



Disaster Volunteer Coordination Manual



SEPTEMBER 2014

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FORMS

- Executive Summary of Active Volunteer Reception Center
- Standard Debrief Form
- Staff Roster
- Assignment Station- Volunteer Log
- Safety Training Attendance Record
- Volunteer Registration Form
- Volunteer Group Registration Form
- Liability Release Form
- Volunteer Instructions
- Volunteer Check-In: Post Service Form
- Volunteer Referral Sheet
- Affiliated/Reassignment Form
- VRC Requested Resources & Donations
- Site Inspection Checklist
- Incident Report
- Work Order Form
- Press Release
- Signage
- Supplies and Equipment

Executive Summary

Communities within Georgia have experienced a number of disasters that did not meet the presidential disaster declaration approval thresholds. One such disaster was the 2013 Bartow/Gordon County Tornadoes. On January 30th, 2013, Georgia experienced the impacts of a weather outbreak that included severe thunderstorms, tornadoes and flash flooding. Residents in Bartow, Colquitt, Dodge, Fannin, Gilmer, Gordon, Towns and Union Counties experienced storm-related damages from the system. Tornadoes in Bartow and Gordon Counties resulted in the greatest amount of damage. Weather reports indicated that a high end EF-3 tornado with 160 mile-per hour winds struck the downtown area of the City of Adairsville (Bartow County) and continued through residential areas outside the City of Calhoun (Gordon County). The system caused widespread power outages, residential/business property damages, injuries, and even one death in Adairsville (Bartow County). Although less financial resources were available through traditional recovery means, state partners worked with Bartow County to identify alternative recovery options.

The Bartow/Gordon County incident became the catalyst for effective volunteer engagement, when over 1,000 volunteers participated in clean up and debris removal the Saturday following the storm. Through the coordinating efforts of local organizations, these volunteers and others in subsequent weeks shifted the residents from a state of chaos to rebuilding stronger and united. The lessons learned from the Bartow/Gordon County disaster event coupled with the decline in Presidential Disaster Declaration approvals, has prompted a need for building volunteer coordinator capacity around the state.

The Disaster Volunteer Coordination Manual and the Volunteer Coordinator Reference Guide have been developed to equip any person(s) tasked to manage and coordinate volunteer efforts locally with the appropriate tools to do so effectively.

A.) The Disaster Volunteer Coordination Manual: This manual is divided into five parts: Executive Summary, Preparation, Introduction, Three Phases of the Volunteer Reception Center and Appendix. This document will give instructions for the daily operations of the Volunteer Reception Center by providing detailed descriptions of the three operating phases, forms, and staffing roles and responsibilities. The chart below provides a synopsis of each section.

Sections	Components	Description
Executive Summary	<ul style="list-style-type: none"> • 2013 Tornadoes • Materials to manage volunteers 	History and overview of the Disaster Volunteer Coordination Manual
Preparation	<ul style="list-style-type: none"> • Pre-planning: How to get started • Volunteer Coordinator Reference Guide 	Building the community's capacity to respond to a disaster before it occurs
Introduction	<ul style="list-style-type: none"> • Description of volunteers • Purpose and Operations overview • Goals of Volunteer Reception Center 	States the purpose of a Volunteer Reception Center and briefly describes that phase in which it operates
Three Phases of the Volunteer Reception Center	<ul style="list-style-type: none"> • Preparation • Activation • Demobilization 	Purpose, overview and steps for execution that guide the internal operations of the Volunteer Reception Center
Appendix	<ul style="list-style-type: none"> • Volunteer Coordinator Support Documents • Role Checklist • Scripts • Forms 	Supporting documentation that facilitate the operations of the Volunteer Reception Center

B.) The Volunteer Coordinator Reference Guide: The Volunteer Coordinator is responsible for creating structure and building a community network capable of responding to disasters through engagement with volunteers. This job aid consists of an introduction and job description, a checklist for pre-planning,

preparation, activation, and demobilization of a physical or virtual VRC, things to remember section and helpful tools.

These tools are intended to provide county emergency management personnel, service organizations, locals, first-time volunteers and experienced disaster volunteers with the structure and additional support to successfully engage volunteers through disaster response efforts. For additional information on the Volunteer Coordination Capabilities initiative, please contact GEMA Planning at 1-800-TRY-GEMA.

Pre-planning: How to Get Started

1. Establish a strong local network

Identify resources in your community/county and list them on the **Community Involvement Key**, pages 21-23 in the Volunteer Reception Center Manual. This key will be instrumental, following a disaster, as the Volunteer Reception Center deploys volunteers, seeks additional resources and directs disaster survivors to community resources to meet their needs. During the activation of the Volunteer Reception Center, make copies of this document available to the Site Director(s), who will disperse to key voluntary staff personnel. Keep this list current and update often. Below is an example of the Community Involvement Key categories and instructions on how to utilize your network.

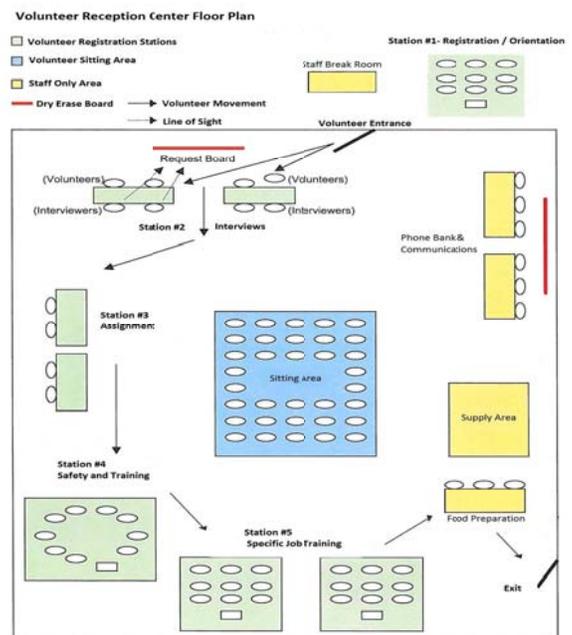
Community Involvement Key categories	How to utilize
<ul style="list-style-type: none"> ❖ Communications/Transportation ❖ Disaster Response ❖ Donations ❖ Long Term Recovery ❖ Other Services 	<ol style="list-style-type: none"> 1. Identify local organizations that currently provide services under each category. 2. Build constituency and engage organizations that are committed to providing their service during disaster relief and response efforts. 3. Determine which organizations under each category will accept volunteers from the Volunteer Reception Center following a disaster.

2. Select Volunteer Reception Center sites

Determine several locations around your community/county that meet the **Qualifying factors for Volunteer Reception Center**, page 19 in the Volunteer Reception Center Manual. Having several predetermined locations will reduce uncertainty when a location has been damaged, is no longer available following a disaster, or increases proximity to the disaster site. The image below, illustrates the floor plan for the Volunteer Reception Center, larger example available on page 18.

Primary Considerations:

- Desirable location, within 1-5 miles of disaster site, where volunteers will be prompted to pass the Volunteer Reception Center before proceeding to the disaster site
- Large open space, building capacity can hold up to 200 people, at least
- Utilities are in working condition: running water, electricity, access to phone lines, internet connectivity
- Kitchen: stove, oven, microwave, refrigerator, sink, pots, pans or walking distance from food sources
- Available parking, preferably parking lot



3. Coordinate supplies and equipment for Volunteer Reception Center

Determine what supplies and equipment are needed and where they can be safely stored and easily accessed. Refer to **Supplies and Equipment** in the Forms section of the Appendix. **NOTE:** The Volunteer Reception Center Manual is a scalable document which can be used for your specific needs in several formats: physical, automated or virtual. If using an automated or virtual format, discuss with your Local

Emergency Management Agency director. Collectively, you will need to create the system and structure prior to a disaster occurring. Things to consider if using an automated or virtual format:

- What phone number or website will be used to collect volunteer information and work orders?
- How will volunteers be notified of their assignment? How will the contact for each work order be notified of a volunteer's arrival?
- How will voluntary staff be trained to use the automated or virtual format to fulfill their role?

4. Conduct trainings and exercises

Identify committed volunteers that will fulfill the minimal roles necessary during the activation phase of the Volunteer Reception Center, page 14 in the Volunteer Reception Center Manual. Train each volunteer on their job function and the phases of the Volunteer Reception Center. Share the ***Helpful Hints and Things to Remember***, on page 5 of the Volunteer Coordinator Reference Guide, with each pre-trained volunteer.

When conducting training and exercises with Volunteer Reception Center (VRC) Staff:

1. Volunteer Reception Center Training and Exercise

- Assign roles and conduct exercises to practice operating a Volunteer Reception Center
- Use the ***Pre-Activation Script***, page 81 and modify accordingly
- Execute each phase (Preparation, Activation, and Demobilization) and the roles necessary to staff the Volunteer Reception Center

2. Customer Service- How to engage arriving volunteers

- Share the ***Helpful Hints and Things to Remember***, on page 5 of the Volunteer Coordinator Reference Guide, with each pre-trained volunteer
- Have a discussion and role play scenarios that may occur during disaster response to address proper volunteer interaction

3. Personal Preparation Before the Disaster Strikes

- Discuss procedures for how volunteers will be contacted to staff the VRC
- Share the ***Helpful Hints and Things to Remember***, on page 5 of the Volunteer Coordinator Reference Guide, with each pre-trained volunteer
- Provide pre-trained volunteers with information to prepare their household to operate in their absence, visit www.ready.ga.gov for more information

When conducting trainings and exercises with Community Involvement Key:

1. Review the entire Disaster Volunteer Coordination Manual with all stakeholders and partners:

- Emergency Management Agency (EMA)
- Volunteer Organizations Active in Disaster (VOAD)
- Community Emergency Response Team (CERT)
- Local Emergency Planning Committee (LEPC)
- Community Involvement Key organizations (Faith-based, non-governmental and private sector)

2. Train on VRC operations with stakeholders and partners

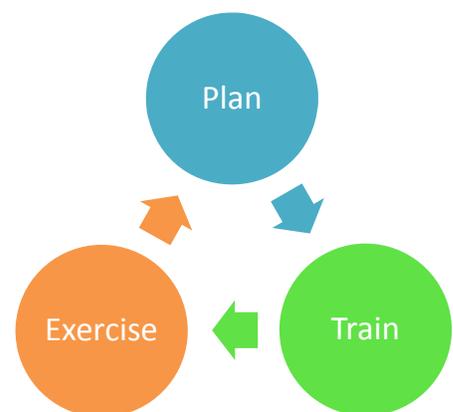
3. Work with your stakeholders/partners/VRC staff to create disaster scenarios in order to practice VRC operations

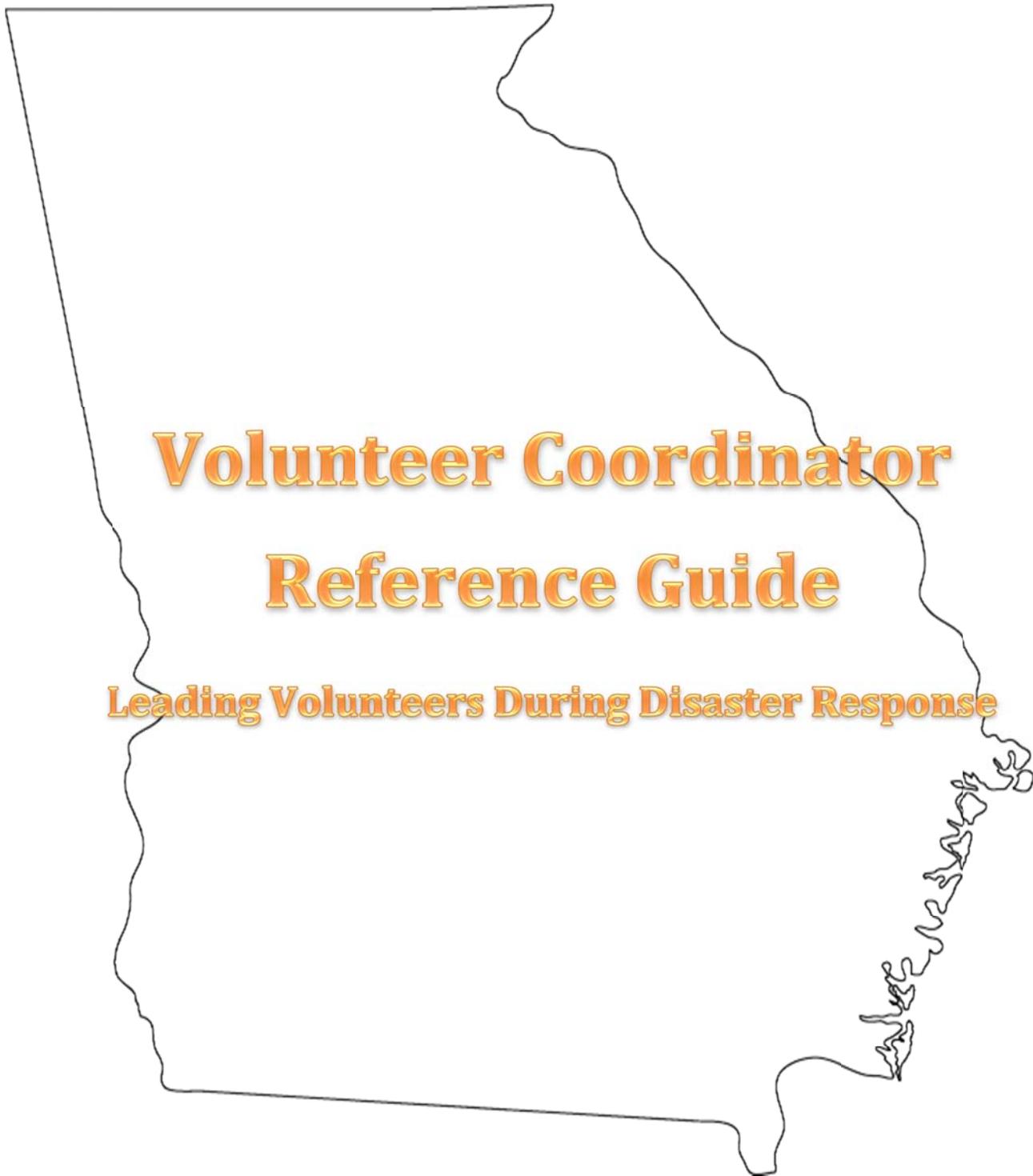
- Consider what type of disasters could occur in your community: flooding, hurricane, tornado, etc.
- Consider which stakeholders/partners are appropriate for each disaster

4. Conduct exercises to practice response to disaster scenarios

5. Review your exercise efforts

6. Conduct meetings to determine areas of improvement





**Volunteer Coordinator
Reference Guide**

Leading Volunteers During Disaster Response

Introduction- Volunteer Coordinator

Thank you for accepting the role as Volunteer Coordinator. In this role you will provide logistic coordination and volunteer management during local relief efforts after a natural, man-made or biological disaster occurs in Georgia. This two-part toolkit will serve as your guide toward managing the needs of volunteers through the Volunteer Reception Center following a recent disaster. Included, you will:

- understand your specific roles and task responsibilities,
- create networks and structure before a disaster occurs
- learn helpful tips to assist you in executing your duties; and
- part-two: Volunteer Reception Center Manual with step by step instructions for roles and task

Job Description- What does a Volunteer Coordinator do?

You will execute your role as a Volunteer Coordinator by supervising the Volunteer Reception Center (VRC) which is a staging area that processes and deploys volunteers to affected disaster sites or partnering organizations. Your goal is to ensure the efficient operations and management of the VRC while serving as a liaison to Local Emergency Agency personnel and the community.

Your specific responsibilities falls into three categories: **preparation, activation, and demobilization.**

Preparation:

- Activate the VRC within 48 hours following the disaster
 - To activate the VRC, you will focus on building the infrastructure of it and create your team(s) to manage the arriving volunteers.
 - **Note: Each VRC is managed by the site director(s), but be prepared to step into this role if needed.**

Activation:

- Attend meetings or conference calls with the local emergency management agency and other disaster response organizations to keep current on disaster response efforts
- Team(s) will focus on registration, assessment, assignment of roles, and training of volunteers
 - Volunteers who are spontaneous, unaffiliated, or affected by the disaster must complete each station within the deployment phase to be properly assigned and educated on the risks associated with volunteering.
 - Affiliated volunteers are pre-screened and identified and operate at their own risk. This allows them to bypass several stations within the VRC.

Demobilization:

- Scale down the operations of the VRC until it is disbanded
 - Look for triggers that indicate time it is time to move into this phase. Triggers could include: substantial drop in volunteer numbers, reduction in request for volunteers, or directive from the local emergency management agency.



Volunteer Coordinator responsibilities during Preparation

- Make contact with Emergency Management staff and determine the VRC location(s) to be activated
- Activate the VRC location(s) within 48 hours following the disaster by mobilizing the VRC Site Director(s) and key volunteers to build the infrastructure of the VRC and assign staffing roles to manage the arriving volunteers

- Be prepared to step into the role of VRC Site Director, if needed
- Log daily activities on ***Executive Summary of Active Volunteer Reception Center***, in Forms section of Volunteer Reception Center Manual
- Once activated, distribute the ***Press Release*** created by VRC Site Director(s) to Emergency Management staff, community involvement key organizations, media and news outlets and interested parties
- Establish mode and frequency of communication with VRC Site Director(s) and Emergency Management Agency staff while directing all others to funnel their request through the VRC

Volunteer Coordinator responsibilities during Activation

- Attend meetings and/or conference calls with Local Emergency Management Agency staff and other disaster organizers to keep current on disaster response efforts
- Direct all interested volunteers and request for volunteers to the VRC
- Assist the VRC Site Director(s) in securing resources for the VRC's operations
- Debrief with VRC Site Director(s) daily, complete the ***Executive Summary of Active Volunteer Reception Center*** in Forms section of Volunteer Reception Center Manual

Volunteer Coordinator responsibilities during Demobilization

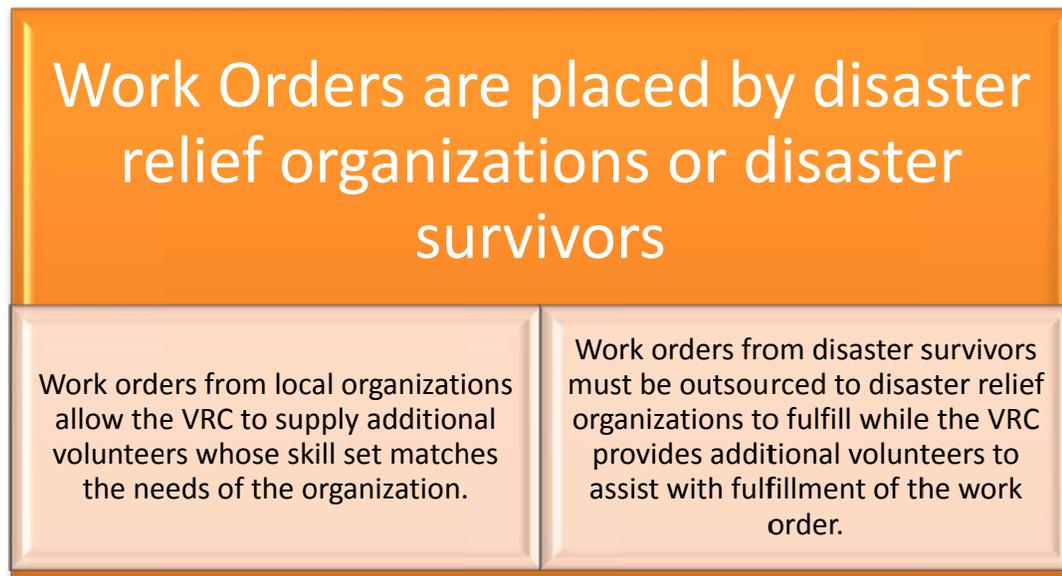
- Pay attention to triggers that will prompt you to prepare your VRC Site Director(s) to transition into the Demobilization phase
- Collaborate with the Emergency Management Agency officials to pre-determine a date for when the Volunteer Reception Center will permanently close to the public
- Create reduced hours of operations schedule for the VRC to lead up to the pre-determined close date
- Attend meetings and/or conference calls with Local Emergency Management Agency and other disaster organizers to keep current on disaster response efforts
- Direct all interested volunteers and request for volunteers to the VRC
- Assist the VRC Site Director(s) in securing resources for the VRC's operations
- Debrief with VRC Site Director(s) daily, complete the ***Executive Summary of Active Volunteer Reception Center*** in Forms section of Volunteer Reception Center Manual
- Determine when the contact person at the Emergency Management Agency will receive all volunteer information and VRC documentation
- Assist VRC Site Director(s) and staff with forwarding additional resources to appropriate destination
- During Dismantling of the Volunteer Reception Center:** Ensure VRC location(s) are dismantled within 48 hours of permanent closing and returned to their original use
- Assist Emergency Management Agency in recognizing each volunteer that provided service during the disaster response efforts
- Follow-up with VRC Site Director(s) once all thank you notes have been sent to all volunteers

Create Networks and Structure Before a Disaster Occurs

Refer to ***Pre-planning: How to Get Started***, page 6-7 of the Disaster Volunteer Coordination Manual. You will be responsible for carrying out and managing each of the tasks listed.

- 1. Establish a strong local network**
- 2. Select Volunteer Reception Center sites**
- 3. Coordinate supplies and equipment for Volunteer Reception Center**
- 4. Plan training and exercises**

PLEASE NOTE: The ***Pre-planning: How to Get Started*** section of this manual and the function of the Volunteer Reception Center are fixated around mobilizing local organizations to respond to disaster survivors while supplying these local organizations with additional volunteers. Here, is a snapshot of this process during the Volunteer Reception Center activation.



- All other volunteers will be assigned a role within the VRC to help with operations or will be contacted at a later time when a fitting assignment arises.

Note:

- The VRC should refrain from sending individuals, groups, or orgs that are not listed on the community involvement key to a disaster survivor’s location alone.
 - These persons should be under the supervision and guidance of a locally recognized organization
- Be mindful of volunteer groups that have traveled far to provide aid; contacting the partners on the community involvement key to locate an assignment will be high priority to make effective use of their time.

Anticipation and Preparation for your Role as Volunteer Coordinator

As you fulfill your role, you will encounter various levels of devastation, work alongside several organizations, assess many needs and reduce anxiety of volunteers and those affected by the disaster. Please prepare yourself and your team for these situations. The success of the Volunteer Reception Center (VRC) will be contingent upon how well you anticipate the daily needs and prepare your team(s) to meet them.

