



Managing Spontaneous Volunteers in Times of Disaster



Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 



HandsOn
NETWORK

GENERATED BY
POINTS OF LIGHT
INSTITUTE 

Trainer Guide
Full-day Classroom Training



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The following forms and instructions are from Volunteer Florida, the Governor's Commission on Volunteering and Service, and originally appeared in the publication *Unaffiliated Volunteers in Response and Recovery*.

- Volunteer Reception Center Floor Plan
- Signage for VRC
- VRC Staff Tasks
- Disaster Volunteer Registration Form
- Volunteer Instructions
- Request for Volunteers Form
- Disaster Volunteer Referral Form
- Safety Training Handout
- Work Site Sign-in/Sign-out Form
- VRC Volunteer Sign-in Record
- VRC Coordinating Agency Sign-in
- Expenses incurred by VRC Form

The "How to Implement a Virtual Volunteer Center" was developed by Janet Pace, Louisiana Serve Commission, and Kellie Bentz, HandsOn Network.

Table of Contents

Course Overview	3
Course Preparation	5
Learning Activity 1: Introductions and Overview	8
Learning Activity 2: Disaster Basics	10
Learning Activity 3: Introduction to Spontaneous Volunteers and Volunteer Management	13
Learning Activity 4: Introduction to Risk Management	19
Learning Activity 5: National Service and Disasters	22
Learning Activity 6: Donations Management (optional)	23
Learning Activity 7: Group Discussions	27
Virtual Management of Spontaneous Volunteers	30
Learning Activity 8: VRC Exercise	32
VRC Kit Checklist	34
VRC Floor Plan	36
Signage for VRC	37
Name Badges for VRC	38
VRC Staff Tasks	39
VRC Forms and Handouts	50
Wrap-up	64
Training Evaluation	65

Course Overview

<u>Time</u>	<u>Learning Activity</u>
20 min	<p>Introductions and Overview</p> <p>Participants introduce themselves. Trainer reviews the course objectives and agenda</p> <p><i>Objective:</i> Meet other participants, understand course objectives and agenda, and develop comfort level necessary for effective learning</p> <p><i>Audience:</i> All</p>
20 min	<p>Disaster Basics</p> <p>Trainer introduces the four phases of disasters. Participants identify activities that fit in each category. Trainer explains the flow of disaster response. Trainer defines common terms. Stakeholders are introduced and the importance of public messaging is explained.</p> <p><i>Objective:</i> Introduce terms and concepts of disasters and disaster management</p> <p><i>Audience:</i> Volunteer Managers, non-profit partners, national service members, all unfamiliar with disaster</p>
40 min	<p>Introduction to Spontaneous Volunteers and Volunteer Management</p> <p>Trainer presents the principles of disaster volunteering. Trainer explains meaning of “Disaster volunteers are priceless” and CARE and introduces the elements of volunteer management</p> <p><i>Objective:</i> Understand the benefit and burden of spontaneous volunteers. Understand the 5 main elements of managing volunteer programs.</p> <p><i>Audience:</i> All</p>
10 min	<p>Introduction to Risk Management</p> <p>Trainer presents information on common sense practices to manage volunteer risks.</p> <p><i>Objective:</i> Recognize volunteer risks and resources. Learn practices to limit risks.</p> <p><i>Audience:</i> All</p>

- 15 min **National Service and Disasters**
Discuss the role of National Service and possible roles during disasters.
- Objective:* Understand the role of National Service in times of disaster
- Audience:* National service sponsors and members
- 60 min **Donations Management (optional)**
Trainer goes over the 10-point strategy, public messaging, and volunteer roles.
- Objective:* Learn basic principles of donations management
- Audience:* Volunteer managers, non-profit partners, national service members
- 40 min **Group Discussions**
Participants divide into 6 groups and apply what they have learned to their scenario.
- Objective:* Apply the lessons learned this morning
- Audience:* All
- 3 hours **VRC Exercise**
Rearrange the room to represent a VRC and then have participants role-play being staff or volunteers.
- Objective:* Practice staffing a VRC
- Audience:* All
- 10 min **Wrap-up**
Trainer closes the session by answering any final questions and facilitating a reflection activity. Participants complete evaluations.
- Objective:* Provide feedback on course and identify personal next steps
- Audience:* All

Course Preparation

Supplies

The primary supplies needed for the training are copies of the Participant Materials for each person and the materials necessary for the VRC exercise. Below is a complete checklist for the exercise:.

