

EFFECTIVELY MANAGING DISASTER VOLUNTEERS





HELLO!

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TRAINING OVERVIEW

- +Introduction
- +Types of Volunteers
- +Sudden Unaffiliated Volunteers (SUVs)
- +Affiliated Volunteer Organizations
- +Managing SUVs
- +Liability
- +Past Events



GROUND RULES AND A HEALTHY DISCLAIMER

- +Please Feel Free to Ask Questions At Any Point
- +Exits and Rest Rooms
- +We Are Not Lawyers – any and all portions of this training that pertain to liability, declarations, and waivers are cited to their source, but may not be construed as legal advice. Please consult your town counsel.

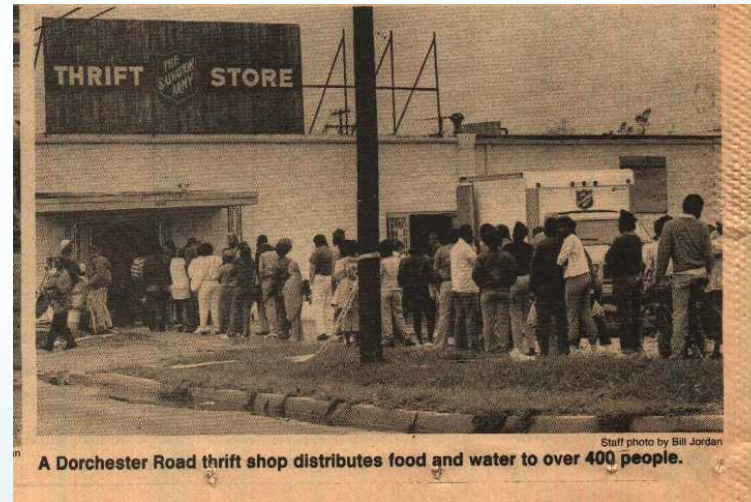


VOL·UN·TARY (ADJ)

1. proceeding from the will or one's own choice
2. unconstrained by interference
3. acting or done of one's own free will without valuable consideration or legal obligation



PEOPLE WANT TO HELP



TYPES OF DISASTER VOLUNTEERS

1. Professional
2. Unskilled
3. Spontaneous
4. Affiliated



WHO SAID THAT?

+“When you look at most disasters, you talk about responders – lights and sirens – that’s bull\$h!t. The first responders are the neighbors. Bystanders. People who are willing to act.”

A. President Trump

C. A Congressional budget hawk

B. Leader of Occupy Sandy

D. Former Administrator of FEMA



“WHOLE COMMUNITY”

+Craig Fugate:

- +Tap into ALL resources for valuable efficiency and cost-savings.
- +Non-governmental organizations possess knowledge, assets, and services that government simply cannot provide.
- +“Most importantly, we know of the great capacity of individuals to care for their families, friends, neighbors, and fellow community members, making our citizens force multipliers rather than liabilities.”



CITIZENS TO HEROES

- +Ordinary residents almost always play an important role in large, or even small-scale events.
- +This is not usually in the emergency plan.
- +Their help is often underutilized or even rejected.
- +With planning, you can maximize their potential!
- +It can be the difference between...



THE CAVALRY



THE HORSEMEN



WHAT ARE SPONTANEOUS UNAFFILIATED VOLUNTEERS (SUVs)?



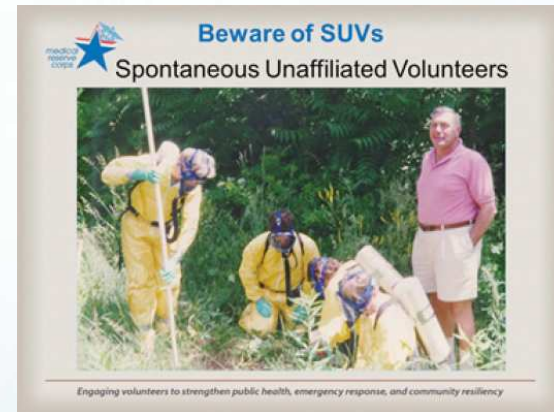
WHO ARE THEY?