Anticipate Daily Needs:

- Anticipate the needs and challenges you will face each day.
- Determine if you have the resources to address the needs and challenges for the coming day.
 - If additional resources are needed, it is the role of the volunteer coordinator to communicate that to locally identified disaster relief organizations first, and then report to the local

emergency management agency. (**Note:** This step will help both you and your team(s) feel prepared and reduce anxiety.)

- Be mindful that those affected by the disaster may come to the VRC seeking assistance or opportunities to volunteer.
- Communicate to all staff to be prepared to meet the disaster survivors' needs of assistance first.
 - This may include redirecting them to another location for assistance if their need exceeds the capacity of the VRC.

Prepare your Team:

- Communicate with your site director(s) throughout the day and debrief with them daily.
- Discuss the day's activities, actions of each component of the VRC and their challenges.
 - This is the time where you learn how many volunteers were registered and issued an assignment, what resources were depleted and any challenges that arose.
 - Use this information to assess what additional resources are needed and set expectations for the coming day. This process will mentally prepare you and your team(s) to meet these anticipated needs.

Expectations:

As you bring order to reduce anxiety of those affected and assisting in disaster relief efforts, understand that you are not doing so alone. Along with the partner organizations from the Community Involvement Key, there is a network of organizations, agencies, volunteers and concerned individuals who are willing to work alongside of you; many of whom you will engage with throughout your service. To access the Georgia's Voluntary Organizations Active in Disaster network, the Volunteer Coordinator will need to work with their Local Emergency Management Agency. If further assistance is needed, please contact: 1-800-TRY-GEMA.

Again, we thank you for your efforts and trust you will provide assistance to many as the Volunteer Coordinator. It is our desire that you, along with many others, will find this to be a valuable service and welcome your assistance in future disaster relief efforts.

Helpful Tips To Assist With Your Role

1. Listen to your volunteers.
2. Allow time to talk.
3. Smile.
4. Provide orientation.
5. Act on their ideas whenever possible.
6. Provide debriefing opportunities.
7. Make good job matches.
8. Say "Thank you!"
9. Give them a pat on the back.
10. Don't turn them away.
11. Plan, plan, plan to make their volunteer experience run smoothly.
12. Maintain safe working conditions.
13. Ask for their suggestions.
14. Honor their preferences.
15. Provide good training.
16. Laugh often.
17. Provide updates on the current situation
18. Defend them.
19. Send "thank you" notes to their families.
20. Provide them with official identification.
21. Solicit feedback from them.
22. Host counseling sessions.
23. Enforce breaks.
24. Host a recognition event.
25. Provide a message board.
26. Post accomplishments in a visible location.
27. Be creative in developing jobs.
28. Keep challenging them.
29. Feed the press good news about their good work
30. Offer beverages, healthy snacks, meals.
31. Ask for a report.
32. Call volunteers by name.
33. Be a volunteer advocate.
34. Respect individual needs.
35. Send letters of appreciation to their employers.
36. Provide job references.
37. Honor exceptional work teams.
38. Communicate clearly.
39. Write them thank-you notes.
40. Invite them back- and thank them again when they show up!

Things to Remember

In addition to the above tips, be sure to personally prepare to serve following a disaster. Share these preparation steps with your team members and volunteers prior to disaster response.

1. The basic rule is "2-3-4." When mobilizing for disaster response, do so with 2 bags, 3 days of food, and 4 quarts of water. Items should include:
 - 2 bags- clothing for both hot and cold weather (hat, jacket, jeans, shorts, etc.), hygiene items, sleeping gear and necessary paperwork (Driver's License/Picture ID, Volunteer Coordinator Toolkit, Volunteer Reception Center Manual)
 - 3 days of food- Meals ready to eat that are easily transportable and does not require cooking or refrigeration
2. Pack all of your clothing in a 1 or 2 gallon Ziploc bag before putting into your 2 bags. Line your entire luggage with plastic trash bags to protect clothes and other content against moisture and possible mold.
3. If you provide care to loved ones or pets, determine who will provide care in your absence. Plan for extended care alternatives if disaster response assignment runs longer than anticipated.



VOLUNTEER RECEPTION CENTER MANUAL



“If you plan for volunteers they will come - If you don’t plan, they will come!”

Introduction

No community is immune to the havoc and devastation caused by disaster, whether natural, man-made or biological. When disaster strikes, emergency management and voluntary agencies automatically mobilize to help people rebuild their lives and restore the community. Each has a defined role to help ensure a community’s successful response following a disaster. Yet, one element within this system constantly changes this process: volunteers. Volunteers mainly fall in one of two categories:

- **Affiliated volunteers:** Pre-trained and prescreened volunteers typically associated with an existing emergency management response system and/or organization.
- **Spontaneous unaffiliated or First-time volunteers:** can be volunteers with little to no experience in disaster response. These volunteers often arrive on-site at a disaster ready to help. However, because they are not associated with any part of the existing emergency management response system and/or organization, their offers of help are often underutilized and even problematic to professional responders.



Following a disaster, several questions arise regarding the use of volunteers. How many will come and when? Will any of them have the skills we really need? What happens if somebody gets hurt? Where will they stay? Who will feed them and how? How will they know where to go and what to do? Who will manage them? These questions through the effective use of a Volunteer Reception Center can be minimized or eliminated.

Purpose and Operations: The Volunteer Reception Center is the primary headquarters for all interested volunteers. It acts as a staging area that manages all junctures of processing to deployment of volunteers and facilitates requests for volunteers within the disaster site.

The Volunteer Reception Center (VRC) is fixated around three phases: preparation, activation, and demobilization.

Preparation:

- Activate the VRC within 48 hours following the disaster
 - To activate the VRC, you will focus on building the infrastructure of it and create your team(s) to manage the arriving volunteers.
 - Secure the facility, build the internal logistical infrastructure, place internal and external signage and check in with the volunteer coordinator

Activation:

- Voluntary staff will focus on registration, assessment, assignment of roles, and training of volunteers
 - Volunteers who are spontaneous, unaffiliated, or affected by the disaster must complete each station within the deployment phase to be properly assigned and educated on the risks associated with volunteering.
 - Affiliated volunteers are pre-screened and identified and operate at their own risk. This allows them to bypass several stations within the VRC.
 - Ensuring efficient management of each volunteer through the stages within this phase is best done within one hour after the volunteer enters the VRC.

Demobilization:

- Scale down the operations of the VRC until it is disbanded

- Look for triggers that indicate time it is time to move into this phase. Triggers could include: substantial drop in volunteer numbers, reduction in request for volunteers, or directive from the volunteer coordinator.



The Volunteer Reception Center will:

- Register, assign and reassign volunteers
- Train volunteers as necessary
- Collect and maintain data on volunteers
- Track volunteers while they are participating in disaster response
- Thank all volunteers at the conclusion of the event

***Note:** Provide knowledge of the current needs in press releases and social media so that people don't waste their time in the VRC one day when their skills are not needed until days later.

the VRC will open to arriving volunteers.

Preparation- Purpose and Objective

- Activate the Volunteer Reception Center (VRC) within 48 hours of a disaster
- If applicable, enlist assistance of predetermined Volunteer Reception Center volunteers for setup
- Ensure all VRC voluntary staff understand their daily checklist and are knowledgeable of the operations within the VRC

Summary/Overview of Activation Procedure

Securing the facility

- Initial communication from the Emergency Operations Center (EOC) with predetermined or assigned Volunteer Coordinator prompts the activation of the VRC
- The Volunteer Coordinator locates or determines a site that is in good condition and alerts key volunteers that will staff the Volunteer Reception Center to report to the site with key materials

Building the infrastructure

- Use the Volunteer Reception Center Floor Plan diagram to create each of the 5 stations for arriving volunteers (discussed in the coming pages)
- Secure operational space for internal functions and supplies
- Identify locations for internal and external signage
- Walk through space with key volunteers to assess additional needs.

Role assignment and placement

- Before opening the doors of the VRC, assign roles and tasks to key volunteers
- Assess what vacancies exist and what materials are needed
 - Communicate this assessment to the volunteer coordinator and collectively determine the time when



Steps to SET UP of Volunteer Reception Center:

Securing the facility

- The Volunteer Coordinator has been contacted to open a Volunteer Reception Center (VRC)
- The Volunteer Coordinator confirms where the disaster occurred with the EOC.
- Review the Volunteer Reception Center sites and decide which site would be most appropriate.
- Confirm selected Volunteer Reception Center site location with EOC.
 - If VRC site has not been pre-determined, refer to ***Qualifying factors for Volunteer Reception Center***, page 19.
- Call primary contact for site and let them know a VRC will be opened
- Call in voluntary staff and key volunteers and let them know where to report

Building the infrastructure

- When you arrive at the site, review the proposed Volunteer Reception Center ***Floor Plan***, see page 18 of the Volunteer Reception Center Manual, and walk through entire area to locate all exits, restrooms, tables, chairs, etc.
- Set up tables and chairs according to proposed Volunteer Reception Center Floor Plan
 1. Registration/Orientation area
 2. Interview area
 3. Assignment area
 4. Safety and Training area
 5. Specific Job Training area
 6. Sitting area
 7. Supply area
 8. Food Preparation area
 9. Staff Break Room area
 10. Communications area
- Put up all internal and external signage in appropriate areas
- Phones and computers are installed and tested to ensure they are working properly
- A walk through should be done with the help of volunteers to make sure everything will flow smoothly and is marked appropriately

- Do a safety inspection: identify all hazards and document condition of areas to be used
- Document the condition of borrowed items, owner and etc.
- Do one more final walk through

Role assignment and placement

- Have staff get the necessary supplies for their area and set up (List of supplies is located on each job description)
- Remind staff to sign in and out on Staff Roster and complete an Incident Report when injuries or accidents occur. Ideally, place both in break room of the VRC
- Open doors of Volunteer Reception Center to public
- Put on coffee and/or other refreshments for staff and arriving volunteers

Activation- Purpose and Objectives

- Ensure efficient management of each volunteer through the five stations of the VRC: registration/orientation, interviews, assignment, safety and training, and specific job training.
- Ensure time spent in the Volunteer Reception Center (VRC) is pleasant and profitable to the volunteer. The focus is to expedite the activities within the VRC to place greater emphasis on the work the volunteer will do in the disaster site. A best practice is to navigate each volunteer/volunteer group through all phases of the VRC in one hour or less.
- Ensure internal operations of the VRC are carried out effectively

The Flow of Volunteers and Information through the Volunteer Reception Center

Station #1: Registration / Orientation

Greeters quickly assess the needs and category of arriving volunteers. Determine whether they are an affiliated, returning or first-time unaffiliated volunteer. **Direct all affiliated volunteers and returning volunteers to Station #3: Assignment.** Give first-time unaffiliated volunteers a clipboard containing the Volunteer Instructions, Registration Form and Liability Release Form. Ask the volunteer to fill out the Registration Form along with the Liability Release Form and give them a brief orientation to the registration process. **Ideally, this station should be separated or in a room adjacent to the remaining stations to minimize the commotion and stress inside the Volunteer Reception Center.**

Station #2: Interviews

As interviewers are available, a Greeter ushers in new volunteers. An interviewer will review the registration forms and discuss the volunteer's skills and interests. At the completion of the interview, the

volunteer will be referred to an agency requesting assistance. With Registration Form and Liability Release Form in hand, the volunteer then proceeds to Station #3.

Station #3: Assignment

The volunteer gives their Registration Form and Liability Release Form to the assignment representative for recording and collection. The assignment representative furnishes the referral form, wristband and identification for the volunteer while attempts are made to contact the assigned agency to alert them of the volunteer's expected arrival, if they are eligible to work outside of the VRC. Affiliated and returning volunteers will be given an assignment along with a wristband and identification and instructed to proceed to their worksite or complete a post service survey, respectfully. Unaffiliated volunteers will proceed to Station #4: Safety and Training.

Station #4: Safety and Training

The Safety Trainer will document the attendance of each volunteer and provide information about safety, security, transportation and procedures for logging hours and work completion. At the conclusion of the briefing, volunteers will be instructed to report directly to their assigned worksite, transportation area for their ride to the worksite or directed to Station #5 for Specific Job Training.

Station #5: Specific Job Training

Job training specific to each worksite or function can occur before volunteers depart for their work location. If possible, training should be given by someone with first-hand knowledge of current operations at the site.

Internal Maintenance of the Volunteer Reception Center

All internal maintenance focuses on the effective execution of each role staffed within the Volunteer Reception Center. This requires daily meetings with

staff, resource and supply management, communications and facility maintenance.



Volunteer Reception Center Staffing Roles

- Staffing numbers will be based on scope of operation (Remain flexible and adjust to the situation- the first 72 hours will be critical)
 - Minimal suggested staff numbers per shift are in bold below:
- | | |
|--|------------|
| 1. VRC Site Director | 1 |
| 2. Greeters | 3 |
| 3. Interviewers | 3-4 |
| 4. Data Specialists | 3-4 |
| 5. Safety Briefers | 2 |
| 6. Communications Specialists | 3 |
| 7. Information Technology Coordinator | 1 |
| 8. Logistics Coordinator | 1 |
| 9. Greeter Coordinator | |
| 10. Interview Coordinator | |
| 11. Data Coordinator | |
| 12. Safety Briefing Coordinator | |
| 13. Trainers | |
| 14. Communications Coordinator | |
- Cross train qualified staff. Staff other positions as needed.

Breakdown of Staff Roles in Action during Deployment

Station #1: Registration / Orientation

- External Greeter
- Internal Greeter
- Registration/Orientation Greeter
- Greeter Coordinator

Station #2: Interviews

- Interviewer
- Virtual Interviewer
- Interview Coordinator

Station #3: Assignment

- Data Specialist
- Work Order Specialist

- Data Coordinator

Station #4: Safety and Training

- Safety Briefers
- Safety Briefing Coordinator

Station #5: Specific Job Training

- Logistics Coordinator
- Trainers

Internal Maintenance of the Volunteer Reception Center

- Communications Coordinator
- Communications Specialist
- Phone Bank Specialists
- Information Technology Coordinator

Necessities for Staff of the Volunteer Reception Center

- **Staff Meetings-** Conduct a short meeting daily with staff. This will allow the Site Director to share information and determine if any additional supplies are needed.
 - Morning huddle with all staff and Debrief with coordinators
- **Volunteer Staff Break Area-** This area should be established to help the staff disconnect from noise, frustrations, general sense of urgency and the intensity of servicing disaster response volunteers. Providing a quiet room with low light and ensuring that staff take short breaks whenever possible will help everyone operate efficiently and minimize the stress.
- **Establishing a “Phone Bank”-** Serves as the primary means of coordinating volunteer efforts within the community further allowing potential volunteers to call in.
 - Nature of calls into the bank: inquiries into what is going on with disaster recovery, condition of family members and friends, donations, Volunteer Reception Center hours or operation, request for emergency assistance.

DEMOBILIZATION- Purpose and Objectives

- Identify triggers that indicate the Volunteer Reception Center (VRC) needs to scale down operation until disbandment
- Forward all volunteer information and remaining resources to their appropriate destination for future uses
- Return the facility to its original use within 48 hours after VRC is permanently closed

Summary/Overview of Demobilization Procedures

Scaling back procedure

When the full operations of the Volunteer Reception Center are no longer needed, various triggers will prompt the Volunteer Coordinator to begin reducing the hours of operation while moving toward a final closing date determined by the Emergency Management Agency staff. Through communication with the Emergency Management Agency staff, arrangements will be made concerning volunteer information, reporting quantified results and effectiveness of the Volunteer Reception Center. All resources and supplies housed within the Volunteer Reception Center will be assessed to determine where they will be forwarded to.

Forwarding volunteer information

Through efforts from the Volunteer Reception Center staff and the Volunteer Coordinator in communication with the Emergency Management Agency staff, all information concerning volunteer information, reported quantified results and effectiveness of the Volunteer Reception Center will be sent to their respective destinations.

Dismantling the Volunteer Reception Center

Before permanently closing the Volunteer Reception Center on the determined date, the facility needs to be returned to its original state. Key volunteers and the Volunteer Coordinator need to follow a procedure similar to Building the Infrastructure from the Set Up phase.



Steps to Demobilization of Volunteer Reception Center:

Scaling back procedure

- Triggers that will prompt the Volunteer Reception Center for demobilization, may include:
 - substantial drop in volunteer numbers,
 - reduction in request for volunteers,
 - directive from Volunteer Coordinator or Emergency Management Agency staff
- When triggers are noticeable, the Volunteer Coordinator communicates with Emergency Management Agency staff that indicators are occurring and collectively determine the next plan of action
- Volunteer Coordinator and Emergency Management Agency staff determine the Volunteer Reception Center permanent closing date and hours of operation leading to this date
- Volunteer Coordinator communicates the new hours of operation and permanent closing date to the Volunteer Reception Center Site Director
- Site Director updates staff of new hours of operation and permanent closing date
- Site Director directs each station and staff persons to activate their demobilization responsibilities
- Update internal signage and external signage with new hours of operation and closing information

Forwarding volunteer information

- Station #3-Assignment compiles all volunteer information for delivery to EOC
- Volunteer Coordinator determines where all volunteer information should be forwarded to at Emergency Management Agency staff
- Each role conducts inventory of their station or area to determine remaining totals
- Calculate and produce total number of materials used and number serviced by each station.
- Document the current condition of borrowed items

- Contact original owners of all resources and schedule their return.
- For additional resources, contact VOAD or Community Involvement Key and schedule pick up

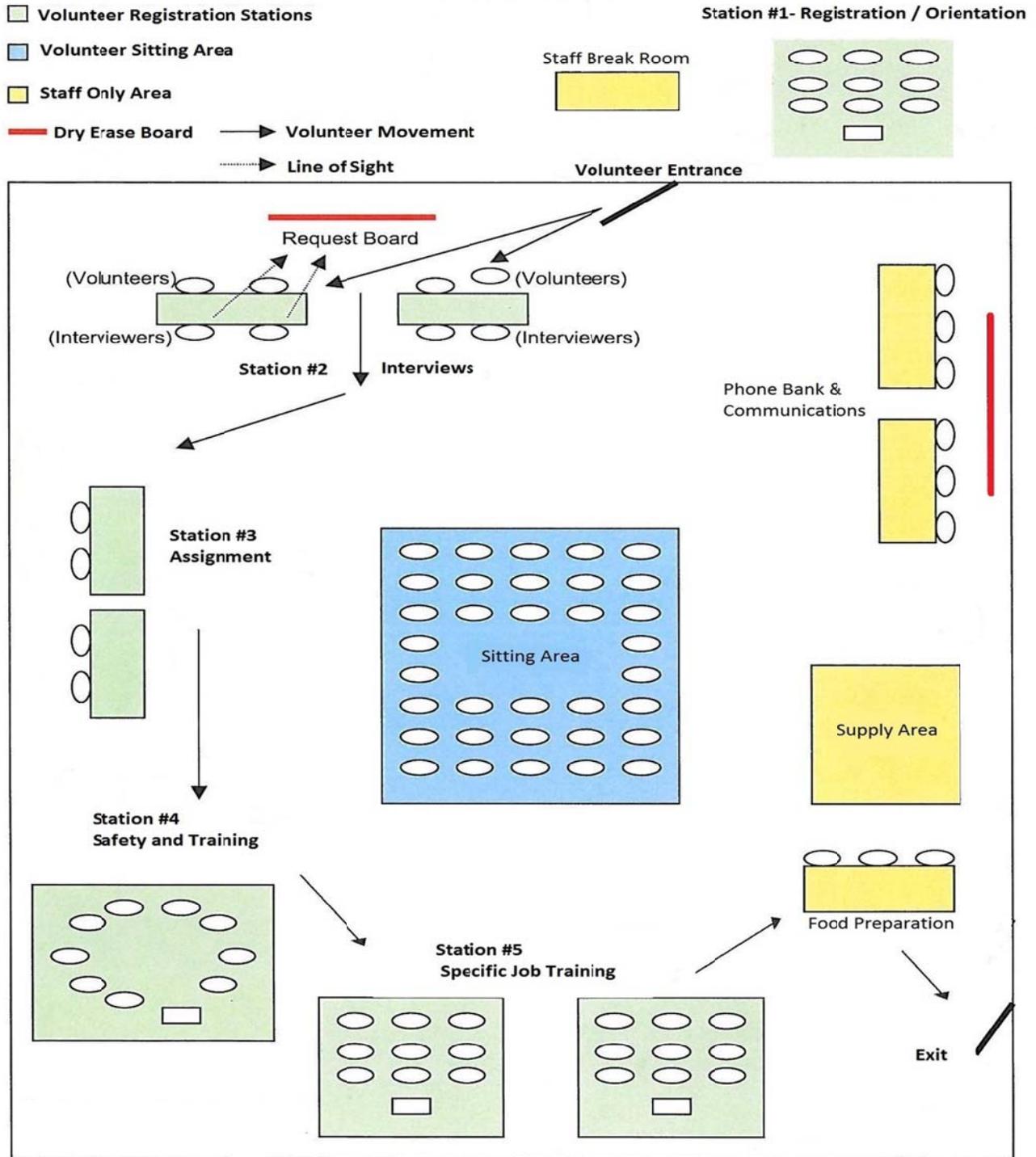
Dismantling the Volunteer Reception Center

- The Volunteer Reception Center is permanently closed to the public
- Each coordinator conducts final debrief with staff in their station to compile a Standard Debrief Form, collect any Incident Reports and each staff person completes a Volunteer Check-In: Post Service Form
- Site Director collects all staff time sheets, incident reports and volunteer information to forward to EOC according to Volunteer Coordinator's instruction
- Return facility to original state and remove all external and internal signage
- Complete site inspection checklist and document final condition of areas used
- A final walk through should be done with the help of staff to make sure everything is properly returned to its original state
- Volunteer Coordinator provides a final report to the EOC and Volunteer Reception Center Staff once the facility is closed
- Volunteer Coordinator and EOC send thank you notes to all volunteers

APPENDIX

FLOOR PLAN

Volunteer Reception Center Floor Plan



This is a generic flow chart of the Volunteer Reception Center. This design is deliberately flexible to permit the most efficient methods to integrate the VRC process.

Qualifying Factors for Volunteer Reception Center

Below are helpful guidelines to assist in the selection of a physical location for a Volunteer Reception Center. Refer often to the Floor Plan diagram. If a facility does not meet all the guidelines consider how neighboring facilities or community involvement key could facilitate the missing qualifying factors.