Box

- Set of Walkie-Talkies
- 4 clipboards
- 50 wristbands

Supplies

- Permanent markers
- Dry erase markers and eraser
- Sharpie markers
- Colored chalk
- Stapler
- Extra pens
- Push pins
- Masking tape
- Clear (shipping) tape
- Stick-on name badges
- Scissors
- String

Trainer Folder

- Participant list
- Training sign-in sheet
- Training evaluation
- Trainer Guide
- Set of special roles (see page 63)
- State risk management information packet
- VRC staff role signup
- Set of VRC staff tasks sheets
- PowerPoint presentation

Signs Folder

- 2 VRC signs
- Enter sign
- Exit sign
- Staff Only sign

VRC Director Folder

- Staff task sheet
- VRC Director badge

Station #1 Registration Folder

- Station sign
- Staff task sheet
- 2 Greeter badges
- Flag or bandana
- 50 Volunteer Instructions handouts
- 50 Disaster Volunteer Registration forms
- Pens

Station #2 Interviewer Folder

- Station sign
- Staff task sheet
- 3 Interviewer badges
- Flag or bandana
- 50 Volunteer Referral forms
- Pens
- Folder for completed forms

Station #3 Data/Agency Coordination Folder

- Station sign
- Staff task sheet
- Flag or bandana
- 2 Data/Agency Coordination badges
- Folder for open requests
- Folder for filled requests

Station #4 Safety Briefing Folder

- Station sign
- Staff task sheet
- 2 Safety Trainer badges
- Stapler
- Flag or bandana
- Clipboard
- Pen
- 5 Safety Training Attendance Sheets
- 50 Safety Training for Volunteers handouts

Station #5 Volunteer ID Folder

- Station sign
- Staff task sheet
- Flag or bandana
- Scissors
- 2 Volunteer ID badges
- 50 paper wristbands
- Sharpie marker

Station #6 Mapping Folder

- Station sign
- Staff task sheet
- Flag or bandana
- County or city map
- Street maps
- Sharpie marker

Phone Bank Folder

- Station sign
- Staff task sheet
- Flag or bandana
- Phone Bank badge
- 30 blank Request for Volunteer Forms

Data Entry Folder

- Station sign
- Staff task sheet
- Flag or bandana
- Data Entry badge
- Pens

Public Information Officer Folder

- Station sign
- Staff task sheet
- Public Information Officer badge

Runner Folder

- Staff task sheet
- Runner badge
- Dry erase marker and eraser

Security Folder

- Security badge

Preparation

Prior to event:

Review training materials, including suggested talking points included with each learning activity.

Ensure the supplies are at the training site.

Morning of the event (or previous evening):

Ensure the room is set up for the morning discussion.

Identify how the room will be set up for the VRC Exercise

- If using a separate room, check that room is set up.
- Hang signs, and arrange VRC materials.
- Place appropriate folders at each VRC station.
- Additionally, all stations except runners and VRC Director need party hats.

Allow at least **30 minutes** to set up the VRC Exercise.

Learning Activity 1

Introductions and Overview

Objective	Meet other participants, understand course objectives and agenda, and develop comfort level necessary for effective learning
Time	20 minutes
Supplies	PowerPoint, computer, projection equipment Nametags for participants Agenda for sessions
Set-up	PowerPoint and projection Registration table with nametags and agendas Participant packets at registration or at tables

Welcome participants and introduce trainers. Provide logistical information.

Welcome to Managing Spontaneous Volunteers in Times of Disaster. I am [your name] and my co-trainer is [trainer name] and we [background about each of you].

Before we get started, let's take care of some housekeeping issues. The restrooms are located _____. Please turn off cell phones and other devices. [Add others as appropriate.]

Does anybody have any questions?

Review agenda.

Today we are going to learn to manage spontaneous volunteers in times of disaster. These are the things we'll discuss in today's training session.

- Introduction of Disaster Management
- Spontaneous Unaffiliated Volunteers
- Volunteer Management
- Risk Management
- National Service and Disasters
- Donations Management
- Volunteer Reception Center Training and Exercise

Present objectives of the session.

These are the objectives for learning about disaster volunteer management:

- Understand spontaneous volunteers and the benefits and burden they can bring
- Identify the fundamentals of volunteer management in disaster response setting
- Identify stakeholders in spontaneous volunteer management
- Learn and use the vocabulary and concepts of disaster and disaster management
- Understand the role of VOADs/COADs
- Recognize the importance of public messaging
- Understand the principles for managing donated goods (*optional*)
- Understand the various roles involved in staffing a Volunteer Reception Center
- Understand the role of technology and social media in managing spontaneous volunteers in times of disaster

Facilitate participant introductions. You may choose to do this through an icebreaker activity. A suggested activity, **Disaster Bingo**, is included in the Participant Materials.

Learning Activity 2

Disaster Basics

Objective	Introduce terms and concepts of disaster and disaster management
Time	20 minutes
Supplies	PowerPoint Participant materials
Set-up	None

Introduce the four phases of disaster. Ask participants to give examples of each. Disasters are divided into four phases that exist year round.