- + Not connected to any recognized response organization
- + Just show up to help
- + Most people: youth and middle-aged adults, women, higher income, highly educated*
- + Most hours/person: seniors, men, middle or lower income*

* Canadian Red Cross: *Maintaining the Passion: – Sustaining the Emergency Response Episodic Volunteer*

WHY SHOULD I WORRY ABOUT THEM?

- + They are coming... whether you like it or not
- + They need managing
- + It is safer for everyone involved
- + We need them



BENEFITS OF SUVs

- +In Franklin County, many, but not all, will be members of your community.
- +They are spontaneous! Often, they are the first additional resources available.



WHAT TASKS CAN SUVs PERFORM?

- +Debris removal
- +General clean-up
- +Message runners
- +Answer phones
- +Office assistance
- +Record damages
- +Traffic/Crowd

+What other things could spontaneous volunteers help with in your town?



CHALLENGES OF USING SUVs

- + Might include criminals, pedophiles, exploiters, disaster tourists
- + May not be honest about their credentials
- + Likely aren't properly trained



WHY NOT JUST USE AFFILIATED VOLUNTEERS?

- + Not enough trained responders and volunteers
- + Large disaster means mutual aid will be strained or not available at all
- + Communities proven more resilient if all types of volunteers participate





WHAT ABOUT AFFILIATED VOLUNTEERS?



Western Massachusetts
Community Organizations Active in Disasters



WHO ARE THEY?

- + Registered, credentialed*, and trained by a known volunteer organization
- + Wait to be deployed by their leadership
- + *Note: Not all volunteer organizations credential their volunteers, so check before using them.



WHO ARE THEY – MRC (MEDICAL RESERVE CORPS)

- + Medical and non-medical volunteers trained to provide medical or sheltering assistance
- + Background and credentials checked through state system
- + Funded by MA Dept. of Public Health
- + One unit in each western MA county with 40 – 200 members each
- + Request them through HMCC



WHO ARE THEY – CERT (COMMUNITY EMERGENCY RESPONSE TEAM)

- + Training in search & rescue, fire safety, disaster psychology, medical response
- + Depending on where they're housed, may have had background check
- + Funded through host agency and MEMA
- + Units sprinkled throughout western MA; often associated with a local fire dept.
- + Request them through MEMA



WHO ARE THEY – DART

(DISASTER ANIMAL RESPONSE TEAM)

- + Trained in large and small animal rescue
- + Can staff pet shelter
- + Depending on where they're housed, may have had background check
- + Funded through host agency, maybe MRC
- + One unit in each western MA county
- + Request them through HMCC



WHO ARE THEY – COAD (COMMUNITY ORGANIZATIONS ACTIVE IN DISASTERS)



Western Massachusetts
Community Organizations Active in Disasters

- + Network of non-profits ready to provide goods and volunteers during disasters
- + Members include: Salvation Army, United Way, faith-based organizations, Food Bank, Red Cross
- + Funded through their individual host agencies
- + Request through HMCC

WHO ARE THEY — FRANKLIN COUNTY AMATEUR RADIO EMERGENCY SERVICE

- + Volunteers who've taken an FCC exam to become licensed to use amateur radio frequencies
- + Funded via dues
- + Request directly (see Directory handout)