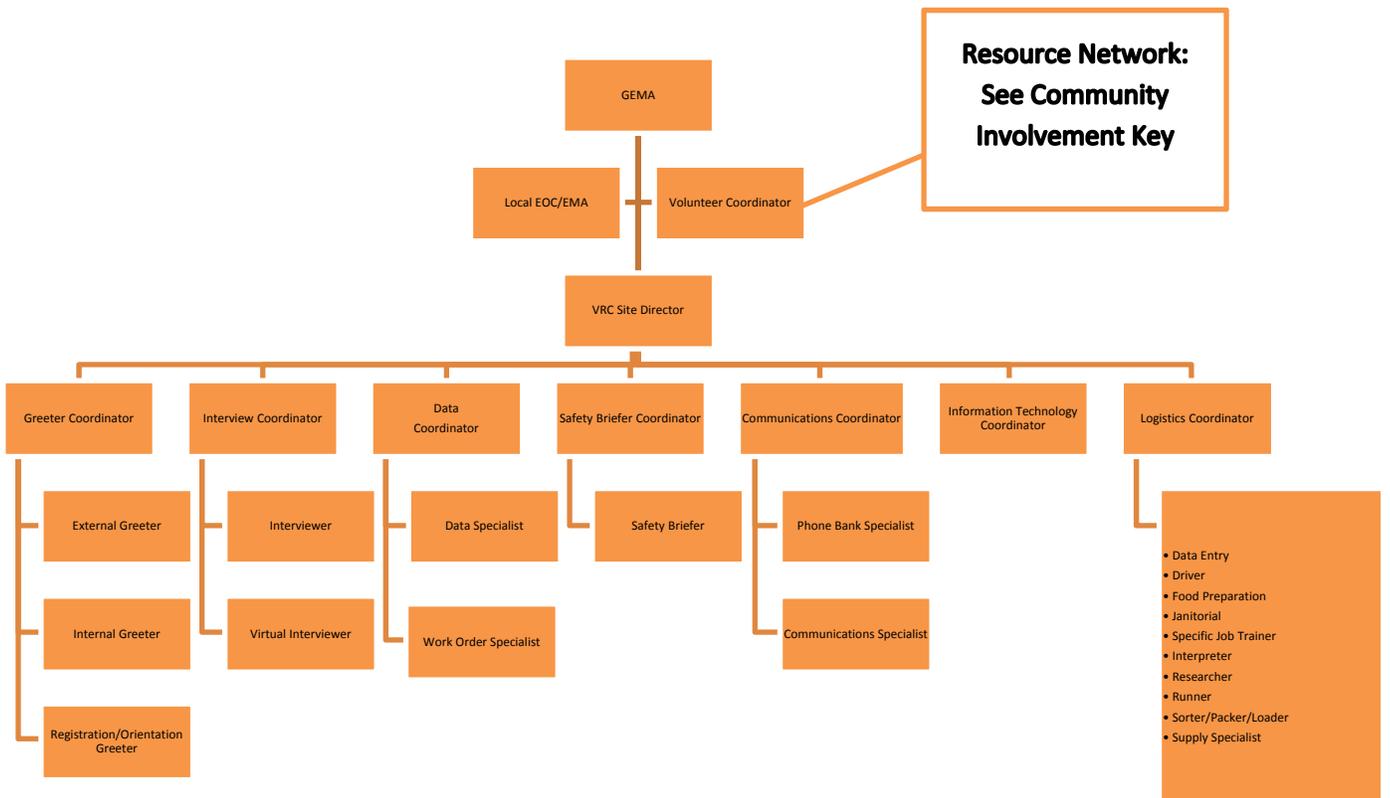
- Large open space
- Smaller adjacent rooms for conferences, orientation and staff break area
- Available parking, preferably parking lot
- Equipped with tables and chair that can be rearranged to meet the Floor Plan diagram
- Building capacity can hold up to 200 people
- Auxiliary power
- Access to phone lines
- Copier, computers with printers
- Access to internet/Wi-Fi
- First Aid Kit
- Kitchen: stove, oven, microwave, refrigerator, sink, pots, pans or walking distance to food sources
- Restrooms and showers
- Running water
- Quiet space for Staff Break Room
- Loading dock
- Secure location and out of high risk areas
- Desirable location, within 1-5 miles of disaster site, where volunteers will be prompted to pass the Volunteer Reception Center before proceeding to the disaster site
- Visible location, easily assessable from road

Great locations to consider:

- High Schools
- Community Recreation Centers
- Houses of Worship
- Warehouses
- Empty Stores

Volunteer Reception Center Organization Chart

This chart serves as a visual depiction of the roles and flow of information during Volunteer Reception Center activation. Several of these roles may be performed by one or multiple individuals. List the names of the individuals who will perform these roles during activation of the Volunteer Reception Center.



Community Involvement Key

Last Updated: _____

Prior to a disaster, take some time to identify each of the following resources in your community. Consider all institutions: public, private, nonprofit, faith-based, Chamber of Commerce, civic organizations, and other local disaster assistance organizations. This key will be instrumental –following a disaster– as the Volunteer Reception Center deploys volunteers, seeks additional resources and directs disaster victims to community resources to meet their needs. During the activation of the Volunteer Reception Center, make copies of this document available to Volunteer Coordinator, Site Director, all greeters and communications personnel. Update often throughout activation.

Communications/Transportation

Service Type	Description	Organizations Offering Service
Call Center	A physical location staffed by volunteers where people who have been affected by a disaster can call and share their needs. The volunteer who receives the call then relays the information to a group of organizations to see who can go out and help fulfill the need.	<ul style="list-style-type: none"> • Your Volunteer Reception Center. xxx-xxx-xxxx. Contact Person. Address.

Disaster Response

Service Type	Description	Organizations Offering Service
Assessment Team (Damage/Needs)	Immediately following a disaster, it will be necessary to quickly and as accurately as possible assess the damages and impacts. The initial damage assessment focuses on damages to residences, business, and public infrastructure. A timely damage assessment will give important information to emergency managers to enable them to support emergency response personnel and provide resources to the areas in the most need, effectively assisting the population with critical emergency needs.	
Childcare	When families go to places like the Disaster Assistance Center to find resources to help them get back to a new normal, childcare is usually needed.	
Crisis Intervention/ Chaplaincy	This service helps provide mental health service to those affected by an emergency or disaster.	
Chainsaw Team	The chainsaw team uses heavy duty, usually stainless steel, chain saws to cut up trees that may be an obstruction in a neighborhood or has caused damage to a resident's home in the event of a disaster. The chain saw teams are trained to properly and safely perform this job before being allowed to go out and do so	
Debris Removal/ Clean Up	Debris removal and clean-up is picking up debris and trash that has been left in residents' yards and in the surrounding areas after a disaster has	

	affected the area.	
Dry Out/Mud Out	Dry out/Mud out is a task that also requires intensive training. This service involves gutting homes that have endured water damage due to a disaster. The process involved in this service could be anything from ripping out walls to tearing out carpet. This is a high risk service position because there is the possibility of gutting a building that may contain mold, asbestos, lead, or other harmful toxins.	
Feeding	Often times, there are several families who are displaced from their homes after a disaster strikes. The feeding team cooks meals in bulk to disperse among those who need one after being affected by the disaster or emergency. These units can either be a mobile feeding unit to feed a mass crowd of people or can be done inside of a willing facility.	
Shelters for People	Helps those whose home is either uninhabitable or has been destroyed by the disaster. Sometimes, this is only needed for a few days, but could be needed for several weeks. Facilities that want to function as a shelter must be prepared for the fact that they may not be able to have a normal service depending on the length of time needed to be used as a shelter.	
Shelters for Animals	When families go to shelters or places like the Disaster Assistance Center to find resources to help them get back to a new normal, care for domestic pets is needed.	
Volunteers	The Volunteer Reception Center is a staging point for all volunteers. Volunteers are individuals interested in providing service without payment.	

Donations

Service Type	Description	Organizations Offering Service
Donated Goods Management/ Warehouse Management	The donated goods management team keeps track of all donations that come in as well as leave the distribution area. If there is a large disaster, donated goods will come in more heavily and more families will be helped.	
Equipment/Kits/ Emergency Supplies/Tarps	Access to needed equipment that can be used to help people cover their home or clean it up if they've endured damage from a disaster. These houses of worship will be tabbed as go-to resources for their community.	
Food	Collects canned and perishable food donations for dissemination to public for free or minimal cost. Also, prepares and serves nutritious hot meals to those in need.	

Long Term Recovery

Service Type	Description	Organizations Offering Service
Case Management	The process by which a skilled helper partners with a disaster affected individual or family in order to plan for and achieve realistic goals for recovery following a disaster.	
Counseling/ Emotional/ Spiritual Care	This is very similar to chaplaincy and crisis counseling, but done more on a long term level for those that may need more than a few days or weeks.	
Rebuilding	Many times in disasters, communities have devastation that requires structures and homes to be rebuilt. The organizations here will help provide information of how your house of worship can get involved in the rebuilding process in your community should you ever have to endure such tragedy.	

Other Services

Service Type	Description	Organizations Offering Service
Disability Services	Find out how your house of worship can plug in and help those with functional needs (disabilities) in the event of a disaster in your community.	
Bilingual/ Interpreters	Identify organizations that provide bilingual services and are able to translate English into other languages	
Medical Resources	There have been a few health scares over the years. Medical Resources are here to make sure that medicines are distributed to the community in the event of a mass outbreak of a disease. One of the main ways to get involved with medical resources is to be trained to be a closed "Point of Distribution" (POD).	

ROLE CHECKLIST

List of Volunteer Positions

External Volunteer Request	
<p>Check the interview board in Station #2 for Up-to-Date requests. This board will reflect information from the communications station and be cross referenced with the assignment station as volunteers are deployed to service opportunities. <i>All requests with a circled number are deemed urgent. Ensure appropriate volunteers are matched with these opportunities first.</i></p>	
Internal Volunteer Needs- Volunteer Reception Center	
Long- Term	Daily/Short-Term {managed by Logistics Coordinator}
<ul style="list-style-type: none"> • Site Director <p>Manages the Volunteer Reception Center through each phase: Setup, Deployment and Demobilization</p>	<p>Data Entry- file or enter information on computer data base</p> <p>Drivers- transport people to work sites, deliver goods, drive courier routes</p>
<ul style="list-style-type: none"> • Greeter Coordinator • Internal Greeter • Registration/Orientation Greeter • External Greeter <p>Greet and direct visitors in the Volunteer Reception Center to their appropriate destination</p>	<p>Damage Assessment- go door to door in a designated area, observing and noting exterior damage</p> <p>Food Preparation- cook hot food, prepare cold food (sandwiches, etc.), serve food and beverages at fixed and mobile sites</p>
<ul style="list-style-type: none"> • Interviewer Coordinator • Interviewer • Virtual Interviewer <p>Screen and match all volunteers with an appropriate service opportunity</p>	<p>Janitorial- Empty and remove waste paper and garbage from premises; do maintenance and custodial work</p>
<ul style="list-style-type: none"> • Data Coordinator • Data Specialist • Work Order Specialist <p>Manages referrals, placement and follow-up with all volunteers</p>	<p>Job-Specific Trainers- those with detailed knowledge of subject area and proven training ability, train other volunteers</p>
<ul style="list-style-type: none"> • Safety Coordinator • Safety Briefer <p>Conduct safety training to ensure protection of all volunteers during their service assignment</p>	<p>Interpreters- assist in a wide variety of settings, wherever and whenever bilingual volunteers are needed</p>
<ul style="list-style-type: none"> • Communications Coordinator • Phone Bank Specialist • Communications Specialist <p>Answer phones to record and disseminate information for service opportunities and other uses</p>	<p>Researchers- Call or visit agencies/work sites to assess needs and report back</p> <p>Runners- Take messages between stations and staff volunteers</p>
<ul style="list-style-type: none"> • Information Technology Coordinator <p>Ensures all technical devices are connected and used properly</p>	<p>Sorters/Packers/Loaders- sort, pack and/or load goods (food, clothing, etc.) within the Volunteer Reception Center</p>
<ul style="list-style-type: none"> • Logistics Coordinator • Logistics Specialist <p>Coordinate trainings and supervise short-term volunteer roles</p>	<p>Supply Specialist- acquire, organize and manage the internal supplies of the Volunteer Reception Center</p>

Site Director

Description

- This position will supervise and ensure efficient management of the Volunteer Reception Center through each phase: Preparation, Activation, and Demobilization.
- They are alerted to report to the Volunteer Reception Center by the Volunteer Coordinator or Local Emergency Management Agency director (if there is no Volunteer Coordinator)
- Act as a liaison between various stakeholders: Volunteer Coordinator, Volunteers, Volunteer Reception Center Staff, and Volunteer Organizations
- Maintain close communications with the Volunteer Coordinator and leverage this relationship along with the local volunteer organizations to request additional resources
- Note:** This position may be performed in conjunction with the Volunteer Coordinator role, refer to the *Volunteer Coordinator Reference Guide – Leading Volunteers During Disaster Response*

Supplies Needed

- Volunteer Reception Center Manual
- Legal Pads
- Binder
- Pens & Pencils

Execution of Responsibilities:

Preparation Phase – Action Checklist [Performed at least 72 hours from open]

- Read the entire Preparation – Action Checklist
- Verify that structural integrity of the proposed Volunteer Reception Center facility is intact and corresponds with the *Qualifying factors for Volunteer Reception Center*
- Determine if power, phone service, water, etc., are available in potential VRC location.
- Establish mode of communication with Volunteer Coordinator
- Label the binder, Volunteer Reception Center (write address) on day one
- Obtain a completed copy of the local *Community Involvement Key*, page 21-23, from your Volunteer Coordinator and make copies to distribute to Greeters, Work Order Specialists, and Communications staff. Update often!
- Call all key volunteers that will help staff the VRC: inform them on the situation, need for services, and VRC location to report to
- Assign them to a role, if they do not have one already
- Identify yourself as the Site Director by wearing an identification badge with your title at all

Site Director

times

- Enlist the assistance of all key volunteers to help you complete the remaining Preparation-Action Checklist
- Arrange room to allow for foot traffic: establish a sitting area within the VRC; use the floor plan example located on page 18 of the Volunteer Reception Center manual, as a guide
- Designate stations; clearly mark signs for each station, use signage in “Forms” section of the appendix.
- Designate a separate area or room for Station #1:Registration/Orientation, if possible
- Post VRC signs in visible locations on the outside of the building
- Initiate an event log of activities, beginning with notification of the emergency, see *Executive Summary of Active Volunteer Reception Center* in the “Forms” section of the appendix
- Dispatch key volunteers to collect needed resources, including food and water for staff, phone lines, and/or electronic communications equipment, and assignment of amateur radio operator back up for VRC, if phone lines are down; use *Supplies and Equipment* in “Forms” section of appendix
- Ensure that Information Technology Coordinator has successfully connected all phone bank lines, computers, and printers
- Determine the hours of operation and communicate with Volunteer Coordinator, local volunteer organizations, and community. Use *Press Release* located in the “Forms” section of the appendix. (Alter the press release to fit your specific needs)
- Conduct a pre-activation meeting with key volunteers:
 - Assign VRC staff roles to key volunteer, refer to page 14 of the Volunteer Reception Center manual
 - Read *Pre-Activation script* located in the “Scripts” section of the appendix
- Ensure Greeters, Work Order Specialists, and Communications staff are knowledgeable and effectively use the *Community Involvement Key*
 - **Greeters** – Directs donations and disaster survivors with additional needs to an appropriate service or organizations found on the Community Involvement Key
 - **Work Order Specialists** – manages referrals, placement, and follow up with local volunteers and local volunteer organizations from the Community Involvement Key
 - **Communications** – Directs disaster survivors with additional needs to an appropriate service or organization on the Community Involvement Key
- Secure staff person(s) that can interpret the languages found in and around the disaster area, as well as in the VRC.
- Recruit assistance from local volunteer groups located in the Community Involvement Key as well. (ex: Spanish, Arabic, etc.)
- Check in with the Volunteer Coordinator, if applicable, and share information from *Executive Summary of Active Volunteer Reception Center* as well as additional updates.
- Store all documents you use and receive in your binder to refer back to during activation of the Volunteer Reception Center

Site Director

- Conduct a morning huddle meeting with all VRC staff, see *Morning Huddle script*, if needed

Activation & Demobilization Phases – Action Checklist (Performed during both phases)

- Read the entire action checklist
- Best practice: Arrive at minimum 45 minutes before opening doors of Volunteer Reception center
- Ensure minimal staffing numbers are met and reassign roles, if needed
- Conduct a morning huddle meeting with all Volunteer Reception Center staff, see *Morning Huddle script*, if needed
- Assess VRC vacancies: instruct Logistics Coordinator to create a work order request for each VRC vacancy and deliver to Work Order Specialist for fulfillment
- Rule of Thumb:** There should be one (1) interviewer to every five (5) volunteers waiting to be processed; adjust current staff roles to accommodate changes to volunteer influx until additional placements are made
- Have staff report to their stations and open doors of VRC
- Check in with Volunteer Coordinator often to share Volunteer Reception Center hours, communicate updates, and receive directives
- Communicate all work orders that surpass the capacity of your Volunteer Reception Center with the Volunteer Coordinator
- Monitor urgent work order request to ensure they are being expedited by interviewers and communicated to volunteers by the greeters
- Check on staff throughout the day to provide updates and ensure they are taking breaks, had lunch, and ask if there's anything they need
- If staff has a need, write it down, prioritize the need and communicate the time allotted to fulfill the need
- Follow up with staff once need has been met to ensure fulfillment was satisfactory
- Be sure to smile and thank both staff and volunteers at various times
- Monitor cleanliness of facility and follow up with Logistics Coordinator to see if getting help of staff and/or additional volunteers for janitorial duties are needed
- Debrief with all coordinators at lock up (Complete *Executive Summary of Active Volunteer Reception Center* in "Forms" section of appendix) by extracting information from each station's *Standard Debrief Form*
- Collect the *Staff Roster* daily and store inside your binder
- Ensure documentation is being filled out correctly and completely at all stations

Site Director

- Ensure lock up procedures for the facility are followed
- Check in with Volunteer Coordinator and share information from *Executive Summary of Active Volunteer Reception Center*

Demobilization Phase – Action Checklist (Performed solely during this phase)

- Read the entire Demobilization – Action Checklist
- Look for triggers that indicate the potential start of the demobilization phase and communicate observed triggers with Volunteer Coordinator
- Confirm with Volunteer Coordinator the demobilization dates and predetermine a disbandment date
- Communicate days and times for demobilization and announce to all staff and volunteers
- Notify resource network, volunteers, and community of demobilization dates and times.
- Determine if and when to transition intake and placement activities to another entity
- Verify with the Volunteer Coordinator who the point of contact is and the destination for where all volunteer information should be forwarded to
- Ensure remaining resources are forwarded to an appropriate destination
- Check in with the Volunteer Coordinator, if applicable, to receive updates
- If possible, provide critical incident stress debriefing services from professional mental health counselors for VRC staff and volunteers
- For remaining resources, contact local volunteer organizations to schedule pick up

Dismantling the Volunteer Reception Center

- The Volunteer Reception Center is permanently closed to the public
- Restore the VRC to its original use within 48 hours after permanently closing to the public
- Collect all of the *Executive Summary of Active Volunteer Reception Center sheets*, *Staff Roster sheets*, and *Incident Reports* (should be stored inside of your binder) and volunteer information to forward to the next destination per Volunteer Coordinator’s directive
- Return facility to original state and remove all external and internal signage
- Complete site inspection checklist and document final condition of areas used
- A final walk through should be done with the help of staff to make sure everything is properly returned to its original state

Site Director

- Conduct a Volunteer Reception Center Finale meeting
 - Thank volunteers who contributed to VRC daily operations and/or response efforts in the community
 - Acknowledge and thank your resource network/local volunteer organizations for their contributions
- Follow up with the Volunteer Coordinator regarding thank you notes being sent to all volunteers

External Greeter

Description

- This position will orient volunteers inside and/or outside of the volunteer entrance by greeting people, determining the purpose of their visit and direct them accordingly.
- All greeter roles are interchangeable to ensure coverage and consistency [**Assigned to Station #1**]

Supplies Needed

- Community Involvement Key (from Site Director)
- Station #1 Orientation script
- Work Order Form
- Registration/Orientation Kit
- Pens
- Clipboards

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through the daily operations checklist
- Attend the Morning Huddle conducted by the Site Director
- Sign in on staff roster sheet
- Assist with loading all clipboards with *Volunteer Instructions, Registration Forms* (some for individual volunteers and some for groups), *Liability Release Forms*, and pens
- Ensure external/internal signage are visible and hours of operation are updated (Make sure when change in hours of operations occurs, it is updated on the signage)
- Post operation hours on doors of the Volunteer Reception Center and also communicate the hours verbally to visitors, when needed
- Determine the purpose of each person’s visit and direct them accordingly
- Determine if they are a first-time volunteer, returning volunteer, affiliated volunteer group, media personnel, giving donations, or disaster survivor requesting assistance.
 - **First-time volunteers** – direct to Registration/Orientation at Station #1
 - **Returning and affiliated volunteers** – direct to a Data Specialist at Station #3
 - **Media Personnel** – direct to the Communications Coordinator
 - **Giving donations** – determine if donations match the requests communicated during the Morning Huddle. If not, refer them to a local volunteer group or faith-based organization.
 - **Disaster survivors** – if in need of volunteer assistance, have them complete a work order form and let them know that you all will work as quickly as possible to get assistance out to them. Deliver the work order form to the Communications station.
- Ensures all visitors and volunteers are funneled to their appropriate destination upon entering the Volunteer Reception
- Hands out Volunteer Reception Center or disaster-specific information to people coming through the door

External Greeter

<input type="checkbox"/> Assist volunteers in filling out forms, if needed
<input type="checkbox"/> Acknowledge when a volunteer has completed their forms and monitor availability of interviewers
<input type="checkbox"/> Remove forms from clipboard and return the forms to the volunteer to take with them to the next station
<input type="checkbox"/> Reload collected clipboards with new forms to prepare for next first-time volunteer
<input type="checkbox"/> Notify your greeter coordinator when taking breaks. This will ensure proper coverage and consistency of your roles in your absence.
<input type="checkbox"/> Take breaks, stay hydrated, and remember to eat
<input type="checkbox"/> Debrief with Greeter Coordinator about challenges, needed resources, and number served at the end of your shift
<input type="checkbox"/> Sign out on Staff Roster sheet