When a disaster occurs, the first phase is Response, which includes actions to save lives and protect property such as emergency assistance to victims.

Recovery is when efforts are focused on returning the community to normal functioning. Short term recovery is focused on the most vital life support systems, while long-term recovery, which can last for years, is focused on returning a community to pre-disaster conditions.

Mitigation can happen before and after disasters; it is efforts to prevent, eliminate or reduce the effects of a disaster.

Preparedness efforts are planning for how to respond to a disaster and gathering necessary resources to respond effectively.

Who can give me examples of response activities?
(Rescuing people from their homes, setting up shelters, etc.)

What about recovery?
(Repairing phone lines and electricity, rebuilding roads, bridges, houses, schools, cleaning roads and homes, etc)

Mitigation?
(Building a family kit, receiving Red Cross disaster training, conducting public education campaigns, implementing disaster response training exercises, affiliating volunteers)

Introduce the concept of “all disasters are local” and explain how disasters are declared.

All disasters begin and end as local events.

When a disaster first occurs, local government and voluntary agencies respond. If they are overwhelmed by the event, they will ask neighboring counties and organizations for assistance.

If these resources are still insufficient, the state government can be requested to supply resources and personnel.

If the state is also overwhelmed, the governor can request the president to provide Federal supplies.

As immediate responses and short-term recovery needs are met, the federal government will cede responsibility back to the state and local government.

The vast majorities of disasters are only handled at the local level and never receive state or federal assistance.

Are there any questions?

NOTE: There are national organizations (i.e., Samaritan’s Purse and Operation Blessing) that may not have a local presence but still respond to many disasters most of whom are members of National Voluntary Organizations Active In Disaster.

Present disaster terms and definitions. (Note: These are included in the participant materials.)

The National Response Plan (NRP) is the all-hazards plan to domestic incidents, including man-made and natural disaster. The NRP is a blueprint on how multiple agencies can work together to respond to an incident. The NRP mandates that NIMS be used in all national incidents to help ensure the consistency and continuity in a disaster.

Incident Command System (ICS) is the management system that is used to identify the objectives for a specific incident and oversee the resources needed to achieve those objectives. The ICS structure can be applied to all incidents. It can be expanded and contracted to meet the demands of a particular incident.

National Incident Command System (NIMS) was created to provide a comprehensive, national approach to incident management. It is applicable to all jurisdictional levels across functional disciplines. It establishes standard incident management processes, procedures, and protocols, so all responders can work together with maximum effectiveness. NIMS is based on ICS.

Spontaneous Unaffiliated Volunteers (SUVs) are volunteers that have not affiliated or trained with a voluntary organization prior to a disaster. SUVs respond to disasters within their own communities as well as in areas around the country. SUVs can be unskilled and skilled, but all lack an affiliation with an organization that has an established role in disaster preparedness and response.

National Disaster Recovery Framework presents the guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies - from the smallest incident to the largest catastrophe. This framework establishes a comprehensive, national, all-hazards approach to domestic incident response.

For additional information and to be certified in ICS or NIMS training please visit <http://training.fema.gov/IS/>.

Are there any questions?

Introduce stakeholder groups. You may choose to read out the list of stakeholders or have a group discussion. Give examples of local stakeholders whenever possible. Ask participants to explain why that group should be involved or what they can bring to disaster volunteer management.

Messaging to the public is important, and ensuring that it is CONSISTENT is critical. This is why working with the other stakeholders is vital!

This should be planned and prepared before a disaster to ensure that the right message is available when needed. All stakeholder groups must present the same message or else they will undermine the work on the whole group.

If all groups say, “At this time we are unable to support volunteers, and we will request volunteers when the area is safe enough to allow volunteer work” but one agencies says, “we need all the help we can get,” then spontaneous volunteers will flood an area that is unable to support them, which will divert resources away from the ~~resources away from the~~ rescue efforts.

Introduce the **CARE** message.

- **C**ash - Financial gifts get help to people fast.
- **A**sk before donating any supplies.
- **R**espond by volunteering with local relief agencies.
- **E**veryone can help.

In the case of a large-scale disaster not located in your region, consider messaging such as:

- Don't self-deploy
- Financial contributions are preferred

Learning Activity 3

Introduction to Spontaneous Volunteers and Volunteer Management

Objective	Understand the benefit and burden of spontaneous volunteers. Understand the 5 main elements of managing volunteer programs.
Time	40 minutes
Supplies	PowerPoint Participant Materials
Set-up	None

Present the concept and general principles of spontaneous volunteers.