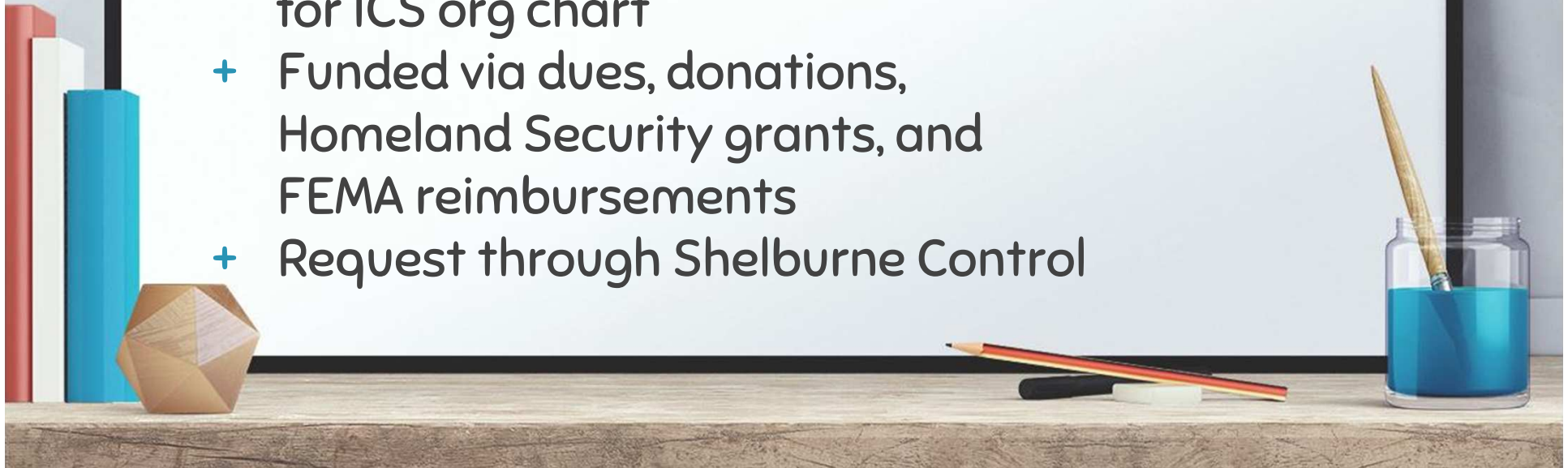
WHO ARE THEY — TEAM RUBICON

- + Primarily former veterans who can help with manual labor
- + Volunteers are background checked
- + Funded through private donations
- + Operation Smashing Pumpkin, Conway, MA 2017
- + Request through MEMA



WHO ARE THEY — NORTHWEST MA INCIDENT MANAGEMENT TEAM (NWMIMT)

- + Provide command & general staff for ICS org chart
- + Funded via dues, donations, Homeland Security grants, and FEMA reimbursements
- + Request through Shelburne Control



WHO ARE THEY — NEIGHBORHOOD GROUPS

- + Emerging preparedness strategy in Franklin Co.
- + Voluntary organization, managed by neighbors
- + One Point-of-Contact for responders
- + Knowledge of neighbor skills, assets, and needs
- + Pilot program in Shutesbury, supported by MAPHCO funding



WHAT CAN AFFILIATED VOLUNTEERS DO FOR ME?

- + Canteen
- + Donations management
- + Chainsaw work
- + Shelter management
- + Mucking out houses
- + Providing food to those in need
- + Supervising SUVs



MANAGING SUVs



GUIDANCE FOR “VOLUNTEER MANAGEMENT”*

- +Function 1: Coordinate Volunteers
- +Function 2: Notify Volunteers
- +Function 3: Organize, Assemble, and Dispatch
- +Function 4: Demobilize Volunteers

* from Public Health Preparedness Capabilities, CDC, 2011



KEY ELEMENTS TO MANAGING SUVs

- + Stay ahead of the surge
- + Release holding messages to manage expectations
- + Show how organized you are
- + Pre-identify supervisors
- + Pre-identify roles



FEMA: MANAGING SPONTANEOUS VOLUNTEERS IN TIMES OF DISASTER

+“The Synergy of Structure and Good Intentions”

+<https://www.fema.gov/pdf/donations/ManagingSpontaneousVolunteers.pdf>



FEMA: MANAGING SPONTANEOUS VOLUNTEERS – MITIGATION



- + Identify existing volunteer organizations and processes
- + List potential needs/opportunities to speed up community involvement
- + Develop public messaging to encourage locals to affiliate with a volunteer organization