Dismantling the Volunteer Reception Center

<input type="checkbox"/> The Volunteer Reception Center is permanently closed to the public
<input type="checkbox"/> Take down all external signage about the Volunteer Reception Center
<input type="checkbox"/> Debrief with Greeter Coordinator to compile <i>Standard Debrief Form</i> and any <i>Incident Report forms</i>
<input type="checkbox"/> Complete the <i>Volunteer Check-In: Post Service Form</i> during debrief with Greeter Coordinator
<input type="checkbox"/> Complete <i>Site Inspection Checklist</i> and document final condition of areas used
<input type="checkbox"/> Assist with efforts to return the facility to its original state
<input type="checkbox"/> Participate in final walk through with Site Director to make sure everything is properly returned to its original state
<input type="checkbox"/> Attend the Volunteer Reception Center Finale Meeting

Internal Greeter

Description

- This position will orient volunteers inside and/or outside the volunteer entrance by welcoming people into the center, determining the purpose of their visit and direct them accordingly.
- All greeter roles are interchangeable to ensure coverage and consistency [**Assigned to Station #1**]

Supplies Needed

- Community Involvement Key (from Site Director)
- Station #1 – Orientation Script
- Work Order Form
- Registration/Orientation Kit
- Pens
- Clipboards

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through the daily operations checklist
- Attend the Morning Huddle conducted by the Site Director
- Sign in on *Staff Roster sheet*
- Assist with loading all clipboards with *Volunteer Instructions*, *Registration Form* (some for individual volunteers and some for groups), *Liability Release Form*, and a pen
- Ensure external/internal signage is visible and hours of operation are updated (Make sure when change in hours of operations occurs, it is updated on the signage)
- Post operating hours on doors of the Volunteer Reception Center and also communicate verbally to visitors, when needed
- Determine the purpose of each person’s visit and direct them accordingly
- Determine if the visitor is a first-time volunteer, returning volunteer, affiliated volunteer group, media personnel, giving donations, or disaster survivor requesting assistance
 - **First-time volunteer** – direct to Registration/Orientation at Station #1
 - **Returning and affiliated volunteers** – direct to a Data Specialist at Station #3
 - **Media personnel** – direct to the Communications Coordinator
 - **Giving donations** – determine if the donations match the requests communicated during the Morning Huddle. If not, refer them to a local volunteer group or faith-based organization
 - **Disaster survivor** – if in need of volunteer assistance, have them complete a *Work Order Form* and let them know that you all will work as quickly as possible to get assistance out

Internal Greeter

to them. Deliver the work order form to the Communications station
<input type="checkbox"/> Assist volunteers in filling out forms, if needed
<input type="checkbox"/> Acknowledge when a volunteer has completed their forms and monitor availability of interviewers
<input type="checkbox"/> Remove forms from clipboard and return the forms to the volunteer to take with them to the next station
<input type="checkbox"/> Frequently check the availability of interviewers and also the number of VRC runners waiting to escort their volunteers from Station #1 to Station #2
<input type="checkbox"/> Alerts the Interview Coordinator of remaining number of volunteers waiting to be interviewed
<input type="checkbox"/> Checks the Interview board to see what skills are urgent and communicates that to the Greeter Coordinator and Registration/Orientation Greeter to share with potential volunteers
<input type="checkbox"/> Reload collected clipboards with new forms to prepare for the next first-time volunteers
<input type="checkbox"/> Notify your greeter coordinator when taking breaks. This will ensure proper coverage and consistency of your roles in your absence.
<input type="checkbox"/> Take breaks, stay hydrated, and remember to eat
<input type="checkbox"/> Debrief with Greeter Coordinator about challenges, needed resources, and number served at the end of your shift
<input type="checkbox"/> Sign out on Staff Roster sheet

Dismantling the Volunteer Reception Center

<input type="checkbox"/> The Volunteer Reception Center is permanently closed to the public
<input type="checkbox"/> Take down all internal signage about the VRC
<input type="checkbox"/> Debrief with Greeter Coordinator to compile <i>Standard Debrief Form</i> and an <i>Incident Report Forms</i>
<input type="checkbox"/> Complete the <i>Volunteer Check-In: Post Service Form</i> during debrief with Greeter Coordinator
<input type="checkbox"/> Complete <i>Site Inspection Checklist</i> and document final condition of areas used
<input type="checkbox"/> Assist with efforts to return facility to original state and remove all external and internal signage
<input type="checkbox"/> Participate in final walk through with Site Director to make sure everything is properly returned to its original state
<input type="checkbox"/> Attend the Volunteer Reception Center Finale Meeting

Registration/Orientation Greeter

Description
<input type="checkbox"/> This position will orient volunteers inside and/or outside the volunteer entrance by welcoming people, determining the purpose of their visit and direct them accordingly.
<input type="checkbox"/> All greeter roles are interchangeable to ensure coverage and consistency [Assigned to Station #1]

Supplies Needed
<input type="checkbox"/> Community Involvement Key (from Site Director)
<input type="checkbox"/> Station #1 – Orientation Script
<input type="checkbox"/> Work Order Form
<input type="checkbox"/> Registration/Orientation Kit
<input type="checkbox"/> Pens
<input type="checkbox"/> Clipboards

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during each phase)
<input type="checkbox"/> Read through the daily operations checklist
<input type="checkbox"/> Attend the Morning Huddle conducted by the Site Director
<input type="checkbox"/> Sign in on <i>Staff Roster</i> sheet
<input type="checkbox"/> Assist with loading all clipboards with <i>Volunteer Instructions</i> , <i>Registration Form</i> (some for individual volunteers and some for groups), <i>Liability Release Form</i> , and a pen
<input type="checkbox"/> Ensure external/internal signage is visible and hours of operation are updated (Make sure when change in hours of operations occurs, it is updated on the signage)
<input type="checkbox"/> Post operating hours on the doors of the VRC and also communicate verbally to visitors, when needed
<input type="checkbox"/> Determine the purpose of each person’s visit and direct them accordingly
<input type="checkbox"/> Determine if they are first-time volunteers, returning volunteer, affiliated volunteer group, media personnel, giving donations or disaster survivors requesting assistance <ul style="list-style-type: none"> • First-time volunteer – direct to Registration/Orientation at Station #1 • Returning and affiliated volunteers – direct to a Data Specialist at Station #3 • Media personnel – direct to the Communications coordinator] • Giving donations – determine if donations match the request communicated during the Morning Huddle. If not, refer them to local volunteer or faith-based organizations • Disaster survivors – if in need of volunteer assistance, have them complete a Work Order form and let them know that you all will work as quickly as possible to get assistance out to them. Deliver the Work Order form to the Communications station.
<input type="checkbox"/> Give first-time volunteers the <i>Volunteer Instructions</i> , <i>Registration form</i> (for an individual or group), and <i>Liability Release</i> on a clipboard with a pen attached; all group members must

Registration/Orientation Greeter

complete a <i>Liability Release Form</i>
<input type="checkbox"/> Read the <i>Station #1 – Orientation Script</i> to the group of volunteers that are waiting to be interviewed
<input type="checkbox"/> Assist volunteers in filling out forms, if needed
<input type="checkbox"/> Acknowledge when a volunteer has completed their forms and monitor availability of interviewers
<input type="checkbox"/> Remove forms from clipboard and return the forms to the volunteer to take with them to the next station
<input type="checkbox"/> Reload collected clipboards with new <i>Volunteer Instructions, Registration Form</i> (some for individual volunteers and some for groups), and <i>Liability Release Form</i> to prepare for the next first-time volunteers
<input type="checkbox"/> Notify your greeter coordinator when taking breaks. This will ensure proper coverage and consistency of your roles in your absence
<input type="checkbox"/> Take breaks, stay hydrated, and remember to eat
<input type="checkbox"/> Debrief with Greeter Coordinator about challenges, needed resources, and number served at the end of your shift
<input type="checkbox"/> Sign out on <i>Staff Roster</i> sheet

Dismantling the Volunteer Reception Center

<input type="checkbox"/> The Volunteer Reception Center is permanently closed to the public
<input type="checkbox"/> Take down all signage about the VRC
<input type="checkbox"/> Debrief with Greeter Coordinator to compile <i>Standard Debrief Form</i> and any <i>Incident Report Forms</i>
<input type="checkbox"/> Complete the <i>Volunteer Check-In: Post Service Form</i> during debrief with Greeter Coordinator
<input type="checkbox"/> Complete <i>Site Inspection Checklist</i> and document final condition of areas used
<input type="checkbox"/> Assist with efforts to return facility to original state and remove all external and internal signage
<input type="checkbox"/> Participate in the final walk through with the Site Director to make sure everything is properly returned to its original state
<input type="checkbox"/> Attend the Volunteer Reception Center Finale Meeting

Greeter Coordinator

Description
<input type="checkbox"/> This position will supervise the orientation of volunteers inside and outside the volunteer entrance by welcoming people, determining the purpose of their visit and direct them accordingly.
<input type="checkbox"/> May need to consider performing this role simultaneously with all greeter roles to ensure coverage and consistency [Assigned to Station #1]

Supplies Needed
<input type="checkbox"/> Volunteer Reception Center Manual <input type="checkbox"/> Community Involvement Key (from the Site Director) <input type="checkbox"/> Standard Debrief Form <input type="checkbox"/> Pens

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)
<input type="checkbox"/> Read through the daily operations checklist
<input type="checkbox"/> Attend the Morning Huddle conducted by the Site Director
<input type="checkbox"/> Verify all greeters and Station #1 volunteers sign in on <i>Staff Roster</i> sheet at the beginning of their shift
<input type="checkbox"/> Create and gather copies of the <i>Volunteer Instructions, Registration Form, Liability Release Form</i> , and pens to meet the day’s anticipated number of volunteers
<input type="checkbox"/> Ensure all staff and new volunteers understand their roles and tasks for the day
<input type="checkbox"/> Ensure all staff, including new volunteers, take breaks, stay hydrated, and eat
<input type="checkbox"/> Ensure proper coverage and consistency of roles are met when staff and new volunteers are on break or absent
<input type="checkbox"/> Complete <i>Standard Debrief Form</i> with each greeter at the end of their shift to record challenges, needed resources, and number served
<input type="checkbox"/> Verify all greeters and Station #1 volunteers sign out on <i>Staff Roster</i> sheet at the end of their shift
<input type="checkbox"/> Attend coordinators debriefing with the Site Director and communicate information from <i>Standard Debrief Form</i>
<input type="checkbox"/> Supervise successful implementation of Activation-Daily Operations Checklist for greeters. Be prepared to carry out these roles in addition to coordinator roles when needed. See Interviewer roles and responsibilities on previous pages.

Demobilization Phase
<input type="checkbox"/> Take inventory of all supplies and materials; determine where items should be returned or

Greeter Coordinator

forwarded to prior to dismantling the volunteer reception center
<input type="checkbox"/> If returning or forwarding items outside of the facility, make contact with organizations and schedule a pick up prior to dismantling the VRC
<input type="checkbox"/> Continue the steps from previous Activation & Demobilization phases

Dismantling the Volunteer Reception Center

<input type="checkbox"/> The Volunteer Reception Center is permanently closed to the public
<input type="checkbox"/> Take down all external and internal signage about the VRC
<input type="checkbox"/> Complete <i>Site Inspection Checklist</i> and document final condition of areas used
<input type="checkbox"/> Conduct debrief with station staff to compile <i>Standard Debrief Form</i> and any <i>Incident Report Forms</i>
<input type="checkbox"/> Have greeters individually complete the <i>Volunteer Check-In: Post Service Form</i> during debrief
<input type="checkbox"/> Submit all dismantling forms to Site Director: <i>Site Inspection Checklist, Standard Debrief Form, Incident Reports, and Volunteer Check-In: Post Service Forms</i>
<input type="checkbox"/> Assist with efforts to return facility to original state and remove all external and internal signage
<input type="checkbox"/> Participate in final walk through with Site Director to make sure everything is properly returned to its original state
<input type="checkbox"/> Attend the Volunteer Reception Center Finale Meeting

Interviewer

Description
<input type="checkbox"/> This position will conduct brief interviews with each prospective volunteer to assess and match their skills and abilities with an appropriate opportunity while ensuring all required paperwork is completely filled out. [Assigned to Station #2]
<input type="checkbox"/> Be sure to watch for volunteers who would work well in the VRC. (It may seem self-serving, but if the VRC has sufficient staff and works effectively, the community will benefit!)
<input type="checkbox"/> It is likely that some volunteers will exhibit the stress of the disaster – they may be survivors themselves. An extra measure of patience and understanding is needed.
<input type="checkbox"/> You may be called upon to train new volunteers to assist with interviews

Supplies Needed
<input type="checkbox"/> Station #2 – Interview script
<input type="checkbox"/> Chairs/Tables
<input type="checkbox"/> Large Dry Erase Board or Flip Chart
<input type="checkbox"/> Pens
<input type="checkbox"/> Highlighters

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)
<input type="checkbox"/> Read through the daily operations checklist
<input type="checkbox"/> Attend the Morning Huddle conducted by the Site Director
<input type="checkbox"/> Notate VRC vacancies to recruit potential volunteers
<input type="checkbox"/> Sign in on <i>Staff Roster</i> sheet
<input type="checkbox"/> Identify yourself as the Interviewer by putting on a nametag with your title
<input type="checkbox"/> Potential volunteer will be brought to your station by a runner
<input type="checkbox"/> Read the <i>Station #2 – Interview script</i>
<input type="checkbox"/> Note: The ideal interview will be completed in 10-15 minutes
<input type="checkbox"/> Make sure the <i>Registration Form</i> (for individual volunteer and volunteer group) and <i>Liability Release Form</i> are completely filled out <ul style="list-style-type: none"> • There should be a Liability Release Form for EACH GROUP MEMBER, if interviewing a group
<input type="checkbox"/> Identify a service opportunity for the volunteer and ensure they understand the associated task <ul style="list-style-type: none"> • The volunteer should be sitting with their back toward the “needs” board • It is important that only interviewers and data collection staff be allowed to change the

Interviewer

listings and that volunteers not see the board, if possible. If volunteers start picking preferred placements, efficiency is lost.

- Circled “Need #s” represent urgent request for volunteers. Prioritize placement of volunteer for urgent service needs first, if applicable.

Document the referral you have assigned to the volunteer on their *Registration form* in the volunteer referral section

Instruct the volunteer to proceed to Station #3: Assignment for further information about their service opportunity.

Notify your Interview Coordinator when taking breaks. This will ensure proper coverage and consistency of your roles in your absence

Take breaks, stay hydrated, and remember to eat

Debrief with Interview Coordinator about challenges, needed resources, and number served at the end of your shift

Sign out on the staff roster sheet

Dismantling the Volunteer Reception Center

The Volunteer Reception Center is permanently closed to the public

Take down all signage for Station #2 and return all supplies according to Interview Coordinator’s directive

Complete *Site Inspection Checklist* and document final condition of areas used

Debrief with Interview Coordinator to compile *Standard Debrief Form* and any *Incident Report Forms*

Complete the *Volunteer Check-In: Post Service Form* during debrief with Interview Coordinator

Assist with efforts to return facility to original state and remove all external and internal signage, if still needed to be done

Participate in the final walk through with the Site Director to make sure everything is properly returned to its original state

Attend the Volunteer Reception Center Finale Meeting conducted by the Site Director

Virtual Interviewer

Description

- This position will conduct brief interviews through various virtual forms such as phone interviews or using a form that has been turned in via a website in order to assess and match a potential volunteer's skills and abilities with an appropriate opportunity while ensuring all required paperwork is completely filled out. [Assigned to Station #2]
- Be sure to watch for volunteers who would work well in the Volunteer Reception Center. (It may seem self-serving but if the VRC has sufficient staff and works effectively, the community will benefit!)
- It is possible that some volunteers will exhibit the stress of the disaster – they may be survivors themselves. An extra measure of patience and understanding is needed.
- You may be called upon to train new volunteers to assist with the interviewing

Supplies Needed

- Station #2 – Interview script
- Chairs/Tables
- Large Dry Erase Board or Flip Chart
- Pens
- Highlighters

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through the daily operations checklist
- Attend the Morning Huddle conducted by the Site Director
- Notate VRC vacancies to recruit potential volunteers
- Sign in on *Staff Roster* sheet
- Identify yourself as the Virtual Interviewer by putting on a nametag with your title
- Best practice:** Check in with Communications Specialist at Phone Bank and Communications every 15-20 minutes to retrieve new *Registration Forms*, *Liability Release Forms*, and *Affiliated/Reassignment Form* from Registration bin
 - **NOTE:** Communications Specialist will assist with delivery of all forms
- Mentally read the *Station #2 – Interview script* to guide you through proper service assignment of each volunteer form
- Ideal interview will be completed in 5-7 minutes
- Make sure the *Registration Forms*, *Liability Release Forms*, and *Affiliated/Reassignment Forms*

Virtual Interviewer

are completely filled out
<input type="checkbox"/> Identify a service opportunity for the volunteer <ul style="list-style-type: none">• Circled Need #s represent urgent request for volunteers. Prioritize placement of volunteer for their service opportunity first, if applicable.
<input type="checkbox"/> Document the referral assigned to the volunteer on the <i>Registration Form</i> or <i>Affiliated/Reassignment Form</i> , located in the “Volunteer Referral” section
<input type="checkbox"/> Deliver the <i>Registration Forms</i> , <i>Liability Release Forms</i> , and <i>Affiliated/Reassignment Forms</i> to any available specialist at Station #3 for further information about the assigned service opportunity <ul style="list-style-type: none">• Inform the specialist at Station #3 that the volunteer or volunteer group is not currently in the facility. They will need to be contacted by phone with their assignment and physical signatures are needed for their <i>Liability Release Form(s)</i>. All volunteer group members must complete a <i>Liability Release Form</i>.
<input type="checkbox"/> Notify your Interview Coordinator when taking breaks. This will ensure proper coverage and consistency of your roles in your absence
<input type="checkbox"/> Take breaks, stay hydrated, and remember to eat
<input type="checkbox"/> <u>When time and the need permits, assist interviewers with conducting interviews with potential volunteers who are physically in the VRC (see “Interviewer” roles and responsibilities sheet for a full operations checklist)</u>
<input type="checkbox"/> Debrief with Interview Coordinator about challenges, needed resources, and number served at the end of your shift
<input type="checkbox"/> Sign out on <i>Staff Roster</i> sheet

Dismantling the Volunteer Reception Center

<input type="checkbox"/> The Volunteer Reception Center is permanently closed to the public
<input type="checkbox"/> Take down all signage for Station #2 and return all supplies according to Interview Coordinator’s directive, if it hasn’t already been done
<input type="checkbox"/> Complete <i>Site Inspection Checklist</i> and document final condition of areas used
<input type="checkbox"/> Debrief with Interview Coordinator to compile <i>Standard Debrief Form</i> and any <i>Incident Report Forms</i>
<input type="checkbox"/> Complete the <i>Volunteer Check-In: Post Service Form</i> during debrief with Interview Coordinator
<input type="checkbox"/> Assist with efforts to return facility to original state and remove all external and internal signage

Virtual Interviewer

- Participate in final walk through with Site Director to make sure everything is properly returned to its original state
- Attend Volunteer Reception Center Finale Meeting conducted by the Site Director

Interview Coordinator

Description

- This position will supervise the brief interviews with each prospective volunteer to assess and match their skills and interests with an appropriate opportunity while ensuring all required paperwork is completely filled out. [Assigned to Station #2]
- Be sure to watch for volunteers who would work well in the VRC. (It may see self-serving, but if the VRC has sufficient staff and works effectively, the community will benefit!)
- It is likely that some volunteers will exhibit the stress of the disaster = they may be survivors themselves. An extra measure of patience and understanding is needed.
- You may be called upon to train new volunteers to assist with the interviewing
- May need to consider performing this role simultaneously with interviewer roles to ensure coverage and efficiency

Supplies Needed

- Volunteer Reception Center Manual
- Station #2 – Interview script
- Highlighters
- Large Dry Erase Board or Flip Chart
- Chairs/Tables
- Pens

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through the daily operations checklist
- Attend the Morning Huddle conducted by the Site Director
- Verify all interviewers sign in on *Staff Roster* sheet at the beginning of their shift
- Ensure all interviewers understand their roles, notate the VRC vacancies, aware of volunteer requests in the community and have a copy of the interview script (located in the “Scripts” section of the appendix)
- Receive updates from Internal Greeter on number of volunteers waiting for interviews
- Rule of Thumb:** There should be one (1) interviewer to every five (5) volunteers waiting to be processed; speak with Site Director about adjusting current staff roles to accommodate changes to volunteer influx until additional placements are made
- Ensure all staff and new volunteers take breaks, stay hydrated, and remember to eat
- Ensure proper coverage and consistency of roles are met when an interviewer is on break or

Interview Coordinator

absent
<input type="checkbox"/> Complete <i>Standard Debrief Form</i> with each interviewer at the end of their shift to record challenges, needed resources, and number served
<input type="checkbox"/> Verify all interviewers sign out on the <i>staff roster</i> sheet at the end of their shift
<input type="checkbox"/> Attend coordinators debriefing with the Site Director and communicate information from <i>Standard Debrief Form</i>
<input type="checkbox"/> <u>Supervise successful implementation of activation daily operations checklist for interviewers. Be prepared to carry out these roles in addition to coordinator roles, when needed. See interviewer roles and responsibilities on previous pages</u>

Demobilization Phase – Action Checklist (Performed solely during this phase)
<input type="checkbox"/> Take inventory of all supplies and materials; determine where items should be returned or forwarded to prior to dismantling the volunteer reception center
<input type="checkbox"/> If returning or forwarding items outside of the facility, make contact with organization and schedule a pick up prior to dismantling the volunteer reception center
<input type="checkbox"/> Attend coordinators’ debriefing with the Site Director and community information from Standard Debrief Form
<input type="checkbox"/> <u>Supervise successful implementation of demobilization daily operations for interviewers. Be prepared to carry out these roles in addition to coordinator roles, when needed. See interviewer roles and responsibilities on previous pages</u>

Dismantling the Volunteer Reception Center

<input type="checkbox"/> The Volunteer Reception Center is permanently closed to the public
<input type="checkbox"/> Inform interviewers where all supplies and materials are to be returned or forwarded to; have them assist with the execution of this task
<input type="checkbox"/> Complete <i>Site Inspection Checklist</i> and document final condition of areas used
<input type="checkbox"/> Conduct debrief with interviewers to compile <i>Standard Debrief Forms</i> and any <i>Incident Report Forms</i>
<input type="checkbox"/> Have interviewers each complete the <i>Volunteer Check-In: Post Service Form</i>
<input type="checkbox"/> Submit all dismantling forms to the Site Director: <i>Site Inspection Checklist, Standard Debrief Form, Incident Reports, and Volunteer Check-In: Post Service Form</i>
<input type="checkbox"/> Participate in final walk through with the Site Director to make sure everything is properly

Interview Coordinator

returned to its original state

- Attend Volunteer Reception Center Finale Meeting

Data Specialist

Description
<ul style="list-style-type: none"> <input type="checkbox"/> This position will prioritize and manage all volunteer referrals and placement to ensure accuracy and follow up between referral organization/site location and task completion by each volunteer.
<ul style="list-style-type: none"> <input type="checkbox"/> Note: This station can begin functioning as soon as organizations start to request volunteers, even before volunteers arrive or a physical station is set up.