Spontaneous Unaffiliated Volunteers (SUVs) are volunteers who have not affiliated or trained with a voluntary organization prior to a disaster. SUVs respond to disasters within their own communities as well as in areas around the country. SUVs can be unskilled and skilled, but all lack an affiliation with an organization that has an established role in disaster preparedness and response.

Volunteers are a valuable resource when they are trained, assigned and supervised.

Volunteers need to be flexible, self-sufficient, and aware of risks. Otherwise they become a burden and divert attention away from the victims of disaster, toward themselves.

Think of a certain celebrity who, unaffiliated with any organization, took a boat down to New Orleans and started rescuing people. His boat sprung a leak and the Coast Guard had to rescue him.

Introduce types of volunteers. Define the different types of volunteers and ask for examples of the benefits and challenges each type of volunteer can bring.

So who converges? Researchers have identified six different groups of people that tend to converge. The groups differ most notably in the motivating factor behind their convergence:

- Helpers - people who have come to help victims or responders in some way

- Returns - people who lived in the disaster-impacted area but were evacuated
- The Anxious - people from outside the impacted area who are attempting to obtain information about family and friends.
- The Curious - people who are motivated primarily to view the destruction left in the wake of the disaster
- Fans or Supporters - people who gather to display flags and banners, encouraging and expressing gratitude to emergency workers
- Exploiters - people who try to use the disaster for personal gain or profit

Discuss what makes a useful volunteer.

Discuss the meaning of “*The ultimate point to remember is: Disaster volunteers are priceless but disaster survivors are our purpose.*”

While it is always valuable for volunteers to have a positive volunteering experience, the needs of the disaster survivors and the affected community must take precedence over those of volunteers.

Sometimes, people will not be able to volunteer because the disaster area is not able to support them, because it lacks food, water, housing etc.

Introduce volunteer management. Discuss the five critical elements of volunteer management.

Create a Plan for the Volunteer Program

Conduct regular needs assessments. Stay current on the trends in volunteering. Assess volunteer positions on a regular basis. Write position descriptions for all volunteer duties. Build a team of staff and volunteers to guide the program volunteer leaders.

*If you are going to be the “host” for the VRC, you should have at least drafts of this plan available and possible position descriptions, based on your community and the types of disasters that are possible.

*Remember to integrate a technology and communications plan that outlines use of virtual volunteer reception center, social media platforms and messaging with other agencies.

Communicate with and Place Volunteers

Create a screening process for volunteers. Place volunteers in appropriate positions.

*If you are the “host,” you should have a plan defined prior to disaster. The plan would include media strategies, a technology plan, and working with

community partners. You should also consider having partner agencies enter “opportunities” pre-disaster to customize when disaster strikes and “enable” once needed.

Orient and Train Volunteers

Determine the needs of volunteers related to their position. Determine the needs of the organization related to the volunteer’s position. Write position descriptions. Organize orientation training for volunteers. Organize in-service training for volunteers.

*Identify local trainers who can perform this function or establish an arrangement with a state or national partner who can provide assistance.

Supervise and Recognize Volunteers

Organize supervision and management activities to support the work of the volunteers. Understand the internal and external motivators for volunteers. Assist staff in understanding the techniques to work effectively with volunteers. Develop and implement a recognition plan.

*If spontaneous volunteers will be assigned to community-based organizations (CBOs), the agencies must have their own defined plan to supervise volunteers under their jurisdiction. It is critical for all CBOs to have Continuity of Operations (COOP) plans and include the role of these volunteers.

Evaluate the Volunteer Program

Develop a plan to evaluate all aspects of the volunteer program. Use known standards to assess the program. Use the results of the evaluation to plan the volunteer program for the next year.

Divide participants into small groups and read this scenario to participants:

Think of a time you volunteered or managed volunteers. Answer one of the following groups of questions based on your experiences. Select one group member to report the group’s conclusions to the larger group.

Planning a volunteer program:

- Did the volunteer position you filled meet a clearly defined need? How can you tell?
- Were you provided a clear position description? What were the advantages or disadvantages of that?
- Did you know who to turn to if you had questions about your position? Was there staff guiding the volunteer program?
- If you were managing that program, what would you do the same? What would you change?

Placing volunteers:

- How did you find out about the volunteer position? What messaging/communication strategies were used?
- How were you screened? How did you feel being screened?
- Was your volunteer position a good match for you? Why or why not?
- If you were managing that program, what would you do the same? What would you change?

Orienting and training volunteers:

- Did you receive a formal orientation or training for your position?
- Did the training prepare you for the requirements of the position?
- Was there on-going training after you started?
- If you were managing that program, what would you do the same? What would you change?

Supervising and recognizing volunteers:

- Did you have supervision? Was it too much or too little?
- Were you motivated to continue volunteering? What kept you motivated?
- Were you recognized for your volunteer work? How?
- If you were managing that program, what would you do the same? What would you change?

