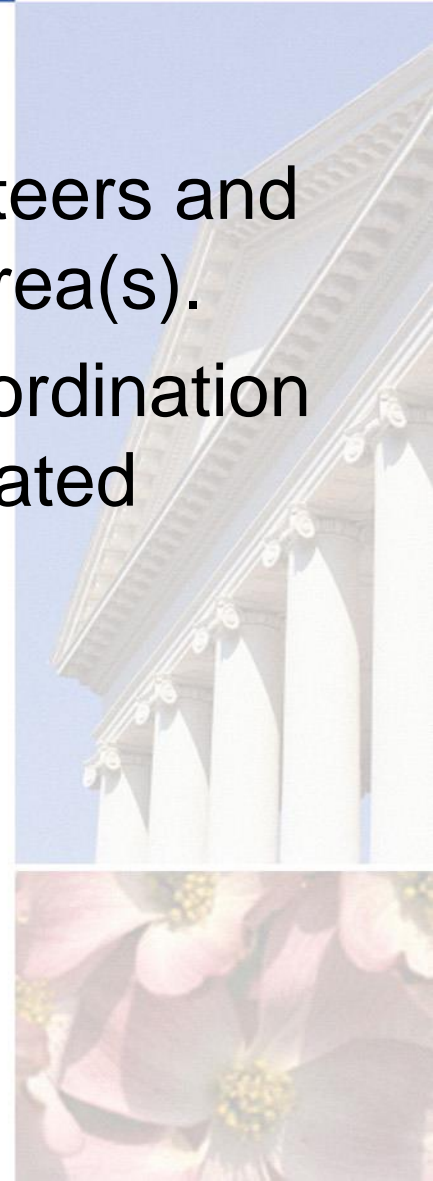
- Purpose
 - Coordinates delivery of donated goods and volunteer services to support disaster relief efforts
 - Coordinates and collaborates with voluntary organizations so capabilities and resources are integrated with other local/state/federal agency efforts
 - Meet the needs of individuals after a disaster.



Emergency Support Function 17



- Scope & Applicability
 - Facilitates the arrival of affiliated volunteers and designated donations to the affected area(s).
 - Supports local jurisdictions with the coordination of unsolicited volunteers and undesignated donations



Emergency Support Function 17



- Organizational Structure
 - VDEM lead agency
 - Support Agencies
 - Virginia Voluntary Organizations Active in Disaster (VOAD)
 - Adventist Community Services
 - Virginia Office on Volunteerism and Community Services





Questions?