Supplies Needed	
<ul style="list-style-type: none"> <input type="checkbox"/> Assignment Station – Volunteer Log <input type="checkbox"/> Volunteer Check-In: Post Service Form <input type="checkbox"/> Chairs/Tables <input type="checkbox"/> Pens <input type="checkbox"/> Highlighters <input type="checkbox"/> Permanent Markers <input type="checkbox"/> Scissors 	<ul style="list-style-type: none"> <input type="checkbox"/> Staplers <input type="checkbox"/> 2 binders (3”-6” recommended) <input type="checkbox"/> 2 3-Hole Punch <input type="checkbox"/> Manila Folders <input type="checkbox"/> 1 empty copy paper box (for manila folder storage)

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)
<ul style="list-style-type: none"> <input type="checkbox"/> Read through the daily operations checklist
<ul style="list-style-type: none"> <input type="checkbox"/> Attend the Morning Huddle conducted by the Site Director
<ul style="list-style-type: none"> <input type="checkbox"/> Sign in on <i>Staff Roster</i> sheet
<ul style="list-style-type: none"> <input type="checkbox"/> Identify yourself as the Data Specialist by putting on a nametag with your title
<ul style="list-style-type: none"> <input type="checkbox"/> Determine if they are a first-time volunteer, returning volunteer, or an affiliated volunteer/volunteer group <ul style="list-style-type: none"> • <u>First-time Volunteer:</u> Collect each volunteer’s completed <i>Registration Form</i> and <i>Liability Release Form</i> and ask them to wait in the sitting area while you make contact with their referral. Transfer <i>Registration Form</i> information to <i>Assignment Station – Volunteer Log</i>. <ul style="list-style-type: none"> ○ <i>Review the interview notes and code # on the Registration form, which will relay valuable information. If Code #3-5, look to reassign the volunteer if referral is inappropriate. Codes are as follows:</i> <ul style="list-style-type: none"> ✓ 1- Learns quickly, able to supervise the activities of others ✓ 2- Would work well independently, good decision making skills ✓ 3- Needs some supervision and assistance with decision making ✓ 4- Needs close or constant supervision ✓ 5- Has a mental, physical, or emotional limitation to consider in making a referral ○ <u>Returning volunteers:</u> Give a <i>Volunteer Check-In: Post Service Form</i> and ask them to complete it in the waiting area. Thank them for volunteering when they return the completed form. File <i>Volunteer Check-In: Post Service Form</i> in binder behind their <i>Registration Form</i> and <i>Liability Release Form</i> and update the

Data Specialist

Assignment Station – Volunteer Log

- **Affiliated Volunteers/Volunteer Groups:** Ask the volunteer/volunteer group for their information to complete the *Assignment Station – Volunteer Log*. Direct them to the sitting area while you match them with an existing referral.

The remaining activation & demobilization daily operations actions applies to First-time Volunteers and Affiliated Volunteers/Volunteer Groups:

First-time Volunteers	Affiliated Volunteers/Volunteer Groups
<input type="checkbox"/> Contact the referral source to alert of volunteers' expected arrival	<input type="checkbox"/> Review urgent and outstanding <i>Work Order Forms</i> . <i>Attempt to assign urgent work orders to affiliated volunteers/volunteer groups first.</i>
<input type="checkbox"/> Update their <i>Work Order Form</i> if new information is shared	<input type="checkbox"/> Contact the referral source to alert of the volunteers' expected arrival
<input type="checkbox"/> Update the <i>Volunteer Referral</i> sheet if new information is shared	<input type="checkbox"/> Update their <i>Work Order Form</i> if new information is shared
<input type="checkbox"/> Use a marker to write the volunteers' information on the wristband <ul style="list-style-type: none"> • Volunteer name, the agency or site to which the volunteer was referred and the date(s) on which the volunteer will be working 	<input type="checkbox"/> Update the <i>Volunteer Referral</i> sheets if new information is shared
<input type="checkbox"/> Instruct the volunteer to return to Station #3 from the sitting area	<input type="checkbox"/> Use a marker to write the volunteers' information on the wristband <ul style="list-style-type: none"> • Volunteer name, the agency or site to which the volunteer was referred and the date(s) on which the volunteer will be working
<input type="checkbox"/> Give the <i>Volunteer Referral</i> sheet with attached materials to the volunteer and answer any additional questions they may have. <ul style="list-style-type: none"> • If this is the last Volunteer Referral sheet for an existing work order, pull the manila folder from the stack and return to the Work Order Specialist. This will signify that the service opportunity is closed. 	<input type="checkbox"/> Instruct the volunteer to return to Station #3 from the sitting area
<input type="checkbox"/> Instruct them to proceed to Station #4: Safety Training	<input type="checkbox"/> Give the <i>Volunteer Referral</i> sheet with attached materials to the volunteer and answer any additional questions they may

Data Specialist

	<p>have.</p> <ul style="list-style-type: none"> • If this is the last volunteer referral sheet for an existing work order, pull the manila folder from the stack and return to the Work Order Specialist. This will signify that the service opportunity is closed.
<input type="checkbox"/> File <i>Registration form</i> and <i>Liability Release form</i> in alphabetical order of volunteer's last name in Volunteer Information bin	<input type="checkbox"/> Instruct them to proceed to their referral work site
<input type="checkbox"/> Verify with the Work Order Specialist if new <i>Work Order forms</i> have been shared from the communications station. Stay informed of urgent work order requests.	
<input type="checkbox"/> Assist Data Coordinator with check-in of deployed volunteers and complete the <i>Volunteer Check-In: Post Service form</i> over the phone, when time permits <ul style="list-style-type: none"> • Read the <i>Station #3 Check-In script</i> 	
<input type="checkbox"/> Notify your interview coordinator when taking breaks. This will ensure proper coverage and consistency of your roles in your absence	
<input type="checkbox"/> Take breaks, stay hydrated, and remember to eat	
<input type="checkbox"/> Debrief with Data Coordinator about challenges, needed resources, and number served at the end of their shift	
<input type="checkbox"/> Sign out on <i>Staff roster</i> sheet	

Dismantling the Volunteer Reception Center

<input type="checkbox"/> The Volunteer Reception Center is permanently closed to the public
<input type="checkbox"/> Remove signage from Station #3; return all supplies according to the Data Coordinator's directive
<input type="checkbox"/> Complete <i>Site Inspection Checklist</i> and document final condition of areas used
<input type="checkbox"/> Debrief with Data Coordinator to compile <i>Standard Debrief form</i> and any <i>Incident Report forms</i>
<input type="checkbox"/> Complete the <i>Volunteer Check-In: Post Service form</i> during debrief with Data Coordinator
<input type="checkbox"/> Assist with efforts to return the facility to its original state and remove all external and internal signage, if it hasn't been done already
<input type="checkbox"/> Participate in final walk through with Site Director to make sure everything is properly returned to its original state
<input type="checkbox"/> Attend the Volunteer Reception Center Finale Meeting conducted by the Site Director

Work Order Specialist

Description
<input type="checkbox"/> This position will prioritize and manage all work order requests to ensure accuracy and follow-up
<input type="checkbox"/> They will store all volunteer referral requests and keep the interview boards updated with volunteer requests. [Assigned to Station #3]

Supplies Needed	
<input type="checkbox"/> Assignment Station – Volunteer Log <input type="checkbox"/> Volunteer Check-In: Post Service form <input type="checkbox"/> Chairs/Tables <input type="checkbox"/> Pens <input type="checkbox"/> Highlighters <input type="checkbox"/> Dry Erase Markers <input type="checkbox"/> Scissors	<input type="checkbox"/> Staplers <input type="checkbox"/> 2 binders (3”-6” recommended) <input type="checkbox"/> 2 3-hole punch <input type="checkbox"/> Manila folders <input type="checkbox"/> 1 empty copy paper box (for manila folder storage)

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)
<input type="checkbox"/> Read through the daily operations checklist
<input type="checkbox"/> Attend the Morning Huddle conducted by the Site Director
<input type="checkbox"/> Sign in on the <i>Staff Roster form</i>
<input type="checkbox"/> Identify yourself as the Work Order Specialist by putting on a nametag with your title
<input type="checkbox"/> Review outstanding work order forms and update the interview boards in Station #2 accordingly <ul style="list-style-type: none"> • Need# / Position Title / Brief description of task / number of volunteers requested Ex: #305 / Sandbagger / stuffing bags with sand to prevent flooding / 20 volunteers • Circle the need # if it is an urgent request • NOTE: Priority level will be determined by the Communications Specialist. <ul style="list-style-type: none"> ○ Qualifying factors include: person is trapped, senior citizen, endanger of structural collapse, health risk, without food and water
<input type="checkbox"/> Best Practice: Check in with the Communications Specialist at Phone Bank and Communications area every 15-20 minutes for new <i>Volunteer Check-In: Post Service forms</i> and <i>Work Order forms</i> <ul style="list-style-type: none"> • NOTE: Communications Specialist or runner will deliver all forms
<input type="checkbox"/> Using the <i>Volunteer Check-In: Post Service form</i> , update the <i>Assignment Station – Volunteer Log</i> ; store the form in the Volunteer Information binder behind the respective volunteer’s <i>Registration form</i> and <i>Liability Release form</i> . <ul style="list-style-type: none"> • If time is limited, store the <i>Volunteer Check-In: Post Service form</i> inside the Volunteer Information binder. Advise the Data Coordinator that an additional volunteer is needed for updating records and filing these forms away correctly.

Work Order Specialist

<input type="checkbox"/> Gather updates on each <i>Work Order form</i> from Communications Specialist before processing <ul style="list-style-type: none">• Pay extra attention to information that is highlighted• NOTE: Work order forms will be used for organizations seeking volunteers and disaster survivors with needs. Forms, for disaster survivors with needs, should be addressed by the Communications Specialist prior to being processed by this position. Disaster survivor needs will be outsourced to an organization on the Community Involvement key and the Volunteer Reception Center will provide additional volunteers, if assistance is warranted.
<input type="checkbox"/> Number the <i>Work Order forms</i> sequentially in the order received. This will represent the “Need #”
<input type="checkbox"/> Update the interview board in Station #2 accordingly <ul style="list-style-type: none">• Need # / Position Title / Brief description of task / Number of volunteers requested
<input type="checkbox"/> If applicable, for work orders that require additional or specialty items (supplies, food, etc) share that information with appropriate volunteer reception center staff <ul style="list-style-type: none">• Instruct appropriate staff to follow up with you once request is filled, in order to notify the work order contact of fulfillment
<input type="checkbox"/> Create <i>Volunteer Referral sheets</i> to correspond with the number of volunteers requested in the work order form
<input type="checkbox"/> Attach a wristband, vehicle identification form and other identification materials to each <i>Volunteer Referral sheet</i>
<input type="checkbox"/> Place created Volunteer Referral sheets with attached items in a manila folder, with the Need # on the tab, and store the Work Order form in the work order binder chronologically by Need # <ul style="list-style-type: none">• If this is a standing or continuous request, notate that on the outside of the manila folder. When the Volunteer Referral sheets have been dispersed and the empty manila folder is returned, you will be prompted to create more Volunteer Referral sheets.
<input type="checkbox"/> Update the interview boards and cross out or erase service opportunities that have been completely filled and are closed
<input type="checkbox"/> Assist Data Coordinator with check-in of deployed volunteers and complete the <i>Volunteer Check-In: Post Service form</i> over the phone, when time permits <ul style="list-style-type: none">• Read the Station #3 – Volunteer Check-In script
<input type="checkbox"/> Notify your data coordinator when taking breaks. This will ensure proper coverage and consistency of your roles in your absence
<input type="checkbox"/> Take breaks, stay hydrated, and remember to eat
<input type="checkbox"/> Debrief with Data Coordinator about challenges, needed resources, and number served at the end of your shift
<input type="checkbox"/> Sign out on <i>Staff Roster sheet</i>

Work Order Specialist

Dismantling the Volunteer Reception Center

<input type="checkbox"/> The Volunteer Reception Center is permanently closed to the public
<input type="checkbox"/> Take down all signage for Station #3 and return all supplies according to the Data Coordinator's directive
<input type="checkbox"/> Complete <i>Site Inspection Checklist</i> and document final condition of areas used
<input type="checkbox"/> Debrief with Data Coordinator to compile station report and any incident reports
<input type="checkbox"/> Complete the <i>Volunteer Check-In: Post Service form</i> during debrief with Data Coordinator
<input type="checkbox"/> Assist with efforts to return facility to its original state and remove all external and internal signage
<input type="checkbox"/> Participate in final walk through with Site Director to make sure everything is properly returned to its original state
<input type="checkbox"/> Attend the Volunteer Reception Center Finale Meeting conducted by the Site Director

Data Coordinator

Description
<input type="checkbox"/> This position will supervise the management of volunteer referrals and placement to ensure accuracy and follow-up between referral organization/site location and task completion by each volunteer
<input type="checkbox"/> Ensure all volunteer referral requests are communicated and stored properly while keeping the interview boards updated with volunteer requests
<input type="checkbox"/> You may be called upon to train new volunteers to assist with the Data Specialist roles
<input type="checkbox"/> May need to consider performing this role simultaneously with Data Specialist roles to ensure coverage and consistency [Assigned to Station #3]

Supplies Needed	
<input type="checkbox"/> Volunteer Reception Center Manual <input type="checkbox"/> Assignment Station – Volunteer Log <input type="checkbox"/> Chairs/Tables <input type="checkbox"/> Pens <input type="checkbox"/> Highlighters <input type="checkbox"/> Dry Erase Markers <input type="checkbox"/> Scissors	<input type="checkbox"/> Staplers <input type="checkbox"/> 2 binders (3”-6” recommended) <input type="checkbox"/> 2 3-hole punch <input type="checkbox"/> Manila folders <input type="checkbox"/> 1 empty copy paper box (for manila folder storage)

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)
<input type="checkbox"/> Read through the daily operations checklist
<input type="checkbox"/> First day of Activation – label binders: <i>Volunteer Information, Work Order forms, Safety Training</i>
<input type="checkbox"/> Attend the Morning Huddle conducted by the Site Director
<input type="checkbox"/> Verify all data specialists sign in on <i>Staff Roster</i> sheet at the beginning of their shift
<input type="checkbox"/> Display binders and manila folders in accessible area to data specialists who engage volunteers
<input type="checkbox"/> Ensure all data specialists and work order specialists understand their roles, notate the VRC vacancies and are aware of volunteer requests in the community.
<input type="checkbox"/> Review the volunteer information binder daily and determine which volunteers warrant a check-in
<input type="checkbox"/> Enlist the assistance of a data specialist or additional volunteer to contact volunteers to complete the <i>Volunteer Check-In: Post Service form</i>
<input type="checkbox"/> Use the <i>Station #3 script</i> when making contact with volunteers

Data Coordinator

- Alert Logistics Coordinator of *Work Order forms* and referrals requiring internal or external job-specific training
- Ensure all staff take breaks, stay hydrated, and remember to eat
- Ensure proper coverage and consistency of roles area met when a data specialist or work order specialist are on break or absent
- Complete *Standard Debrief form* with each data specialist at the end of their shift to record challenges, needed resources, and number served
- Verify all data specialists and work order specialists sign out on *Staff Roster* sheet at the end of their shift
- Collect *Safety Training Attendance Record* from Station #4 to add to volunteer information binder
- Store binders in the box with manila folders and place in a secure location overnight
- Attend coordinators' debriefing with the Site Director and communicate information from *Standard Debrief form*
- Supervise successful implementation of activation & demobilization daily operations for data and work order specialists. Be prepared to carry out these roles in addition to coordinator roles, when needed. See data specialist and work order specialist roles and responsibilities on previous pages**

Demobilization Phase – Daily Operations Checklist (Performed solely during this phase)

- Display binders and manila folders in accessible area to data specialists who engage volunteers
- Take inventory of all supplies and materials; determine where items should be returned or forwarded to prior to dismantling the volunteer reception center
- If returning or forwarding items outside the facility, make contact with organization and schedule a pick up prior to dismantling the volunteer reception center
- Enlist the assistance of a data specialist, work order specialist, or additional volunteer to contact volunteers to complete the *Volunteer Check-In: Post Service form*

Dismantling the Volunteer Reception Center

- The Volunteer Reception Center is permanently closed to the public.
- Inform data specialists and work order specialists where all supplies and materials are to be returned or forwarded to; have them assist with execution of this task
- Complete *Site Inspection Checklist* and document final condition of areas used

Data Coordinator

- Conduct debrief with data specialists to compile *Standard Debrief forms* and any *Incident Reports*
- Have specialists each complete the *Staff Reflection form*
- Submit all dismantling forms to Site Director: *Site Inspection Checklist, Standard Debrief form, Incident Reports, and Volunteer Check-In: Post Service form*
- Participate in the final walk through with the Site Director to make sure everything is properly returned to its original state
- Attend the Volunteer Reception Center Finale Meeting

Safety Briefer

Description

- This position will brief all new volunteers on what to expect at their job sites, how to be safe while volunteering, and how to take good care of themselves during and after their experience
- All safety roles are interchangeable to ensure coverage and consistency [**Assigned to Station #4**]

Supplies Needed

- Safety Training Attendance Record
- Station #4 – Safety Training script
- 2 clipboards
- Chairs
- Pens

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through the daily operations checklist
- Attend the Morning Huddle conducted by the Site Director
- Sign in on the *Staff Roster* sheet
- Load all clipboards with *Safety Training Attendance Record* and attach pens
- Monitor the number of volunteers being processed by Station #3 – Assignment to determine when to conduct a safety training
 - Low volume – wait for multiple volunteers to collect
 - High volume – gather an entire group or several volunteers together who have been processed by Station #3
- Inform waiting volunteers that you are allowing more volunteers to be processed by Station #3 if you have a small group that is waiting
- Best Practice:** Reading Station #4 – Safety Training script should be done in less than 7-10 minutes
- Pass around the *Safety Training Attendance Record* for all volunteers to sign
- Read *Station #4 – Safety Training script* to the group of volunteers
- Best Practice: Reading through the script should be done in less than 7-10 minutes.
- Reload collected clipboards with new *Safety Training Attendance Record* and attach pens, if needed
- Notify your Safety Coordinator when taking breaks. This will ensure proper coverage and consistency of your roles in your absence

Safety Briefer

- Take breaks, stay hydrated, and remember to eat
- Debrief with the Safety Coordinator about challenges, needed resources, and number served at the end of your shift
- Sign out on *Staff Roster* sheet

Dismantling the Volunteer Reception Center

- The Volunteer Reception Center is permanently closed to the public
- Take down all signage for Station #4 and return all supplies according to Safety Coordinator's directive
- Complete *Site Inspection Checklist* and document final condition of areas used
- Debrief with Safety Coordinator to compile *Standard Debrief form* and any *Incident Reports*
- Complete the *Volunteer Check-In: Post Service form* during debrief with Safety Coordinator
- Assist with efforts to return facility to its original state and remove all external and internal signage, if still needed to be done
- Participate in final walk through with Site Director to make sure everything is properly returned to its original state
- Attend the Volunteer Reception Center Finale Meeting conducted by the Site Director

Safety Coordinator

Description

- This position will supervise the briefing of all new volunteers on what to expect at this job sites, how to be safe while volunteering and how to take good care of themselves after their experience
- May need to consider performing this role simultaneously with safety briefer roles to ensure coverage and consistency [**Assigned to Station #4**]

Supplies Needed

- Volunteer Reception Center manual
- Safety Training Attendance Record
- 2 clipboards
- Station #4 – Safety Training script
- Pens
- Chairs

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through the daily operations checklist
- Attend the Morning Huddle conducted by the Site Director
- Verify all safety briefers sign in on *Staff Roster* sheet at the beginning of their shift
- Create and gather copies of *Safety Training Attendance Record*
- Ensure all staff and new volunteers understand their roles and tasks for the day
- Ensure all staff and new volunteers take breaks, stay hydrated, and eat
- Ensure proper coverage and consistency of roles are met when staff and new volunteers are on breaks or absent
- Complete *Standard Debrief form* with each safety briefer at the end of their shift to record challenges, needed resources, and number served
- Verify all safety briefers sign out on staff roster sheet at the end of their shift
- Collect used *Safety Training Attendance Record* forms to the Data Coordinator to add to the volunteer information binder
- Attend coordinators' debriefing with the Site Director and communicate information from *Standard Debrief form*
- Supervise successful implementation of safety briefers' daily operations checklist. Be prepared to carry out these roles in addition to coordinator roles when needed. See the safety briefer's roles & responsibilities on previous pages.**

Safety Coordinator

Demobilization Phase – Daily Operations Checklist (Performed solely during this phase)

- Take inventory of all supplies and materials; determine where items should be returned or forwarded to prior to dismantling the volunteer reception center
- If returning or forwarding items outside of the facility, make contact with organization and schedule a pick up prior to dismantling the volunteer reception center

Dismantling the Volunteer Reception Center

- The Volunteer Reception Center is permanently closed to the public
- Inform safety briefers where all supplies and materials are to be returned or forwarded to; have them assist with execution of this task
- Complete *Site Inspection Checklist* and document final condition of areas used
- Conduct debrief with safety briefers to compile staff report and any incident reports
- Have safety briefers each complete the *Volunteer Check-In: Post Service form*
- Submit all dismantling forms to the Site Director: *Site Inspection Checklist, Station Report, Incident Reports, and Volunteer Check-In: Post Service form*
- Participate in final walk through with the Site Director to make sure everything is properly returned to its original state
- Attend Volunteer Reception Center Finale Meeting

Phone Bank Specialist

Description

- This position will record and disseminate the external requests for volunteers and community needs to the respective stations within the volunteer reception center and/or local volunteer or faith-based organizations. Serves as the primary means of coordinating volunteer efforts within the community, further allowing potential volunteers to call in. [**Assigned to Communications and Phone Bank**]
 - Nature of calls into the bank: inquiries into what is going on with disaster recovery, condition of family members and friends, donations, volunteer reception center hours of operation, requests for emergency assistance

Supplies Needed

- | | |
|---|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> Copy of Community Involvement Key <input type="checkbox"/> Volunteer Check-In: Post Service form <input type="checkbox"/> Registration/Orientation kit <input type="checkbox"/> Work Order form <input type="checkbox"/> Chairs/Tables <input type="checkbox"/> Telephones <input type="checkbox"/> 4 clear bins | <ul style="list-style-type: none"> <input type="checkbox"/> 1 legal pad <input type="checkbox"/> 2 Post-It notes pads <input type="checkbox"/> Scotch tape <input type="checkbox"/> 2 staplers/staples <input type="checkbox"/> Pens <input type="checkbox"/> 2 boxes of paper clips |
|---|--|

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through daily operations checklist
- Attend the Morning Huddle conducted by the Site Director
- Notate the hours of operation, volunteer requests of each volunteer reception center station and the status of requests communicated to local volunteer and faith-based organizations found on the community involvement key from the morning huddle
- Sign in on *Staff Roster* sheet
- Answer the phone in a friendly tone
- Read the *Communications script*
- Take control of each call immediately
- Identify the caller: volunteer request, disaster survivor, affiliated volunteer or volunteer group, media personnel, unaffiliated volunteer
 - **Volunteer request:** Complete the entire *Work Order form*
 - **Disaster survivor:** Complete *Work Order form* or direct them to a partner from the community involvement key
 - **Affiliated volunteer or volunteer group:** Complete the *Volunteer Check-In: Post Service form* or *Affiliated/Reassignment form*
 - **Media personnel:** If request exceeds hours of operation or address of the volunteer reception center place the caller on hold and inform the Communications Coordinator to engage the caller

Phone Bank Specialist

- **Local Volunteer organization:** Completely *Work Order form* or document the affiliate's donation as fulfillment of requested resource for the volunteer reception center
- **Unaffiliated volunteer:** Complete the *Registration form* and *Liability Release form* over the phone

The information you record about each call must be complete and in sufficient detail to facilitate matching volunteers to the needs. **DO take control of each call immediately.** It is much more efficient to ask the questions in the order in which they appear on the form. (If the caller takes control you will find yourself scribbling in the margins and will not get all the required information.)