Discuss how the five aspects of volunteer management happen with spontaneous volunteers.

Spontaneous volunteer management follows the same five aspects of volunteer management. It just happens in a slightly different way to match the needs of the situation.

Create a Plan for Spontaneous Disaster Volunteers

What *should* be spontaneous?

The volunteers who show up, eager to help

What *should not* be spontaneous?

The identification of suitable disaster roles for volunteers and discussion of the risk associated with volunteer participation

Preparing job descriptions in advance for a variety of volunteer roles will ensure the safest and most productive experience possible for disaster volunteers. These jobs can include:

1) Placing Spontaneous Disaster Volunteers

Spontaneous volunteers, by definition, do not need to be recruited; however, it is vital that the process be managed effectively so that volunteers can be effectively placed in needed roles.

The first step in public messaging is to direct the flow of spontaneous volunteers to places that have the capacity to manage them.

- **ATTENTION TRAINERS:** *You may want to create a mock press release and show it on a slide. Be sure to include in your press release that “volunteers should go to the VRC” not to “places that have the capacity to manage them.” Make sure all your information is contingent to your Emergency Management Agency Plan. Pre-position with Emergency Operations Center Public Information Officer.*

During a disaster, volunteers must still fill out an application form and be interviewed. Interviews should be conducted to help best match volunteers with appropriate and available volunteer organizations or opportunities. The interviews will explore the volunteer’s motivation for volunteering, skills, interests, training, availability, work preferences, limitations, background (e.g., criminal history), and other information. Interviews should be brief; they are intended to meet critical and immediate community needs.

2) Orienting and Training Spontaneous Disaster Volunteers

All volunteers should receive safety training. The amount and type of training provided should be based on:

- Volunteer’s level of experience
- Physical or health demands of the work
- Equipment required for the task
- General review of policies, regulations and laws related to the work or situation

NOTE: Safety trainings by VRC staff are more general. Specific training is the responsibility of the receiving agency.

The orientation should also include a general disaster orientation – discussing the scope and extent of the event, mental health issues of both volunteers and victims, referral info, contact lists, etc.

3) Supervising and Recognizing Spontaneous Disaster Volunteers

A vital part of volunteer supervision in times of disaster is recognition of signs of *compassion fatigue* in volunteers. Disasters are stressful situations and volunteers can easily become overwhelmed, especially if they do not take good care of themselves. Supervisors who see compassion fatigue in their volunteers need to insist that volunteers take the time to take care of themselves and provide resources for them to process all that they are seeing, feeling, and experiencing. Organizations in this role should consider developing or creating a relationship with a counseling center they can direct volunteers with compassion fatigue or consider having a counselor on site or “on call”.

4) Evaluating the Volunteer Program

In the midst of a disaster, it often seems impossible to find the time to evaluate the volunteer program. However, this is vital to continued success. Staff and volunteers from the Volunteer Reception Center and from voluntary organizations from the community should meet to share experiences and use those experiences to update the plan for future disasters.

Remind participants about the basic concept of what should and should not be spontaneous. Restate:

What should be spontaneous? The volunteers – They will come whether or not you want them or plan for them.

However, the plans to manage spontaneous volunteers should NOT be spontaneous.

Possible roles, locations for VRCs, receiving agencies and policies should all be established before any disaster occurs.

Learning Activity 4

Introduction to Risk Management

Objective	Recognize volunteer risks and resources. Learn practices to limit risks.
Time	10 minutes
Supplies	PowerPoint Participant Materials Copies of state information from NonprofitRisk.org
Set-up	None

Present concepts of risk management.

How many of you are familiar with the liability laws in your state?

Can you name other measures that can be taken to limit risk and liability?

Risk is a factor in every activity in life. In volunteer activities this is also the case. Liability issues in times of disaster are particularly important because volunteers are working with vulnerable communities, as well as in dangerous areas.

You can find information on laws in your state at www.nonprofitrisk.org

VRCs are not equipped to run full background or criminal checks or to confirm that certifications exist. This responsibility rests with the receiving agency. However, VRCs should take some common sense measures to limit risk.

- Interview all volunteers. A face-to-face conversation can help you assess someone.
- Remember that more screening should be done on volunteers who will be working with high-risk groups, like children and the elderly, or those who will have access to sensitive information, records etc.
- Give all volunteers a safety briefing and keep a record of who received training; this may provide some defense if someone is injured on the job.
- Other options include:
 - Have a position description so that volunteers are fully aware of the requirements and risk
 - Have an application so that you get more information about volunteers
 - Have all volunteers sign a Release of Liability clause

Present content for general safety training:

Each volunteer should receive the basic safety training. It can be tailored to the specific disaster.