FEMA: MANAGING SPONTANEOUS VOLUNTEERS – PREPAREDNESS



- + Add a Volunteer Coordinator or Team
- + Build your town's plan for the function of SUV management
- + Identify all potential sources of SUVs: schools, faith-based orgs, civic associations, senior programs, medical, local businesses

FEMA: MANAGING SPONTANEOUS VOLUNTEERS – PREPAREDNESS

- + Volunteer Reception Centers (VRC)
- + Organize, register, and coordinate volunteers, esp. SUVs
- + Identify individuals with specific skills, qualifications, and equipment
- + Serve as a central clearinghouse for matching needs & resources
- + Ensure safety by credentialing, tracking, training, and supervising volunteers



FEMA: MANAGING SPONTANEOUS VOLUNTEERS – PREPAREDNESS

- + Volunteer Reception Centers (VRC)
- + It's a rally point!
- + Push: SUVs can be immediately directed to the VRC, away from high-risk, impacted areas
- + Pull: your town can put out a call for community volunteers to assemble at the VRC



FEMA: MANAGING SPONTANEOUS VOLUNTEERS – PREPAREDNESS

- + Volunteer Reception Center (VRC)
- + Identify at least two potential sites
- + Adequate space, parking, accessibility
- + Determine what organization owns the site and prepare a MOU



FEMA: MANAGING SPONTANEOUS VOLUNTEERS – PREPAREDNESS

- + VRC “Go Kit”
- + Office supplies, forms, lists, maps of town
- + Develop forms and key documents such as:
 - Registration Form with Release of Liability
 - Sign-in/Sign-out
 - Volunteer Instructions
 - Safety Orientation Checklist
 - Role Descriptions
 - Just-In-Time-Trainings (e.g., www.drc-group.com/project/jitt.html)



FEMA: MANAGING SPONTANEOUS VOLUNTEERS – RESPONSE



- + Implement the SUV Management Plan
- + Activate the Volunteer Coordinator and the VRC
- + Document everything: for both liability and reimbursement
- + Address internal and external communication needs

FEMA: MANAGING SPONTANEOUS VOLUNTEERS – RECOVERY



- + Take advantage of the new data gathered about your volunteers (stories, dollar amounts, photos)
- + Recruit and affiliate
- + Ensure availability of resources for volunteers, including counseling, operational debriefing, health screening, or mental health
- + Recognize and THANK volunteers for their service to the community

LIABILITY

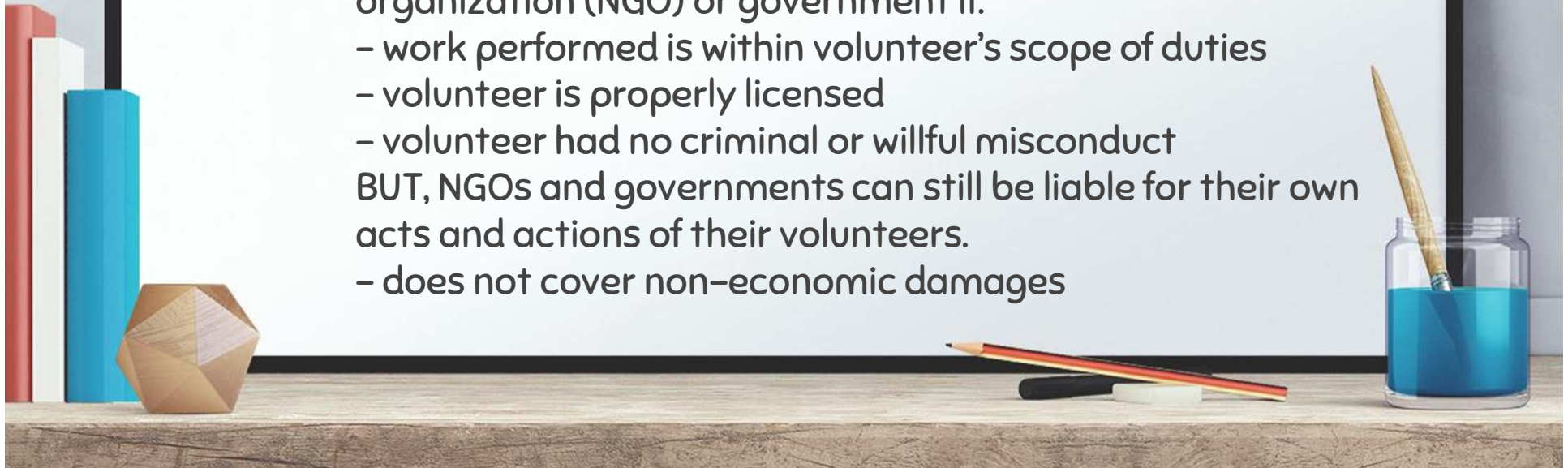
+ Federal Volunteer Protection Act of 1997