- Immediately following the completion of each call, place form in appropriate bin:
- **Work Order Forms** – Work order bin for Work Order specialist in Station #3
 - **Volunteer Check-In: Post Service Form** – Post service forms bin for Work Order specialist in Station #3
 - **Registration Forms and Liability Release Forms** – Registration bin for Virtual Interviewer in Station #2
 - **Affiliated/Reassignment Forms** – Registration bin for Virtual Interviewer in Station #2
 - **VRC Resources and Donations** – Fulfillment bin for Communications Coordinator to update Communications Board

Notify your Communications Coordinator when taking breaks. This will ensure proper coverage and consistency of your roles in your absence

Take frequent breaks, stay hydrated, and remember to eat

Debrief with the Communications Coordinator about challenges, needed resources, and number served at the end of your shift

Sign out on *Staff Roster* sheet

Dismantling the Volunteer Reception Center

The Volunteer Reception Center is permanently closed to the public

Take down all signage for Communications station and return all supplies according to Communications Coordinator's directive

Complete *Site Inspection Checklist* and document final condition of areas used

Debrief with Coordinator to compile *Standard Debrief form* and any *Incident Reports*

Complete the *Volunteer Check-In: Post Service Form* during debrief with coordinator

Assist with efforts to return the facility to its original state and remove all external and internal signage that may still need to be taken down

Participate in final walk through with the Site Director to make sure everything is properly returned to its original state

Phone Bank Specialist

- Attend the Volunteer Reception Center Finale Meeting conducted by the Site Director

Communications Specialist

Description

- This position will disseminate and keep respective stations within the volunteer reception center updated on external requests for volunteers, community needs, and resource fulfillment.
- [Assigned to Communications and Phone Bank]**
- Nature of calls into the bank: inquiries into what is going on with disaster recovery, condition of family members and friends, donations, volunteer reception center hours of operation, requests for emergency assistance

Supplies Needed

- | | |
|--|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> Copy of the Community Involvement Key <input type="checkbox"/> Volunteer Check-In: Post Service form <input type="checkbox"/> Registration/Orientation kit <input type="checkbox"/> Work Order form <input type="checkbox"/> Chairs/Tables <input type="checkbox"/> Large Dry Erase Board or Flip Chart <input type="checkbox"/> Telephones | <ul style="list-style-type: none"> <input type="checkbox"/> 1 legal pad <input type="checkbox"/> 2 Post-it note pads <input type="checkbox"/> Scotch tape <input type="checkbox"/> 2 staplers/staples <input type="checkbox"/> Pens <input type="checkbox"/> 2 boxes of paper clips <input type="checkbox"/> 4 clear bins |
|--|--|

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through the daily operations plan
- Attend the Morning Huddle conducted by the Site Director
- Notate the hours of operation, requests of each volunteer reception center station, and the status of requests communicated to local volunteer groups from the morning huddle
- Sign in on the *Staff Roster* sheet
- Monitor the four clear bins and review each form for completion before delivery to the appropriate station when made available
 - **Work Order Bin** – Delivered to Work Order Specialist(s) in Station #3 (NOTE: Additional steps must be taken before delivery)
 - **Post Service Form Bin** – Delivered to Work Order Specialist(s) in Station #3
 - **Fulfillment Bin** – Delivered to Logistics Coordinator in Station #5
 - **Registration Bin** – Delivered to Virtual Interviewer in Station #2
- Retrieve work order forms from the work order bin and determine if it is an organization requesting additional volunteers or a disaster victim with needs
- If an organization is requesting additional volunteers, ensure the following is done:
 - Under Work Site Information, circle “Organization”
 - Use a highlighter and highlight the number of volunteers needed under the “Additional Needs” category
 - Under “Tools/Equipment/# of Tarps/Skills needed, and other helpful information” notate the capabilities the organization is looking for in volunteers and highlight them
 - Use a highlighter and highlight the length of assistance, indicate how long this work order form needs to remain active

Communications Specialist

- Deliver the *work order form* to the Work Order Specialist in Station #3 and provide a status update on the recent activity of the work order form

- If a disaster survivor with needs, execute the following:
 - Determine which organization from the community involvement key can best accommodate all of their “Assessment of Property” and “Additional Needs” categories
 - Contact the organization from the community involvement key and see if they will accept the work order
 - If YES, ask the organization the following questions:
 - When they can begin fulfillment of the work order?
 - Will they need additional volunteers from the volunteer reception center to help fill the request?
 - Will the organization be able to provide lunch or other refreshments for the additional volunteers?
 - Will the organization provide tools, if applicable?
 - Will the volunteers coming from the organization need lodging?
 - Once these questions have been asked, proceed with the following:
 - On the work order form, use a highlighter to highlight the following information:
 - ✓ The signature line under the release statement
 - ✓ List and highlight the name of the organization at the bottom of the form
 - ✓ Indicated number of volunteers
 - Deliver the work order form to the Work Order Specialist in Station #3 and provide a status update on the recent activity of the work order form
 - If NO, repeat the above steps with another organization before alerting the Communications Coordinator and Site Director to discuss with the Volunteer Coordinator

- Determine the urgency level of each work order
 - **Urgent:** Life safety issues (person is trapped, senior citizen, endanger of structural collapse, health risk, without food or water). Notate “urgent” under priority on work order form
 - All other work orders that do not meet life threatening criteria are not deemed urgent. Notate “other” under priority on the work order form

- Notify your Communication Coordinator when taking breaks. This will ensure proper coverage and consistency of your roles in your absence.

- Take frequent breaks, stay hydrated, and remember to eat

- When time permits, assist phone bank specialist(s) with daily operations roles and responsibilities. See their roles and responsibilities on previous pages**

Dismantling the Volunteer Reception Center

- The Volunteer Reception Center is permanently closed to the public

- Take down all signage for Communications station and return all supplies according to Communication Coordinator’s directive

- Complete *Site Inspection Checklist* and document final condition of areas used

Communications Specialist

- Debrief with coordinator to compile *Standard Debrief form* and any *Incident Reports*
- Complete the *Volunteer Check-In: Post Service form* during debrief with coordinator
- Assist with efforts to return facility to its original state and remove all external and internal signage
- Participate in final walk through with the Site Director to make sure everything is properly returned to its original state
- Attend the Volunteer Reception Center Finale Meeting conducted by the Site Director

Communications Coordinator

Description

- This position will supervise the recording and dissemination of external request for volunteers and community needs to the respective stations within the volunteer reception center and/or local volunteer groups participating in disaster relief efforts.
- Serves as the primary means of coordinating volunteer efforts within the community further allowing potential volunteers to call in [**Assigned to Communications and Phone Bank**]
 - Nature of calls into the bank: inquiries into what is going on with disaster recovery, condition of family members and friends, donations, volunteer reception center hours of operations, requests for emergency assistance

Supplies Needed

- | | |
|--|---|
| <ul style="list-style-type: none"> <input type="checkbox"/> Volunteer Reception Center manual <input type="checkbox"/> Copy of Community Involvement Key <input type="checkbox"/> Volunteer Check-In: Post Service form <input type="checkbox"/> Registration/Orientation kit <input type="checkbox"/> Work Order form <input type="checkbox"/> Affiliated/Reassignment form <input type="checkbox"/> Chairs/Tables <input type="checkbox"/> Large Dry Erase Board or Flip Chart | <ul style="list-style-type: none"> <input type="checkbox"/> Telephones <input type="checkbox"/> 1 legal pad <input type="checkbox"/> 2 Post-it note pads <input type="checkbox"/> Scotch tape <input type="checkbox"/> 2 staplers/staples <input type="checkbox"/> Pens <input type="checkbox"/> 2 boxes of paper clips <input type="checkbox"/> 4 clear bins |
|--|---|

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through the daily operations checklist
- First day of activation – label each bin accordingly:
 - Work Order
 - Post Service Forms
 - Fulfillment
 - Registration
- Place the 4 bins in a high visibility and easily accessible place for both the phone bank and communications specialists
- Duplicated *VRC Requested Resources and donations form* on the communications board, update, and erase requests once it has been fulfilled
- Attend the Morning Huddle conducted by the Site Director
- Notate the hours of operation , requests of each volunteer reception center station and the status of requests communicated to organizations identified on the community involvement key from the morning huddle
- Verify all phone bank and communications specialists sign in on *Staff Roster* sheet at the beginning of their shift
- Create and gather copies of *Work Order forms, Registration forms, Liability Release forms, Volunteer Check-In: Post Service forms, Affiliated/Reassignment forms* and pens

Communications Coordinator

- Disperse and conveniently store copies of each form along with pens throughout phone bank stations, restock frequently
- Ensure all phone bank and communications specialists understand their roles, know the hours of operation, requests resources of each volunteer reception center station and the status of fulfillment
- Assist with VRC resources and donations updates on the communications board, serve as a focal point for updates to lingering donation needs of the volunteer reception center
- Ensure all staff and new volunteers take breaks, stay hydrated, and remember to eat
- Ensure proper coverage and consistency of roles are met when a specialist is on break or absent
- Complete *Standard Debrief form* with each phone bank and communications specialist at the end of their shift to record challenges, needed resources, and number served
- Verify all specialists sign out on the staff roster sheet at the end of their shift
- Attend coordinators' debriefing with the Site Director and communicate information from *Standard Debrief form*
- Supervise successful implementation of phone bank and communications specialists daily operations checklist. Be prepared to carry out these roles in addition to coordinator roles when needed. See specialists' roles and responsibilities on previous pages**

Demobilization Phase – Daily Operations Checklist (Performed solely during this phase)

- Take inventory of all supplies and materials; determine where items should be returned or forwarded to prior to dismantling the volunteer reception center
- If returning or forwarding items outside of the facility, make contact with the organization and schedule a pick up prior to dismantling the volunteer reception center
- Again, supervise successful implementation of specialists' daily operations checklist. Be prepared to carry out these roles in addition to coordinator roles when needed. See specialists' roles and responsibilities on previous pages**

Dismantling the Volunteer Reception Center

- The Volunteer Reception Center is permanently closed to the public
- Inform the phone bank specialist(s) and communications specialist(s) where all supplies and materials are to be returned or forwarded to; have them assist with execution of this task
- Complete *Site Inspection Checklist* and document final condition of areas used
- Conduct debrief with phone bank specialist(s) and communications specialist(s) to compile

Communications Coordinator

Standard Debrief form and any Incident Reports

- Have each phone bank specialist and communications specialist complete the *Volunteer Check-In: Post Service form*
- Submit all dismantling forms to Site Director: *Site Inspection Checklist, Station Report, Incident Reports, and Volunteer Check-In: Post Service form*
- Participate in final walk through with the Site Director to make sure everything is properly returned to its original state
- Attend the Volunteer Reception Center Finale Meeting

Information Technology Coordinator

Description

- This position will provide technical support for all areas of the volunteer reception center by ensuring proper connections to the server and terminals.
 - Will work with phones, computers, copiers, etc

Execution of Responsibilities:

Preparation – Daily Operations Checklist (Performed prior to the activation phase)

- Ensure all phones, computers, printers, and copiers are working, connected, and in proper condition

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through the daily operations checklist
- Attend the Morning Huddle conducted by the Site Director
- Sign in on the *Staff Roster* sheet
- Verify all phones within the phone bank, computers, and other technical devices are properly functioning
- Train volunteer staff on proper usage of various devices when needed
- Take inventory of all equipment and supplies; determine where items should be returned or forwarded to prior to dismantling the volunteer reception center
- If returning or forwarding items outside of the facility, make contact with the organization(s) and schedule a pick up prior to dismantling the volunteer reception center
- Completely *Standard Debrief form* at the end of the shift to record challenge, needed resources, and number served
- Attend the coordinators' debriefing with the Site Director and communicate information from the *Standard Debrief form*

Dismantling the Volunteer Reception Center

- The Volunteer Reception Center is permanently closed to the public
- Disconnect and return all phones, computers, printers, and copiers to their predetermined locations
- Complete the *Site Inspection Checklist* and document final condition of areas used
- Compile *Standard Debrief forms* and any *Incident Reports*

Information Technology Coordinator

- Complete the *Volunteer Check-In: Post Service form*
- Submit all dismantling forms to Site Director: *Site Inspection Checklist, Station Report, Incident Reports, and Volunteer Check-In: Post Service form*
- Participate in the final walk through with the Site Director to make sure everything is properly returned to its original state
- Attend the Volunteer Reception Center Finale Meeting

Logistics Coordinator

Description

- This position will coordinate specific-job training and conduct daily training and management of new volunteers to the internal operations of the volunteer reception center
- Fluent in all roles and phases of the volunteer reception center and plays many supervisory roles simultaneously while executing other duties and filling in vacancies [**Assigned to Station #5**]

Supplies Needed

- Volunteer Reception Center Manual
- Copy of the Community Involvement Key
- 1 legal pad
- Pens
- Wrist watch or clock

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through the daily operations checklist
- Attend the Morning Huddle conducted by the Site Director
- Notate the volunteer reception center vacancies and set new volunteers up with people who have been performing the role already to train the new volunteers; if veteran volunteers are not available, then the Logistics Coordinator will provide training
- Create a *Work Order form* for each vacancy within the volunteer reception center and deliver to Work Order Specialist for fulfillment
 - Create Work Order form to manage the day's anticipated number of volunteers that will visit the volunteer reception center.
 - **Rule of thumb:** *There should be one (1) interviewer to every five (5) volunteers waiting to be processed. Inform the Site Director when current staff roles should be adjusted to accommodate changes to volunteer influx until additional placements are made*
- Ensure reoccurring daily/short term volunteers understand their roles and know the hours of operation
- Check in with Station #3 and view the work order board in Station #2 regularly to determine if incoming work order forms warrant specific-job training
 - **Best Practice:** Check the work order board at least every hour to see if new work orders and referrals require specific-job training
- Make contact with the volunteer organizations located on the community involvement key or volunteer reception center personnel and schedule times for them to host specific-job training, if applicable
 - Inform the volunteer reception center personnel that you will make the position description and checklist from the organization available, if possible, to the volunteer before the training begins
 - Have a runner assist you with making copies from the volunteer reception center manual

Logistics Coordinator

of each position's description and checklist

- Anticipate arrival of volunteers needing specific-job training upon dismissal from Station #4
- Greet and identify roles of each volunteer seeking specific-job training as they enter Station #5
 - Make sure to separate volunteers who are receiving specific-job training for internal (VRC) assignments from volunteers who are receiving specific-job training for external work referrals with organizations
- Distribute appropriate position description and checklist to newly internal referrals
- Inform all external work referrals of the predetermined training times for their corresponding assignment
 - Provide them with the option of waiting or returning back to the VRC at the time of the training
- Introduce each external specific-job trainer to their respective volunteers at the beginning of their predetermined time
- Take all volunteers assigned to internal roles within the VRC on a tour of the facility
 - Include in tour: staff only break room, restrooms, supply area, a brief synopsis of each stations roles within the VRC and operational hours
 - During the tour, have volunteers sign in on staff roster when you visit the location where it is stored
 - If they will be a reoccurring volunteer, inform the volunteer of the Morning Huddle and what time to attend
- Return to Station #5 to conduct internal volunteer training or deliver volunteers to their appropriate stations, if predetermined by the trainer
- Ensure volunteers whose roles you manage know and understand their job description (see *List of Volunteer Positions*)
- Direct daily/short term volunteers to their work areas
- Inform daily/short term volunteers to notify the coordinator of their assigned station when taking breaks, if applicable
- Regularly check on each daily/short term volunteer to ensure they take breaks, stay hydrated, and eat
- Complete the *Standard Debrief form* with each phone bank and communications specialist at the end of their shift to record challenges, needed resources, and number served
- Verify all interviewers sign out on staff roster sheet at the end of their shift
- Attend coordinators' debriefing with the Site Director and communicate information from Standard Debrief form

Logistics Coordinator

Demobilization Phase – Daily Operations Checklist (Performed solely during this phase)

- Take inventory of all supplies and materials in your station and those used by daily/short term volunteers; determine where items should be returned or forwarded to prior to dismantling the volunteer reception center
- If returning or forwarding items outside of the facility, make contact with the receiving organization(s) and schedule a pick up prior to dismantling the volunteer reception center

Dismantling the Volunteer Reception Center

- The Volunteer Reception Center is permanently closed to the public
- Inform daily and short term volunteers where all supplies and materials are to be returned or forwarded to; have them assist with execution of this task
- Complete *Site Inspection Checklist* and document final condition of areas used
- Conduct a debrief with daily/short term volunteers to compile *staff report* and any *incident reports*
- Have each phone bank specialist and communications specialist complete the *Volunteer Check-In: Post Service form*
- Submit all dismantling forms to Site Director: *Site Inspection Checklist, Station Report, Incident Reports, and Volunteer Check-In: Post Service form*
- Participate in the final walk through with Site Director to make sure everything is properly returned to its original state
- Attend the Volunteer Reception Center Finale Meeting conducted by the Site Director

Food Preparation

Description

- This position will cook hot food, prepare cold food (sandwiches, etc), make food and beverages available for volunteer reception center staff and volunteers
- This position reports to the Logistics Coordinator

Supplies Needed

- Plastic gloves
- Cooking utensils
- Plates, cups, Styrofoam containers, plastic bags
- Flatware

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through the daily operations checklist
- Attend the Morning Huddle conducted by the Site Director
- Sign in on *Staff Roster* sheet
- Ensure food preparation area is kept clean and free of debris
- Prepare meals, beverages, and snacks to meet half of the day's anticipated number of volunteers
- Monitor the number of volunteers in the sitting area and prepared food levels, to know when to make more food available to meet the increased number of volunteers
- Check in with Station #3 to determine if any work orders have food requests associated with them
- Fill each work order's food request and update the Work Order Specialist in Station #3 that the food request is complete
- Notify the Logistics Coordinator when taking breaks. This will ensure proper coverage and consistency of your roles in your absence
- Take breaks, stay hydrated, and remember to eat
- Debrief with Logistics Coordinator about challenges, needed resources, and number served at the end of your shift
- Sign out on *Staff Roster* sheet

Food Preparation

Dismantling the Volunteer Reception Center

<input type="checkbox"/> The Volunteer Reception Center is permanently closed to the public
<input type="checkbox"/> Take down all signage in your station or area and return all supplies according to your Coordinator's directive
<input type="checkbox"/> Complete <i>Site Inspection Checklist</i> and document final condition of areas used
<input type="checkbox"/> Debrief with your Coordinator to compile <i>Station Report</i> and any <i>Incident Reports</i>
<input type="checkbox"/> Complete the <i>Volunteer Check-In: Post Service form</i> during debrief with your coordinator
<input type="checkbox"/> Assist with efforts to return the facility to its original state and remove all external and internal signage
<input type="checkbox"/> Participate in final walk through with the Site Director to make sure everything is properly returned to its original state
<input type="checkbox"/> Attend the Volunteer Reception Center Finale Meeting conducted by the Site Director

Runner

Description

- This position will perform a variety of tasks to assist in successful internal operations of the volunteer reception center
- You will report to the Logistics Coordinator, unless assigned to Station #1-4, then you will report to the coordinator for that station

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through the daily operations checklist
- Attend the Morning Huddle conducted by the Site Director
- Sign in on *Staff Roster* sheet
- Have a general understanding of each station's function (*will prove useful when asked questions by volunteers or charged to communicate a message to another station*)
- You will be assigned a role(s) from the list below to perform:
 - Ensure your assigned station or work area is kept stocked with supplies and properly staged with materials to assist volunteers; fulfill other duties as assigned by station coordinator
 - Escort volunteers from station to station, if necessary
 - Escort guest within the volunteer reception center
- Notify your coordinator when taking breaks. This will ensure proper coverage and consistency of your roles in your absence
- Take breaks, stay hydrated, and remember to eat
- Debrief with logistics or station coordinator about challenges, needed resources, and number served at the end of your shift
- Sign out on the *Staff Roster* sheet

Dismantling the Volunteer Reception Center

- The Volunteer Reception Center is permanently closed to the public
- Take down all signage in your station or area and return all supplies according to your coordinator's directive, if it hasn't been done already
- Complete *Site Inspection Checklist* and document final condition of areas used
- Debrief with your coordinator to compile *station report* and any *incident reports*
- Complete the *Volunteer Check-In: Post Service form* during debrief with your coordinator

Runner

- Assist with efforts to return the facility to its original state and remove all external and internal signage
- Participate in the final walk through with the Site Director to make sure everything is properly returned to its original state
- Attend the Volunteer Reception Center Final Meeting conducted by the Site Director

Interpreter

Description

- This position will perform a variety of tasks to assist in successful internal operations of the volunteer reception center
- You will report to the Logistics Coordinator, unless assigned to the Communications station, then you will report to the coordinator for that station