Here are recommendations for a general safety training session:

- If you will be working outside, dress for the weather. Boots may be helpful, as debris on the ground can be sharp and dangerous.
- Bring work gloves, sunscreen, a hat and any appropriate tools you have. You will be responsible for your tools.
- Water may be available at your work site, but you are encouraged to bring a personal water container. It is important to drink lots of water while you work.
- While working, you will have a higher than normal exposure to bacteria. When you take a break, wash thoroughly.
- The work you will be doing may cause you stress, anxiety, fear, or other strong emotions. You are providing a valuable service by volunteering today. Please understand that, by helping, we will not be able to undo the effects of this event. We are each just one person. All we can do is help in our own small ways to assist victims into the recovery process. If you care for one lost animal, find one child's lost favorite toy, or hold the hand of one wheelchair bound senior in a shelter, you will have eased a little of the pain. Do not feel guilty because you are not able to fix everything. Just work your shift, then go home to rest and eat well. Both will help to relieve the stress. Be sure to attend any debriefing that may be conducted at the end of your shift.
- Older children can help with the disaster recovery work in some areas, but parents must sign a release of liability form for each child under the age of 18. It is recommended that children remain in school, if it is open. *NOTE: Refer to agency's youth policy and/or OSHA regulations about what youth can do related to specific disaster and specific agency work.*
- Check with the local government about volunteer liability coverage. You may (or may not) be covered by insurance provided by the county in which you will be working. If you are covered by local volunteer liability coverage and you sustain an injury, you must pay for any treatment required and then submit a claim form to be reimbursed by the insurance company. Most likely your organization must be written into the city/county or state plan in order to receive coverage. Otherwise it is a good idea to check with your organization's insurance policy for coverage related to these incidents.

- If specific gear is necessary for your job site, you must comply with your project leader or agency. If proper safety equipment is not used, you may not volunteer for this project or with this agency.
- Carefully follow any instructions given to you at your job site.
- Please attend any debriefing activity provided at your worksite after your shift.

Learning Activity 5

National Service and Disasters

Objective	Understand the role of National Service in times of disaster
Time	15 minutes
Supplies	PowerPoint Participant Materials
Set-up	None

Discuss the role of National Service in disasters.

National Service has had a role in disasters since it was developed. The Corporation for National and Community Service sits on several federal disaster committees, including Emergency Support Function Leadership Group (ESFLG) and the Catastrophic Disaster Response Group (CDRG). National Service also has Memorandum of Understanding (MOUs) with FEMA, the Red Cross and the National Voluntary Organizations in Disaster. National Service is now written into the National Response Plan (NRP).

Recently, the Corporation has developed a new Office of Emergency Preparedness and Response to coordinate the disaster activities of National Service.

National Service programs have played a vital role in disasters. These roles vary by program, but several features unite them all. National Service programs have had a role in all four phases of disasters. National Service members are not first responders, do not work on the front-line of disasters, and do not self-deploy, but instead wait to be called when and where they can most effectively be used and supported.

National Service participants can play important, on-going roles in all four phases of disasters. Many disaster roles are included within a broader primary assignment, such as a VISTA member helping the non-profit organization they work for develop a COOP plan so that the organization will continue to be able to serve their clients, even in times of disaster. Some participants also can fill temporary disaster-related assignments, such as staffing a Red Cross in the aftermath of a disaster.

What role do you play in the four phases of disaster? What role would you like to play?

Learning Activity 6 *(optional)*

Donations Management

Objective	Learn basic principles of donations management
Time	60 minutes
Supplies	PowerPoint Participant Materials
Set-up	None

NOTE: This activity is optional but encouraged. If included, it should come before Learning Activity 6: Group Discussions. Be sure to insert the PowerPoint slides in the correct position in the presentation.

Introduce donations management and explain why it is included in the training.
Why are we including donations management in a training session about managing spontaneous volunteers?

Spontaneous volunteers and unsolicited donations often go hand-in-hand during a disaster, and a VRC may turn into a drop-off point for unsolicited donations, even if it has not planned for that role.

Our objectives for this session on donations management are:

- Learn the importance of public education about donations
- Learn about shipping, receiving and distributing
- Identify appropriate players for Donations Management
- Learn how to avoid the “disaster within a disaster”

Introduce principles of donations management.

Donations management is vital in a disaster by preventing chaos and waste of time and resources that large shipments of unsolicited goods can cause.

Why is this a problem? Because many products are shipped to an overwhelmed disaster area that cannot be used. Yes, used false teeth have been donated in the past, as have parkas for Florida hurricane victims and prom dresses for Sri Lankan fishermen.

In fact, used clothes are almost never needed during a disaster because donations of new clothing from manufacturers are often available, which don't have the problem of sorting and cleaning that used clothes present.