No liability for volunteers from any non-governmental organization (NGO) or government if:

- work performed is within volunteer's scope of duties
- volunteer is properly licensed
- volunteer had no criminal or willful misconduct

BUT, NGOs and governments can still be liable for their own acts and actions of their volunteers.

- does not cover non-economic damages



BEFORE THE NEXT EMERGENCY...

- + Build connections with COAD organizations
- + Encourage community leaders and volunteers to become members of affiliated organizations
- + Train and practice using SUVs during drills and planned events
- + Update local and regional all-hazard plans to include strategies for managing all types of volunteers and donations



PAST EVENTS



9/11

- + More than 60,000 spontaneous volunteers rushed downtown
- + Emergency responders were unable to travel
- + Caused FEMA to begin considerations for SUVs



SUPERSTORM SANDY – OCTOBER, 2012

- + NYC CERT
- + 54 teams; more than 1,200 members
- + Preparedness: assisted with public warnings
- + Response: staffed local disaster HQs and shelters



SUPERSTORM SANDY – OCTOBER, 2012

- + Recovery:
- + Distributed food, water, and other supplies
- + Cleared storm debris
- + Helped search for missing persons
- + Wellness checks
- + Psychological first aid



SUPERSTORM SANDY — LESSONS LEARNED BY CERT VOLS

- + Clear definitions of responsibilities, assignments, and expectations
- + Use the Incident Command System (ICS)
- + Safety: never deploy at night; buddy system
- + Prep deployment: maps, supplies, scenarios
- + “We were a huge force multiplier.”



SUPERSTORM SANDY – SUVs

- +On the heels of Occupy Wall Street (99%ers), members formed Occupy Sandy
- +Self-deployed before NGOs or gov response
- +Distribution hubs, muck-outs, mold remediation, ride sharing
- +BUT, a church fire at one hub caused all others to shut down
- +AND lost track of more than \$700K in online donations



HURRICANE HARVEY

+FEMA Administrator Brock Long:

“What I need the media to do is organize the efforts, to help us organize citizen efforts, to ultimately help Texas.”



HURRICANE HARVEY



HURRICANE HARVEY

- +Cajun Navy – informal, ad-hoc, volunteer groups of private boat owners who assist in search and rescue efforts in Louisiana and nearby states.
- +Katrina 2005 – rescued more than 10,000 people
- +2016 Louisiana Floods – statewide response
- +Harvey 2017 – mobilized as a “payback” for TX help during Katrina



HURRICANE HARVEY

- +Cajun Navy volunteers needed coordination
- +Use of social media, Twitter, and 2-way app, Zello
- +Allowed spontaneous volunteers to monitor tweets for help and then dispatch groups to those addresses



LET'S REVIEW SOME CONCEPTS

Volunteers Are Needed

Most severe weather disasters (tornado, tropical cyclone) will temporarily overwhelm the paid staff of small towns in Franklin County.