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through the daily operations checklist
- Attend the Morning Huddle conducted by the Site Director
- Sign in on *Staff Roster* sheet
- Have a general understanding of each station's function (*will prove useful when asked questions by volunteers or charged to communicate a message to another station*)
- You will be assigned a role from the list below to perform:
 - Escort volunteers from station to station where you will translate on the volunteers behalf and assist in completion of paperwork
 - Record and disseminate the external requests for volunteers' and community needs to the respective stations within the VRC and/or local volunteer organizations identified on the community involvement key
 - Serves as the primary means of coordinating volunteer efforts within the community further allowing potential volunteers to call in (*acquire the Phone Bank Specialist description for execution of this role*)
- Notify your coordinator when taking breaks. This will ensure proper coverage and consistency of your role in your absence
- Take breaks, stay hydrated, and remember to eat
- Debrief with logistics or station coordinator about challenges, needed resources, and number served at the end of your shift
- Sign out on the *staff roster* sheet

Dismantling the Volunteer Reception Center

- The Volunteer Reception Center is permanently closed to the public
- Take down all signage in your station or area and return all supplies according to your coordinator's directive
- Complete *Site Inspection Checklist* and document final condition of areas used

Interpreter

- Debrief with your coordinator to compile the *station report* and any *incident reports*
- Complete the *Volunteer Check-In: Post Service form* during debrief with your coordinator
- Assist with efforts to return the facility to its original state and remove all external and internal signage
- Participate in the final walk through with the Site Director to make sure everything is properly returned to its original state
- Attend the Volunteer Reception Center Finale Meeting conducted by the Site Director

Supply Specialist

Description

- This position will acquire, organize, and manage the internal supplies of the VRC
- You will report to the Logistics Coordinator

Supplies Needed

- See *Supplies and Equipment* list in “Forms” section

Execution of Responsibilities:

Activation & Demobilization Phases – Daily Operations Checklist (Performed during both phases)

- Read through the daily operations plan
- Attend the Morning Huddle conducted by the Site Director
- Sign in on the *Staff Roster* sheet
- Have a general understanding of each station’s function and their supply needs, update *supplies and equipment* form accordingly
- Keep all supplies stocked and organized so that runners and coordinators may come to this area and get supplies
- Track supplies, documenting the beginning balance and all withdrawals
- Ensure supply area is kept clean and free of debris
- Notify your coordinator when taking breaks
- Take breaks, stay hydrated, and remember to eat
- Debrief with Logistics Coordinator about challenges, needed resources, and number served at end of shift
- Sign out on *Staff Roster* sheet

Demobilization Phase – Daily Operations Checklist (Performed solely during this phase)

- Take inventory of all supplies and materials; determine where items should be returned or forwarded to prior to dismantling the volunteer reception center
- If returning or forwarding items outside of the facility, make contact with organization(s) and schedule a pick up prior to dismantling the volunteer reception center

Supply Specialist

Dismantling the Volunteer Reception Center

<input type="checkbox"/> The Volunteer Reception Center is permanently closed to the public
<input type="checkbox"/> Take down all signage for supply area and return or forward all supplies and materials to their predetermined locations
<input type="checkbox"/> Complete <i>Site Inspection Checklist</i> and document final condition of areas used
<input type="checkbox"/> Debrief with Logistics Coordinator to compile station report and any <i>incident reports</i>
<input type="checkbox"/> Complete the <i>Volunteer Check-In: Post Service form</i> during debrief with Logistics Coordinator
<input type="checkbox"/> Assist with efforts to return facility to original state and remove all external and internal signage, if it still needs to be done
<input type="checkbox"/> Participate in the final walk through with the Site Director to make sure everything is properly returned to its original state
<input type="checkbox"/> Attend the Volunteer Reception Center Finale Meeting conducted by the Site Director

SCRIPTS

All scripts serve to facilitate conversation and can be modified to fit the specific needs of your Volunteer Reception Center.

*Places that are **bolded** and underlined are meant to be customized for your needs and situation.*

Pre-Activation Script

(Good Morning/Good Afternoon)

I want to thank each of you for joining our team as we prepare to serve volunteers, disaster victims and this community.

This facility will function as the Volunteer Reception Center which is the primary headquarters for all interested volunteers. It will act as a staging area that manages all junctures of processing to deployment of volunteers and facilitates requests for volunteers within the disaster site. The Volunteer Reception Center is fixated around three phases: preparation, activation, and demobilization. *{Read each bullet point aloud}*

- Preparation requires set up of the Volunteer Reception Center within 48 hours following the disaster through securing the facility, building the infrastructure, placing internal and external signage, assigning voluntary staff roles and check-in with our Volunteer Coordinator.
- During activation, each voluntary staff role assists in registration, assessment, assignment and training of each volunteer.
 - **At Station #1 Registration / Orientation-** Needs of each visitor are quickly assessed and directed to the appropriate destination accordingly. First-time volunteers receive orientation and begin processing procedures for service opportunity assignment.
 - **At Station #2 Interviews-** An interview is conducted to assess the skills and interest of new volunteers to determine an appropriate service referral.
 - **At Station #3 Assignment-** Confirms the volunteer referral along with tracking and maintaining all work orders and volunteer service assignments.
 - **At Station #4 Safety and Training-** Information about safety, security, transportation and procedures for logging hours will be shared with the volunteers.
 - **At Station #5 Specific Job Training-** Job training specific to each worksite or referral occurs that will engage staff within the Volunteer Reception Center and outside experts.
 - **The Communications and Phone Bank-** Receives all external correspondence and communicates community needs with Volunteer Reception Center.
- Demobilization consists of scaling down the operations of the Volunteer Reception Center until it is disbanded. Collectively, we will look for triggers that indicate it is time to move into this phase. These triggers may include: substantial drop in volunteer numbers, reduction in requests for volunteers, and directive from our Volunteer Coordinator.

Detailed descriptions of these three phases, staffing roles, and forms are all found inside the Volunteer Reception Center Manual. Please understand that this manual is a scalable document, made to guide the operations of the Volunteer Reception Center and to help each person understand their roles and daily task. There are many roles that facilitate the operations of the Volunteer Reception Center. If you have not been previously assigned a role please, let me know so that you can be placed in an available role after this meeting. *{Pause and assign remaining roles}*

Please take some time to review and familiarize yourself with your assigned role. Each station's coordinator will have access to the Volunteer Reception Center Manual. I ask that each coordinator make the Volunteer Reception Center Manual accessible to all volunteer staff in your station. Know the restrooms location, Staff Break Room and Supply Area. Take time after this meeting to look over your role description and checklist.

The success of the Volunteer Reception Center will rely largely upon each person's ability to execute your assigned role and communicate with your station coordinator and other Volunteer Reception Center staff. Be sure to sign in and out on the Staff Roster daily and take breaks often. This will help us track adequate staffing levels and ensure your health and safety during operation. I will provide updates every morning to all staff and debrief with station coordinators. Does anyone have questions?

Morning Huddle Script

Good Morning Team. Today, the Volunteer Reception Center will open at (7:00am) and close at (7:00pm). We are currently in our (Activation phase/Demobilization phase) and your roles should follow accordingly.

- *{Read each bullet point aloud}* During our activation phase, each voluntary staff role assists in registration, assessment, assignment and training of each volunteer.
 - **At Station #1 Registration / Orientation**, the greeters identify the needs of each visitor by quickly assessing and directing the visitor to the appropriate destination. Urgent needs will be communicated to first-time volunteers during orientation, thus starting the processing procedures for service opportunity assignment.
 - **Station #2 Interviews**, is where interviews are conducted to assess the skills and interests of new volunteers to determine an appropriate service referral. The service referral and conversation is notated at the bottom of the Registration Form and the volunteer proceeds to Station #3.
 - **Station #3 Assignment**, confirms the volunteer referral and provides additional information along with tracking and maintaining all work orders and volunteer service assignments.
 - **Station #4 Safety and Training**, shares information about safety, security, transportation and procedures for logging hours with the volunteers.
 - **Station #5 Specific Job Training**, conducts job training specific to each worksite or referral that will engage staff within the Volunteer Reception Center, Community Involvement Key and/or outside experts.
 - **Communications and Phone Bank**- Receives all external correspondence and communicates community needs with Volunteer Reception Center.
- The demobilization phase consists of scaling down the operations of the Volunteer Reception Center until it is disbanded. Collectively, we will look for triggers that indicate it is time to move into this phase. These triggers may include: substantial drop in volunteer numbers, reduction in requests for volunteers, and/or directive from our Volunteer Coordinator.

Yesterday, we deployed (50) volunteers to various organizations and/or disaster sites. Today, we anticipate (150) volunteers to come through our Volunteer Reception Center. We have (8) outstanding work order request for volunteers in the community. (3) of the outstanding work orders are urgent: (list the specifics of the urgent work orders, include: Need #/Agency or Organization/Skill needed by volunteer to respond). Greeters communicate these urgent work orders to volunteers as they arrive. This will help us quickly identify volunteers with skills to respond to these immediate needs. Also, stations within the Volunteer Reception Center have request for additional needs and resources which include: (List the needs of each station and what partners you've engaged to meet the request). We will need to focus our energy on responding to this today while performing our checklist. Updates on the resources requested by our Volunteer Reception Center will be kept on the Phone Bank and Communications Board. Both the Logistics Coordinator and I will provide updates on operations to all stations throughout the day. Be sure to sign in and out on the Staff Roster sheet located in (staff break room). This will help us keep an accurate record of all staff persons. To optimize our service to volunteers, we must care for ourselves and fellow staff members. Be sure to take breaks throughout the day. I ask that you coordinate your breaks with your respective coordinator to ensure proper coverage during your break. Document any injuries or altercations that occur at your station on our **Incident Report** form. Does anyone have questions or concerns you would like to address? *{pause and scan the group}*

Please plan to be here tomorrow at (6:30am) for our morning huddle. The Volunteer Reception Center hours for tomorrow are (7:00am) to (7:00pm). Thank you all for being here this morning. Let's work together effectively to serve our volunteers today.

Station #1- Orientation Script

(Good Morning/Good Afternoon)

We welcome you to the Volunteer Reception Center. We appreciate your willingness to provide aid and comfort to this community following the recent (Tornado/Hurricane/Flood/Chemical Spill). Our objective is to match your skills and abilities with the needs in the community before mobilizing you to their locations. It is imperative that you complete the forms attached to the clipboard and filter through each of the four to five stations within our Volunteer Reception Center. This will allow us to track your service and communicate safety precautions. Attached to the clipboards are a registration form, liability release form and volunteer instructions of what will occur during your time here *{display each form for all to see when you call the name}*.

We have urgent requests for volunteers with (state the skills needed from Interview Board that have been tagged as urgent) skills. Does anyone here have these capabilities? If so, please raise your hand so that we can process you first. *{pause and scan the room with your eyes to recognize potential volunteers before proceeding}*

After each person completes their forms you will be escorted to an interviewer to match your abilities with a service request. Please bear with us during this time, for we have (3) interviewers. Once you are given a referral you will be directed to station #3 where a data coordinator will collect your forms and make contact with your referral about your expected arrival. Once the data specialist checks you out you will attend a brief safety and training session at station #4 before departing for your service site. If job specific training is required, you will need to proceed to station #5 before departing. If your referral requires specific job training you will be informed of that prior to dismissal from station #4. We ask that you check in with the Volunteer Reception Center after you have completed your service assignment. We want to hear about your experience and thank you for your efforts. You can check in by returning to the Volunteer Reception Center or (Phone number for VRC communications or mechanism determined by site director). The Volunteer Reception Center will be open today from (7:00am) to (7:00pm). Tomorrow we will be open from (7:00am) to (7:00pm).

Our restrooms are located (give directions to restrooms). Please help yourself to some refreshments. We will do our best to get you out of here and off to your assignment as quickly as possible. Does anyone have any questions? *{pause and scan the room with your eyes to recognize those with questions before proceeding}*

Once you have completed your forms, bring them to us. You will then be escorted to station #2 to meet with the next available interviewer.

Station #2- Interview Script

For INDIVIDUAL VOLUNTEERS

Hello and thank you for your patience. My name is (insert your name) and I will conduct a brief interview in order to match your abilities with an available service opportunity. May I see the forms you completed during registration? {Wait for the volunteer to give you two forms: Registration Form and Liability Release Form} Thank You.

- Review both documents to make sure each is completely filled out. Check for noted health issues, responses to Precautionary Considerations and Skills and Experience
- When matching the volunteer with a service opportunity it does not have to be an exact match. The only qualifying factor is the volunteer needs to be able to perform the referral task and the safety of the volunteer and others are protected.
- Take notes during the interview and notate them in the Volunteer Referral section. Be sure to assign a Code # that will relay valuable information. Codes are as follows:
 - 1- Learns quickly, able to supervise the activities of others
 - 2- Would work well independently, good decision making skills
 - 3- Needs some supervision and assistance with decision making
 - 4- Needs close or constant supervision; and
 - 5- Has a mental, physical or emotional limitation to consider in making a referral.

(Mr./Dr./Mrs./Ms./Miss Last Name) how long have you worked in the (Medical/ Services/ Office&Clerical/ Equipment Operation/Manual Skills) field? You noted you performed (state items with check marks under Skills and Experience), what other tasks have you been responsible for? Have you led a team, supervised others or conducted trainings for task in (Medical/ Services/ Office&Clerical/ Equipment Operation/Manual Skills) ?

{Check the interview board in your station for available service opportunities. The interview board will be updated often by the Work Order Specialist}

We have a service opportunity as a (Position Title) with (name of organization/agency/site location). You will (brief description of task). Are you comfortable performing this role?

- **If YES**, complete the Volunteer Referral section on their Registration Form. Return both the Registration Form and Liability Release Form to the volunteer. Instruct them to proceed to Station #3-Assignment for further assistance.
- **If NO**, have a conversation with the volunteer to find their service interest. If appropriate, complete the Volunteer Referral section on their Registration Form. Return both the Registration Form and Liability Release Form to the volunteer. Instruct them to proceed to Station #3-Assignment for further assistance.
- **If NO AVAILABILITY**, complete the Volunteer Referral section on their Registration Form. Return both the Registration Form and Liability Release Form to the volunteer. Instruct them to proceed to Station #3-Assignment for further assistance.

Station #2- Interview Script

External Volunteer Request	
Check the interview board in Station #2 for Up-to-Date request. This board will reflect information from the communications station and be cross referenced with the assignment station as volunteers are deployed to service opportunities. All requests with a circled number are deemed urgent. Ensure appropriate volunteers are matched with these opportunities first.	
Internal Volunteer Needs- Volunteer Reception Center	
Long- Term	Daily/Short-Term {managed by Logistics Coordinator}
<ul style="list-style-type: none"> • Site Director Manages the Volunteer Reception Center through each phase: Setup, Deployment and Demobilization	Data Entry- file or enter information on computer data base Drivers- transport people to work sites, deliver goods, drive courier routes
<ul style="list-style-type: none"> • Greeter Coordinator • Internal Greeter • Registration/Orientation Greeter • External Greeter Greet and direct visitors to the Volunteer Reception Center to their appropriate destination	Damage Assessment- go door to door in a designated area, observing and noting exterior damage Food Preparation- cook hot food, prepare cold food (sandwiches, etc.), serve food and beverages at fixed and mobile sites
<ul style="list-style-type: none"> • Interviewer Coordinator • Interviewer • Virtual Interviewer Screen and match all volunteers with an appropriate service opportunity	Janitorial- Empty and remove waste paper and garbage from premises; do maintenance and custodial work
<ul style="list-style-type: none"> • Data Coordinator • Data Specialist • Work Order Specialist Manages referrals, placement and follow-up with all volunteers	Job-Specific Trainers- those with detailed knowledge of subject area and proven training ability, train other volunteers
<ul style="list-style-type: none"> • Safety Coordinator • Safety Briefer Conduct safety training to ensure protection of all volunteers during their service assignment	Interpreters- assist in a wide variety of setting, wherever and whenever bilingual volunteers are needed
<ul style="list-style-type: none"> • Communications Coordinator • Phone Bank Specialist • Communications Specialist Answer phones to record and disseminate information for service opportunities and other uses	Researchers- Call or visit agencies/work sites to assess needs and report back Runners- Take messages between stations and staff volunteers
<ul style="list-style-type: none"> • Information Technology Coordinator Ensures all technical devices are connect and used properly	Sorters/Packers/Loaders- sort, pack and/or load goods (food, clothing, etc.) within the Volunteer Reception Center
<ul style="list-style-type: none"> • Logistics Coordinator • Logistics Specialist Coordinate trainings and supervise short-term volunteer roles	Supply Specialist- acquire, organize and manage the internal supplies of the Volunteer Reception Center

Station #2- Interview Script

For GROUP VOLUNTEERS

Hello and thank you for your patience. My name is (insert your name) and I will conduct a brief interview in order to match your abilities with an available service opportunity. May I see the forms you completed during registration? {Wait for volunteer to give you 2 forms: Registration Form and Liability Release Form} Thank You.

- Review both documents to make sure each is completely filled out. Check for noted health issues, Group Information, responses to Precautionary Considerations and Skills and Experience.,
- Pay attention to responses and body language. When matching volunteer with a service opportunity it does not have to be an exact match. The only qualifying factor is the volunteer needs to be able to perform the referral task and the safety of the volunteer and others are protected.
- Take notes during the interview and notate them on the **Volunteer Registration Form** in the Volunteer Referral section. Be sure to assign a Code # that will relay valuable information. Codes are as follows:
 - 1- Learns quickly, able to supervise the activities of others
 - 2- Would work well independently, good decision making skills
 - 3- Needs some supervision and assistance with decision making
 - 4- Needs close or constant supervision; and
 - 5- Has a mental, physical or emotional limitation to consider in making a referral.

How long is your group looking to volunteer? Does your group require additional needs or assistance? Is your group comfortable splitting up or do you prefer to all remain together during your service project?

{Check the interview board in your station for available service opportunities. The interview board will be updated often by the Work Order Specialist}

We have a service opportunity as a (Position Title) with (name of organization/agency/site location). You will (brief description of task). Are you comfortable with your group performing this role?

- **If YES**, complete the Volunteer Referral section on their Registration Form. Return both the Registration Form and Liability Release Form to the volunteer. Instruct them to proceed to Station #3 Assignment for further assistance.
- **If NO**, have a conversation with the volunteer to find their service interest. If appropriate, complete the Volunteer Referral section on their Registration Form. Return both the Registration Form and Liability Release Form to the volunteer. Instruct them to proceed to Station #3 Assignment for further assistance.
- **If NO AVAILABILITY**, complete the Volunteer Referral section on their Registration Form. Return both the Registration Form and Liability Release Form to the volunteer. Instruct them to proceed to Station #3 Assignment for further assistance.

Station #3- Volunteer Check-In Script

Hello. This is (Insert Your Name) with the Volunteer Reception Center. Is (Insert Volunteer’s Name) available? {pause and wait to confirm Volunteer}

We wanted to check in on your service opportunity as (position name) and hear about your experience. Your responses will help the Volunteer Reception Center document the disaster response efforts and make necessary improvements. Do you have a few minutes to answer questions about your experience? {pause and wait for them to say “Yes”}

- Focus the rest of the conversation on completing everything below Section 2 on the Volunteer Check-In: Post Service Form
- Complete Section 1 according to Registration Form. Doing this over the phone may alarm the volunteer

Volunteer Check-In: Post Service Form

We are interested in hearing about your experience and ask that you complete this form. Your responses will help the Volunteer Reception Center document the disaster response efforts and make necessary improvements.

Section 1: Volunteer Details:

First Name	Phone Number	Today's Date
Last Name	Email Address	
Street Address	City/State	Zip Code

Section 2: Volunteer Service Experience:

Volunteer Service Role/Position:					
Organization you served through:					
Dates of Volunteer Service:				Total Number of Hours Served:	
Was this your first service as a disaster volunteer?	YES		Interested in service opportunities for future disasters?	YES	
	NO			NO	

1. Briefly describe the tasks you accomplished through your volunteer service?

(Please Circle One)

	Poor		Average		Excellent
2. Did you feel your orientation was beneficial?	1	2	3	4	5
3. Were expectations as a volunteer clearly explained to you?	1	2	3	4	5
4. Overall experience:	1	2	3	4	5
5. Any additional comments:	<p>-----</p> <p>-----</p>				

Thank you for Volunteering!

Station #4- Safety Training Script

Hello. *{smile and pause}* The Volunteer Reception Center would like to provide you with a few reminders and tips to keep you safe during your service opportunity. *{Just read each of the following statements, do not call off the numbers. Take a quick pause between each statement.}*

1. If you will be working outside, dress for the weather. Boots may be helpful, as debris on the ground can be sharp and dangerous. We recommend whatever the capacity of your role, you wear sturdy, closed toe shoes at all times.
2. Bring work gloves, sunscreen, mosquito repellent, a hat and any appropriate tools you have to assist you in your role. You are responsible for your tools so be sure to keep them in working condition and within your possession.
3. Water may be available at your worksite, but you are encouraged to bring a personal water container. It is important to drink plenty of water while you work.
4. The work you will be doing may cause stress, anxiety, fear, or other strong emotions. Be sure to take frequent breaks to eat, hydrate and distance yourselves from the task. Ensure those around you do the same. This will keep you alert and create a safe environment for yourself and those around you.
5. While working, you will have a higher than normal exposure to bacteria. When you take a break, wash your hands thoroughly and use hand sanitizer regularly.
6. Should you be injured or become ill while working, notify your worksite supervisor and then have your supervisor contact the Volunteer Reception Center immediately.
7. The ***Liability Release Form*** you signed states you acknowledge and understand that you are participating as a volunteer, who will receive no pay, benefits or other privileges associated with employment for your services. Furthermore, you free all persons, organizations and disaster victims from all liability for any and all risk of damage or bodily injury or death that may occur.
8. As mentioned during orientation, we ask that you check in with the Volunteer Reception Center after you have completed your service assignment. We want to hear about your experience and thank you for your efforts. You can check in by returning to the Volunteer Reception Center or **(Phone number for VRC communications or mechanism determined by site director)**. The Volunteer Reception Center will be open today from **(7:00am)** to **(7:00pm)**. Tomorrow we will be open from **(7:00am)** to **(7:00pm)**.
9. Does anyone have questions?
 - *Pause and scan the room to see if anyone has questions.*
 - *If a question is asked and you are unsure of the answer. Admit that you don't know the answer but will have the appropriate person respond to the question once everyone has been dismissed.*
 - *Determine who is the appropriate person within the Volunteer Reception Center to respond to the question*
 - *Signal your fellow Safety Briefer or Runner who has been assigned to your station to have the appropriate person come to Station #4-Safety and Training for a response to a question*
 - *Proceed with answering any remaining questions before moving to the next statement*
10. We have food available for you to take with you to your worksite which is located **(by the exit)**. Please be sure to take one with you as you exit. We thank you for providing a valuable service by volunteering today. For all roles requiring operation of heavy machinery, be prepared to present your certifications and demonstrate your abilities. All roles requiring Job Specific Training or internal to the Volunteer Reception Center please proceed to Station #5 Specific Training while all others are dismissed and may proceed to your worksites.