Discuss the national strategy for donations management.

Donations management activities should begin before a disaster declaration, just like plans should be made before a disaster for spontaneous volunteer management.

Donations management is generally a state function, so state and local governments are in charge, with the federal government and National Voluntary Organizations Active in Disaster (NVOAD) agencies providing support as requested. For example, because the state was getting overwhelmed by unsolicited donated goods that could not be used, state troopers in Louisiana started turning tractor-trailers away at the border if they did not have previous agreements to deliver their loads.

For additional information related to Donated Resources to be credited including volunteer labor refer to FEMA's Disaster Assistance Policy (DAP9525.2) which can be found at http://www.fema.gov/pdf/government/grant/pa/9525_2.pdf.

There are organizations, such as the Salvation Army, that have strong experience in donations management. Tap into that experience and do not try to reinvent the wheel.

A flexible approach is always needed in disasters, as is a team approach of collaboration and cooperation.

Cash donations are the preferred donation because there are no transportation costs, no storage costs, they can be sent immediately, cash allows victims to get exactly what they need, and it helps the local devastated economy.

Identify the basic functions and major roles in donations management.

- Identify donations that are needed and not needed
 - Don't guess or listen to rumors, talk to organizations, shelters, hospitals, etc.
 - This is Donations intelligence
- Coordinate media releases and communication messages including website and social media outlets
- Coordinate field logistics - what warehouse will be open, when, and accepting what
- Negotiate with donors - what they can provide, when, and how transportation will be handled

- Plan for how to dispose of left over goods when the warehouses close
- Have a debrief/critique session at the end, this is called “hot wash” emergency management

Present the basic message of donations management.

Consistent and clear public messaging is important in donations management, just as it is in spontaneous volunteer management. The general message is:

- Confirm there is a need before donating any goods.
- Educate the public about donating goods.
- Make sure transportation issues are addressed when collecting donations.
- All donated goods must be sorted into like-items. Ideally they will also be shrink-wrapped and palletized.
- Used clothing is seldom needed in times of disaster; unsorted used clothing can seldom be used even if it is needed, because finding what individual victims need is too time and space consuming to be done in a disaster area.
- If you want to donate your used clothes, set up a neighborhood yard sale, sell the clothes in your community and then donate the proceeds to the disaster area.

Present the role of voluntary agencies in donations management.

Donations management may officially be a government function, but voluntary agencies are often the first line of assistance and become overwhelmed with donations, even if they are not involved in donations management.

Therefore, voluntary agencies should develop a plan and public messaging for unsolicited donations that includes a plan for messaging on your website, partner’s websites and social media platforms like Twitter and Facebook.

Present different roles that volunteers can play. Ask participants to identify additional roles.

- Multi-agency Warehouse (also called PODs, Point of Distribution)
 - Receiving, sorting and distributing goods
 - Data entry and management
 - Phone operator
 - Drive forklift (if licensed)

- Liaise with other voluntary agencies
- State Emergency Management Agency
 - Phone Bank
 - Communicate with donors – accept and decline donations
- Local donations management
 - Conduct a donated goods drive – limit goods to needed ones, sort before shipping
 - Organize a community yard sale – donate the proceeds to a voluntary agency
- Local PODs for displaced disaster victims in your area
- Communicating where and how to donate online via social media outlets and platforms (i.e., Twitter, Facebook, website, blogs)

Divide the room in half and assign each group one of the questions. Allow approximately 10 minutes for groups to discuss their questions and report back about their answer(s).

- Develop a list of groups in your community that could assist you with a local donated goods drive immediately following a major event.
- Develop a media message for your donated goods drive.

Learning Activity 7

Group Discussions

Objective	Apply the lessons learned this morning
Time	40 minutes
Supplies	PowerPoint Participant Materials Flip-chart paper and markers for each group
Set-up	Divide participants into six groups and have locations where they can work as groups

Divide participants into six groups and have each group discuss one question. Instruct groups to record their answers on flip-chart paper. Request groups report back by reading the question and then their answer(s).

Group 1

Turn spontaneous unaffiliated volunteers into affiliated ones before a disaster occurs. People who make a pre-disaster decision to become disaster volunteers and take training to prepare themselves will NOT become spontaneous, unaffiliated volunteers after a disaster. They will be able to begin serving immediately where they are needed most. Making this happen requires pre-disaster volunteer recruitment, orientation, and training.