Plans Should NOT Be Spontaneous

Determining what to do during a disaster will take away vital resources from the response.

Franklin County Volunteers

Most local boards are comprised of...volunteers! There is also a strong history of community members assisting in response.

You Can Pre-Identify:

- Possible volunteer roles,
- Volunteer agencies,
- VRC locations,
- Policies and procedures, BEFORE the disaster.

Volunteers Will Be Spontaneous...

...whether or not you are prepared to incorporate them. Some will not be from your community.

Best Bang for the Buck

In terms of preparedness topics, volunteer management planning can yield the highest gains for your response. They can hinder or help.





THANKS!

Any questions?

You can find us at:

www.frcog.org/boards-committees/maphco



ACKNOWLEDGEMENT

Much of the material for this presentation was provided by the Western Region Homeland Security Advisory Council. You can also find the Western MA Spontaneous Unaffiliated Volunteer Plan, a full training on how to operate a volunteer reception center, and a just-in-time training for SUVs on their website:

www.WRHSAC.org



ACKNOWLEDGEMENT

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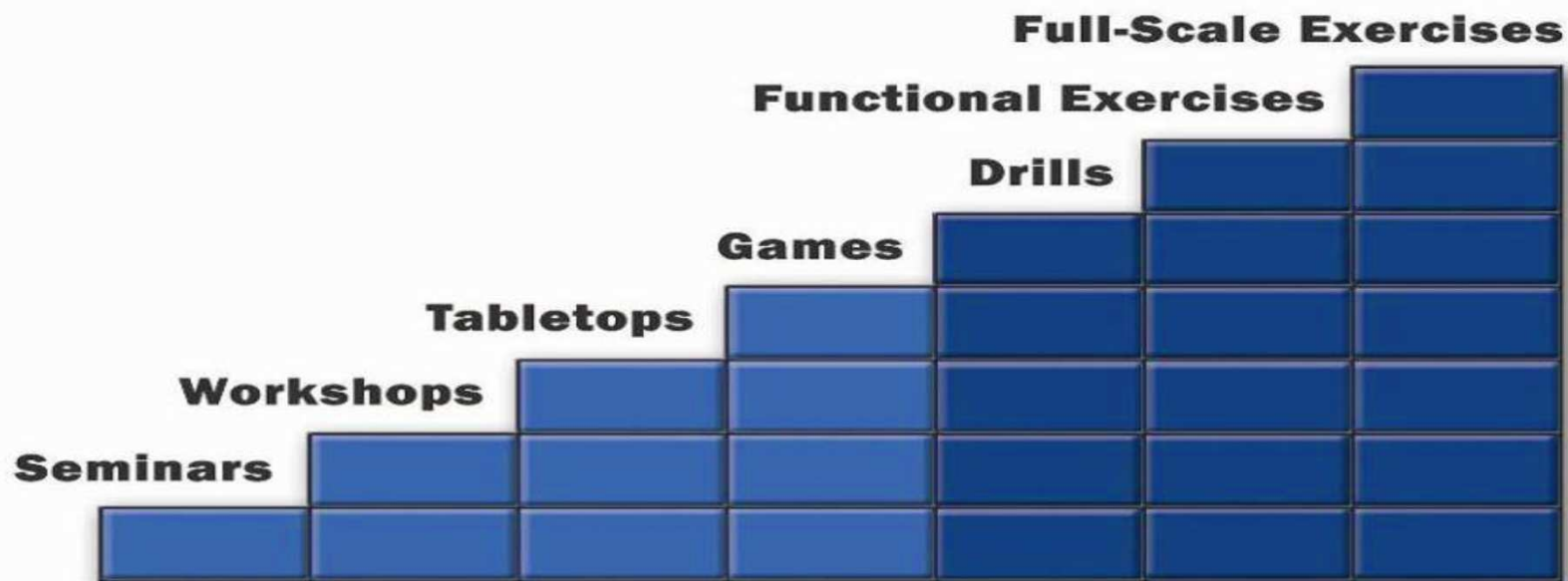
Tracy Rogers >>>

WHAT IS A TABLETOP?