Communications Script

(Good Morning/Good Afternoon), Volunteer Reception Center. Are you in need of volunteer assistance?
{smile, pause and listen to how the caller responds to the question}

- *Take control of each call immediately. This greeting will help you in this endeavor. It is much more efficient to collect information by asking the caller about each item in the order in which they appear on the form. (If the caller takes control you will find yourself scribbling in the margins and will not get all the required information.)*
- *Identify the caller: volunteer request, disaster victim, affiliated volunteer, media personnel, community involvement key or unaffiliated volunteer*

1. YES- need volunteer assistance, Resident/Property Owner Caller (Volunteer Request Category)

- *Use the Work Order form for the remainder of the conversation. Read the release to the caller and ask about each item on the form checklist*
- *Once completed, proceed with the remainder of the script.*

Your request will be shared through the Volunteer Reception Center and our community affiliates. Once a **(volunteer/resources)** has been determined for your request, a data specialist will contact you to confirm the expected arrival of the **(volunteer/resources)**. We will do our best to fill your request as quickly as possible. Please allow up to 72 hours for a **(volunteer/resources)** to be matched with your request. If after 72 hours you have not been contacted, please call back at that time. Do you have any questions? {smile, pause and address the caller's questions} Thank you for calling.

2. YES- need volunteer assistance, Agency or Organization Caller (Volunteer Request Category)

- *Use the Work Order form for the remainder of the conversation.*
- *Once completed, proceed with the remainder of the script.*

Your request will be shared through the Volunteer Reception Center. Once a **(volunteer/resources)** has been determined for your request, a data specialist will contact you to confirm the expected arrival of the **(volunteer/resources)**. Please be prepared to provide job specific training to the volunteers and send a representative to our location to facilitate additional training. We will do our best to fill your request as quickly as possible. Please allow up to 72 hours for a **(volunteer/resources)** to be matched with your request. If after 72 hours you have not been contacted, please call back at that time. Do you have any questions? {smile, pause and address the caller's questions} Thank you for calling.

3. NO- volunteer assistance not needed (Volunteers)

- ***Unaffiliated volunteer/first-time volunteer**, use the Registration Form and Liability Release Form for the remainder of the conversation.*
- *Once Registration Form and Liability Release Form are completed, proceed with the remainder of the script*

You will receive a returned call from our data specialist once a service opportunity has been determined to match your skills and abilities. Please allow for 72 hours to be matched with a service opportunity. If after 72 hours you have not been contacted, please call back at that time. Do you have any questions? {smile, pause and address the caller responds to the question} Thank you for calling.

- **Affiliated volunteer**, determine if they recently completed a service assignment.
 - *If not, complete Affiliated/Reassignment form and read remainder of script for unaffiliated volunteer/first-time volunteer.*
 - *If so, continue with script*

The Volunteer Reception Center thanks you for your service during this disaster response. Do you have 10 minutes to complete the Volunteer Check-In: Post Service Form? *{If yes, read and complete the entire Volunteer Check-In: Post Service form}* Thank you for calling and for sharing your service experience.

4. NO- volunteer assistance not needed (Other)

- **Disaster victim**, if they are in need of volunteers follow the volunteer request category. If their request exceeds the capacity of the Volunteer Reception Center, direct them to a partner from the Community Involvement Key to satisfy their need and continue with script.

Let me direct you to a resource in the community that can facilitate your request. Do you have a pen and paper available? *{Read them the organizations name, address and phone number}* They should be able to help you with **(restate the Disaster Victim’s request)**.

- **Media personnel**, if their request exceeds hours of operation or address of the Volunteer Reception Center, place the caller on hold and inform the communications coordinator to engage the caller.
- **Community Involvement Key**, if they are in need of volunteers follow volunteer request category. If they are confirming fulfillment of requested resource for the Volunteer Reception Center, continue with script and document the conversation.

Thank you for providing us with **(state the requested resource)**. When were you looking to **(deliver to our facility /make available for pick up)**? I will alert the appropriate personnel of your expected arrival. When you arrive, please ask to be directed to **(station location that will use the resource)**.

FORMS

Executive Summary of Active Volunteer Reception Center

DATE:	Time of Operation _____ am/pm to _____ am/pm
Volunteer Reception Center	
Site Address:	No. of Volunteer Reception Center Staff
	No. of volunteers serviced

Summary of Today's Activity:

Additional Resources Requested: *{Complete the **VRC Requested Resources and Donation** form as you make your request known to your Community Involvement Key and Volunteer Coordinator}*

Standard Debrief Form

Each coordinator should use this document to record the daily activities of their station and staff. This document will facilitate your conversation with the site director at the end of each day.

Date: _____ **Station #** ____

Please Circle Coordinator type:

Greeter/Interview/ Data/ Safety Briefing/ Logistics/ Communications/ Information Technology

List names of today's staff:

Today's number of visitors served/ Total number (since activation): _____ / _____

Challenges faced by staff and station:

Summary of Today's Activity:

Additional Resources Requested

Volunteer Registration Form

BACKGROUND INFORMATION						
<i>Please circle if generated by Phone Bank</i>						
Mr.	Dr.	Mrs.	Ms.	First	MI	Last
E-mail Address				Day Phone		Evening Phone
Street Address (Home)					City	State Zip code
Are you 18 or older?	Yes		Occupation/Profession/Specialty			Employer
	No					
Emergency Contact Name and Phone					Emergency Contact Relationship	
Emergency Contact Address					City	State Zip code
Do you have any health issues?	Yes		If yes, please explain:			Dates planning to work in area:
	No					

SKILLS & EXPERIENCE									
NOTE: The agency/organization you are assigned to may verify your credentials as well as conduct a background check.									
List any disaster relief organizations you are or have been affiliated with:									
Any disaster training you may have taken:									
Medical		Services		Office/Clerical		Equipment Operation		Manual Skills	
Doctor		Food Service		Filing		Chain Saw		Heavy Labor	
Nurse		Driving		Reception		Backhoe		Driver	
EMT		Legal		Data Entry		Bulldozer		Carpentry	
Paramedic		Child Care		Software		Forklift		Plumber	
Mental Health		Social Work		Phone Center		Generator		Electrician	
Veterinarian		Accounting						Debris Removal	
Vet Tech		Elderly Care				Language			
		Counseling				Spanish			

VOLUNTEER SERVICE REFERRAL				
Date	Need #	Agency/Area	Contact Name	Contact #
NOTE: Volunteer's credentials were recorded as presented. Verification and background check is the responsibility of the receiving organization.				
NOTES:				Code #
Interviewer Name			Interviewer Signature	Date

Volunteer Group Registration Form

GROUP INFORMATION <i>Please circle if generated by Phone Bank</i>		
Name of Group:		
Total Number in Group:	Number under 18 years of age:	Number of Vehicles:
Dates planning to work in area:	Planned and equipped with (circle all that apply): MEALS GAS LODGING EQUIPMENT	
Group did not come equipped and will need assistance with:		
PLEASE NOTE: Each person in your group will need to complete and sign a Liability Release Form.		

GROUP SKILLS (Note number in group with the following skills)					
Early Response		Rebuilding		Other	
Chainsaw Operator		Carpenter		Childcare	
Clean up		Carpet Installer		Counseling/Mental Health	
Clerical/Telephone Operator		Electrician		Financial Counseling	
Computer Skills		Plumber		Janitorial	
Food Preparation		Roofer		Language Skills	
General Helper		Painter		Name of Language:	
		Mason			
		Heating and Air			
		General Helper			
Any equipment/products/assets the group brought:					

GROUP LEADER CONTACT INFORMATION						
Mr.	Dr.	Mrs.	Ms.	First	MI	Last
E-mail Address				Day Phone		Evening Phone
Street Address					City	State Zip code
Emergency Contact Name and Phone					Emergency Contact Relationship	
Any group members with health issues?		Yes		If yes, please explain:		
		No				

VOLUNTEER SERVICE REFERRAL				
Date	Need #	Agency/Area	Contact Name	Contact #
NOTE: Volunteer's credentials were recorded as presented. Verification and background check is the responsibility of the receiving organization.				
NOTES:				Code #
Interviewer Name			Interviewer Signature	Date

Liability Release Form

Precautionary Considerations

- Do you have children or adult dependents? Will you be able to arrange for their care while you are gone? Can these arrangements be easily extended if your assignment runs longer than anticipated?

- Are you taking any prescription medications that may impact your ability (causing drowsiness or loss of strength) to function in an emergency or disaster situation? Does your medication require strict administration times or need refrigeration? _____
- Have you had a recent emotional or psychological event which would make your unable to participate effectively in a disaster response? _____
- Are there any other concerns that would make you unable to participate effectively in an emergency or disaster response at this time? _____

Disaster Volunteer Liability Waiver		
<p>Release of Liability Statement:</p> <p>I, for myself and my heirs, executors, administrators and assigns, hereby release, indemnify and hold harmless Georgia Emergency Management Agency and _____ County, the organizers, sponsors, supervisors and disaster victims of all disaster preparedness, response and recovery activities from all liability for any and all risk of damage or bodily injury or death that may occur to me (including any injury caused by negligence), in connection with any volunteer disaster effort in which I participate. I likewise hold harmless from liability any person transporting me to or from any disaster activity. In addition, disaster relief officials have permission to utilize my photographs or video taken of me for publicity or training purposes. I will abide by all safety instructions and information provided to me during disaster relief efforts.</p> <p>Further, I expressly agree that this release, waiver, and indemnity agreement is intended to be as broad and as inclusive as permitted by the State of Georgia, and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.</p> <p>I acknowledge and understand that I am participating as a volunteer and not an employee of _____ County. I will receive no pay, benefits or other privileges of employment of any kind for my services and that my services as a volunteer can be terminated at any time by me or _____ County.</p> <p>I have read the Precautionary Considerations and assert that my answers are accurate and qualify me for volunteer service. I have no known physical or mental condition that would impair my capability to participate fully, as intended or expected of me, except for what I have previously disclosed on the reverse of this page. I have carefully read the forgoing release and indemnification and understand the contents thereof and sign this release as my own free act.</p>		
Print Name	Affiliation	
Signature (Guardian, if under 18)	Date	
Email Address	Phone	
Address	City/State	Zip code

Volunteer Instructions

1. **Reception Area:** Please fill out the registrations forms and liability release form. Upon completion, the greeter will direct you to the next available interviewer.
2. **Interview Area:** An interviewer will review your forms, talk with you about your skills and refer you to an assignment. They will give you our referral form with your assignment listed and instruct you to proceed to the Assignment area (Station #3).
3. **Assignment Area:** The assignment representative will collect your registration forms and liability release form. They will provide you with maps and directions to your assignment. Proceed to Safety and Training area (Station #4).
4. **Safety and Training Area:** You will be given special instructions about safety, security, transportation and procedures for logging hours and work completion. You may be directed to Specific Job Training area (Station #5).
5. **Specific Job Training Area:** Some assignments require extra job-specific orientation or training. You may receive this here or at the agency to which you are assigned.

Thank you for Volunteering!

Volunteer Instructions

1. **Reception Area:** Please fill out the registrations forms and liability release form. Upon completion, the greeter will direct you to the next available interviewer.
2. **Interview Area:** An interviewer will review your forms, talk with you about your skills and refer you to an assignment. They will give you our referral form with your assignment listed and instruct you to proceed to the Assignment Area (Station #3).
3. **Assignment Area:** The assignment representative will collect your registration forms and liability release form. They will provide you with maps and directions to your assignment. Proceed to Safety and Training area (Station #5).
4. **Safety and Training Area:** You will be given special instructions about safety, security, transportation and procedures for logging hours and work completion. You may be directed to Station #5 for Specific Job Training.
5. **Specific Job Training Area:** Some assignments require extra job-specific orientation or training. You may receive this here or at the agency to which you are assigned.

Thank you for Volunteering!

Volunteer Check-In: Post Service Form

We are interested in hearing about your experience and ask that you complete this form. Your responses will help the Volunteer Reception Center document the disaster response efforts and make necessary improvements.

Section 1: Volunteer Details:

First Name	Phone Number	Today's Date
Last Name	Email Address	
Street Address	City/State	Zip Code

Section 2: Volunteer Service Experience:

Volunteer Service Role/Position:					
Organization you served through:					
Dates of Volunteer Service:				Total Number of Hours Served:	
Was this your first services as a disaster volunteer?	YES		Interested in service opportunities for future disasters?	YES	
	NO			NO	

1. Briefly describe the tasks you accomplished through your volunteer service?

(Please Circle One)

	Poor		Average		Excellent
2. Did you feel your orientation was beneficial?	1	2	3	4	5
3. Were expectations as a volunteer clearly explained to you?	1	2	3	4	5
4. Overall experience:	1	2	3	4	5

5. Any additional comments:

Thank you for Volunteering!

VOLUNTEER REFERRAL SHEET

Date	Need #	Agency/Area	Contact Name	Contact #
Address:				Report Date:
Position Title/Description of Volunteer Task:				
Volunteer Reception Center Address:			Phone Number	
<i>Please check back with the Volunteer Reception Center at the completion of your service. Thank you for volunteering!</i>				

VOLUNTEER REFERRAL SHEET

Date	Need #	Agency/Area	Contact Name	Contact #
Address:				Report Date:
Position Title/Description of Volunteer Task:				
Volunteer Reception Center Address:			Phone Number	
<i>Please check back with the Volunteer Reception Center at the completion of your service. Thank you for volunteering!</i>				

VOLUNTEER REFERRAL SHEET

Date	Need #	Agency/Area	Contact Name	Contact #
Address:				Report Date:
Position Title/Description of Volunteer Task:				
Volunteer Reception Center Address:			Phone Number	
<i>Please check back with the Volunteer Reception Center at the completion of your service. Thank you for volunteering!</i>				

Affiliated/Reassignment Form

BACKGROUND INFORMATION

Please circle if generated by Phone Bank

Mr.	Dr.	Mrs.	Ms.	First	MI	Last	
E-mail Address				Day Phone		Evening Phone	
Street Address (Home)					City	State	Zip code
Occupation/Profession/Specialty					Employer		
Do you have any health issues?		Yes		If yes, please explain:		Dates planning to work in area:	
		No					

GROUP INFORMATION

Please circle if generated by Phone Bank

Name of Group:		
Total Number in Group:	Number under 18:	Number of Vehicles:
Dates planning to work in area:	Planned and equipped with (circle all that apply): MEALS GAS LODGING EQUIPMENT	
Group did not come equipped and will need assistance with:		

VOLUNTEER REFERRAL

Date	Need #	Agency/Area	Contact Name	Contact #
NOTE: Volunteer's credentials were recorded as presented. Verification and background check is the responsibility of the receiving organization.				
NOTES:				Code #
Interviewer Name			Interviewer Signature	Date

Site Inspection Checklist

Itemized list	<i>(Please indicate the condition)</i>			Additional Comments
	Damaged	Fair	Superb	
Chairs				
Copier/ Computer/ Printer				
Doors and Door Locks (Entrance and Exit)				
Dry Erase Boards				
Electrical Sockets				
Extension Cords				
Facility Infrastructure				
First Aid Kit				
Floor				
Kitchen Appliances				
Lights and Light fixtures				
Parking Lot				
Phone Jacks and Phone Lines				
Phones				
Restrooms and Showers				
Tables				
Ventilation: AC/Heating				
Clean-free from debris and obstruction				

Incident Report

To be completed by staff within 24 hours of an incident/accident

Venue: _____ Staff Member Reporting _____

Date of Incident: _____ Time of Incident: _____

Brief Description of Incident:

Name of Parties involved:

Police Records:

Police Incident No: _____ Police Attended: Yes ___ No ___

Police Officer Name and Collar No: _____

Witnesses: (Names and Contact Numbers)

To be completed by staff within 24 hours of an incident/accident

Venue: _____ Staff Member Reporting _____

Date of Incident: _____ Time of Incident: _____

Brief Description of Incident:

Name of Parties involved:

Police Records:

Police Incident No: _____ Police Attended: Yes ___ No ___

Police Officer Name and Collar No: _____

Witnesses: (Names and Contact Numbers)

Work Order Form

Priority: <input type="checkbox"/> Urgent <input type="checkbox"/> Other	Generated From: <input type="checkbox"/> First Responder/DRC <input type="checkbox"/> Phone Bank <input type="checkbox"/> Volunteer Group	Geographic Area: <input type="checkbox"/> North <input type="checkbox"/> East <input type="checkbox"/> South <input type="checkbox"/> West
---	---	---

WORK SITE INFORMATION		
<i>Please Indicate By Circling: Home/ Building/ Road or Community Property/ Organization</i>		
Name:		
Street Address:		
City:	State:	Zip Code:
Cell Phone:	Alternative Phone:	
<p>The property owner will need to be present before work can begin. Please take care of any photos needed for insurance. In giving permission for repairs and debris removal, I understand this aim is for functional purposes and not a professional contract.</p>		
<p>RELEASE: I hold the volunteers, including their representatives and agents, harmless from any damage or injury that may occur on my property, including personal property. Further, I understand that no warranty or guarantee, express or implied, is provided for work performed on or for my property.</p>		
Signature: <i>(Must be physically signed by property owner before work can begin)</i>		Date:

ASSESSMENT OF PROPERTY <i>(Select all that apply)</i>		ADDITIONAL NEEDS <i>(Select all that apply)</i>
HOME/ BUILDING/ ROADWAY		
<input type="checkbox"/> Dwelling is Habitable <input type="checkbox"/> Occupant plans to continue living in dwelling <input type="checkbox"/> Dwelling is Inhabitable	<input type="checkbox"/> Obstruction blocking passage <input type="checkbox"/> Difficulty Commuting <input type="checkbox"/> Commutable	<input type="checkbox"/> Bulldozer/ Chainsaw/ Forklift <input type="checkbox"/> Carpentry/ Plumbing/ Electrician <input type="checkbox"/> Child Care <input type="checkbox"/> Clerical Assistance <input type="checkbox"/> Counseling <input type="checkbox"/> Debris Removal <input type="checkbox"/> Elderly Care <input type="checkbox"/> Floor Removal <input type="checkbox"/> Food ____ (# of People) <input type="checkbox"/> Medical <input type="checkbox"/> Protective Gear #____ <input type="checkbox"/> Tarps #____ <input type="checkbox"/> Volunteers #____
<input type="checkbox"/> Children/Elderly/Disabled Individuals in Home <input type="checkbox"/> Broken Windows #____ <input type="checkbox"/> Flood Damage ____ inches <input type="checkbox"/> Holes in Roof #____ <input type="checkbox"/> Loss of Power <input type="checkbox"/> Structural Damage <input type="checkbox"/> Trapped Inside the Home	<input type="checkbox"/> Debris <input type="checkbox"/> Fallen Trees/branches #____ <input type="checkbox"/> Fallen Metal Polls #____ <input type="checkbox"/> Fallen/low Power Lines <input type="checkbox"/> Flooding <input type="checkbox"/> Sinkholes #____ <input type="checkbox"/>	
Tools/Equipment/# of Tarps/Skills needed, and other helpful information:		
Anticipated Length of Assistance: ____ Days/ ____ Weeks/ ____ Months		
List the organization(s) from the Community Involvement Key the above needs will be sent to:		

Within 72 hours, provide the Work Site Contact with a status on their Work Order Form requests

Press Release

NEWS RELEASE

For Immediate Release

Volunteer Reception Center now Accepting Volunteers

City, Georgia – (Month 00, 20XX)

The Volunteer Reception Center for (county name) county is now open and accepting volunteers. County emergency personnel ask that volunteers who have skills call the Volunteer Reception Center to sign up for emergency shifts.

Needed:

- List
- The
- Skills
- Needed
- Here

The Volunteer Reception Center will be open from (8:00) am to (7:00) pm on (Monday) through (Sunday).

Please call the Volunteer Reception Center of (county name) County. Phone lines are open now. Call xxx-xxx-xxxx.

Signage

Signs	Where to Post
Volunteer Reception Center	On street visible from either direction
Station #1 Registration/Orientation	Outside Registration/Orientation room or area
Enter	Outside room where remaining stations are housed
Station #2 Interviews	In front of Interview area visible from Volunteer Entry
Station #3 Assignment	Visible from Station #2
Station #4 Safety and Training	Visible from Station #3
Station #5 Specific Job Training	Visible from Station #4
Exit	Visible from Station #5
Communications	Phone Bank and Communications Area
Staff Only (as needed)	Supply Area, Staff Break Room, etc.
Current Needs	Dry Erase board in Interview Area
NOTE: All signs should be large enough to be seen from across a large room	

Supplies and Equipment

Office Supplies

- 3 Binders
- 4 Clear Bins
- 15 Clipboards
- Copy Paper (1 case)
- Copy Paper Box {Station #3 uses}
- 2 Dry Erase Boards or Flip Chart Pads
- Dry Erase Markers (set of 4)
- Dry Eraser
- 10 Highlighters
- 200 Wristbands
- 6 Legal Pads
- Manila Folders (1 case)
- Masking and clear tape (pack of 6)
- Paper clips (2 box of 100)
- Pencil Sharpener
- Pencils
- Pens
- Permanent Markers
- 3"x3" Post-its (pack of 12)
- 6 Scissors
- Staff name tags
- 6 Staplers, staples
- Tape dispenser

Equipment

- Access to Copier or computer with printer
- Battery-operated clock (optional)
- Battery-operated radio and batteries
- Chairs
- Coffee, cups, creamer, sugar, etc.
- Computers with internet access, if applicable
- 5 Free standing sign posts
- Phone system (roll over lines)
- Printed Signs
- Tables

List and Maps

- Volunteer Reception Center Manual
- Community Involvement Key
- Large and 8"x11" county map

Forms

- Affiliated/Reassignment Form
- Executive Summary of active VRC
- Registration/Orientation Kit
 - Liability Release Form
 - Volunteer Registration Form or Volunteer Group Registration Form
 - Volunteer Instructions
- Safety Training Attendance Record
- Staff Roster
- Standard Debrief Form
- Volunteer Check-In: Post Service Form
- Volunteer Referral Sheet
- VRC Request Resources and Donation premier