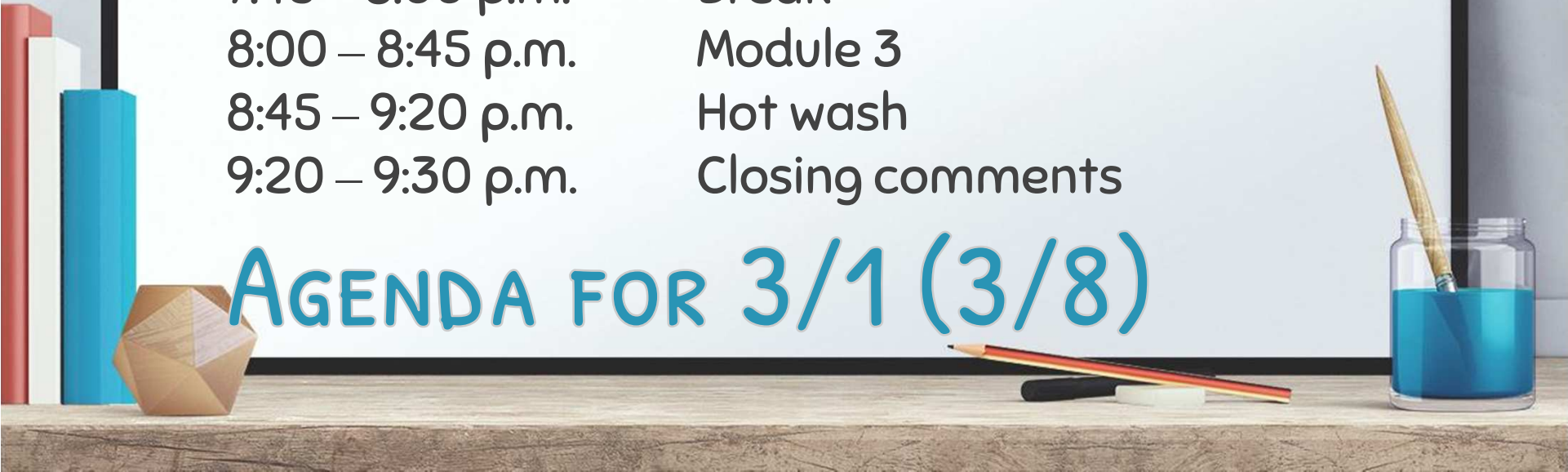
HSEEP CYCLE



Discussion-Based



Operations-Based



5:30 – 6:00 p.m.	Registration and dinner
6:00 – 6:45 p.m.	Opening remarks and module 1
6:45 – 7:00 p.m.	Break
7:00 – 7:45 p.m.	Module 2
7:45 – 8:00 p.m.	Break
8:00 – 8:45 p.m.	Module 3
8:45 – 9:20 p.m.	Hot wash
9:20 – 9:30 p.m.	Closing comments

AGENDA FOR 3/1 (3/8)

- +Low-stress, but structured environment
- +Trying out the new skills you've learned
- +Testing your CEMP (bring it with you)
- +Making connections between players
 - +Administration and emergency personnel
 - +Town-to-town
 - +Town-to-state/federal partners
- +Finding the gaps in...
 - +Your own knowledge (further training needed)
 - +Your town's CEMP (further planning needed)
 - +Your town's capacity to respond (further staffing/training needed)
 - +Applicable laws and regulations (further advocacy needed)
 - +The training series/exercise itself

EXPECTATIONS



SlidesCarnival icons are editable shapes.

This means that you can:

- Resize them without losing quality.
- Change fill color and opacity.

Isn't that nice? :)

Examples:





Now you can use any emoji as an icon!
And of course it resizes without losing quality and you can change the color.

How? Follow Google instructions

<https://twitter.com/googledocs/status/730087240156643328>



and many more...