Identify the stakeholder groups that are potential new sources of local volunteers. (5 minutes)

Determine what messages you as a community want to impart to potential individual volunteers or leaders of volunteer groups. Craft those ideas into a powerful and compelling recruitment message that could be aired on local radio or television. (10 minutes)

Using partnerships and collaboration, develop a multi-step public information and volunteer recruitment strategy for engaging volunteers (both individuals and groups) in pre-disaster training that will prepare them to serve. (10 minutes)

Group 2

You will need a plan to prevent an influx of volunteers for outside your area, if you don't have the capacity to house, feed, and manage them. After Hurricanes Charley, Frances, Ivan, and Jeanne, critical resources such as food, water, ice, and lodging were scarce or non-existent. Preventing an influx of hundreds or thousands

of extra people needing food, water, and shelter ensured that impacted residents received the available resources.

In the wake of a disaster, what community/regional stakeholders should help assess the need for unaffiliated volunteers and the community's capacity to manage them? (5 minutes)

What stakeholders should be part of the team that develops and disseminates a clear and consistent message to inform the public about what volunteer assistance is and is not needed? What will be the role of each stakeholder? (10 minutes)

How can your community work together to keep your community members from self-deploying and/or collecting donations for other communities affected by disasters? (10 minutes)

Group 3

Know your local and regional relief agencies and how to find them after a disaster. To effectively utilize the unaffiliated volunteers who show up to help after a disaster, volunteer organizers must have an understanding of:

- What relief services each local agency plans to provide
- The potential roles unaffiliated volunteers could fill in each organization
- Ways to communicate with those organizations after the disaster

Identify the stakeholder groups that might be able to utilize unaffiliated volunteers to expand their services after a disaster. Be specific. (5 minutes)

Develop a plan by which volunteer organizers will obtain information (pre- and post-disaster) from community agencies about the roles and corresponding job descriptions for which they anticipate utilized unaffiliated volunteers. Think *partnership* and *collaboration*. (10 minutes)

Even when volunteer organizers knew the types of volunteers that local agencies would need after past hurricanes, it was often impossible to communicate with them to refer volunteers. Disasters of all kinds disrupt regular means of communication. Identify stakeholder groups with resources and skills to facilitate emergency communications while land lines, cell phones, and the Internet are down. Develop a plan for engaging them in providing communication between the emergency management agency, the volunteer reception center, and community agencies during disasters. (10 minutes)

Group 4

Volunteer identification and transportation of volunteers to restricted areas

Assuming your community does have a need for unaffiliated volunteers and that you have the capacity to manage them, consider:

- How you will provide identification/authorization for volunteers to enter areas that are restricted to the public
- How volunteers could be transported from the VRC to their worksites

With what government or community stakeholders should volunteer organizers collaborate on this important planning piece? (5 minutes)

When volunteers leave the VRC and report to their worksites, how will worksite supervisors know that they have registered with the VRC and received a safety briefing? Conversely, how can people who have not registered and may have less than honorable reasons for coming to the worksite be prevented from doing so? Write a detailed plan. (20 minutes)

Group 5

Volunteer Reception Center logistics

To ensure smooth start-up and operation of a VRC, it's critical to identify several alternative **VRC sites** throughout the region, secure commitments for **priority restoration** of critical services (phones, water, power) at the VRC, and plan for **furniture, equipment/technology, office supplies, food, and health/safety** of VRC staff. You will need to ensure there is a landline phone in the VRC site before a disaster strikes. Ideally, you should also have someone with professional stress management skills on the volunteer management team.

Develop an action plan for securing each of these components of your VRC. (3-4 minutes each)

Group 6

Helping volunteers to stay safe while serving is critical to the overall success of the disaster response and recovery effort. Job and safety training, security at the VRC, and adherence to state laws regarding volunteers are critical components to successfully managing disaster volunteers.

Identify stakeholder groups that could provide security at your VRC. Explain how you will engage them in pre-disaster planning and how they might be deployed to the VRC in the event of disaster activation. Keep in mind first responders' chain of command. (5 minutes)

Use your knowledge of volunteer management and the sheet on Volunteer Law in your materials to suggest policies that could be implemented locally to: (10 minutes)

- Protect volunteers from harm
- Protect disaster survivors from further harm by ill-intended "volunteers"
- Minimize your agencies' and county governments' exposure to risk

Develop a safety orientation and job training plan that will ensure that all volunteers have been trained and that documentation of that training is maintained. (10 minutes)

Virtual Management of Spontaneous Volunteers

How to Implement a Virtual Volunteer Reception Center

ATTENTION TRAINERS: *This information (included in the Participant Materials) is important to share with participants but it isn't set up as a learning exercise. Include it just between the classroom and exercise portions of the day or insert it into another section earlier in the training.*

Prior to deciding if your organization, VOAD, or State Commission should “stand up” a VRC, your first step is to activate a virtual volunteer reception center. In other words, establish a web-based platform that allows volunteers to register, communicates a consistent message to those interested in volunteering, posts current opportunities to volunteer related to the disaster and has a mechanism to communicate back with the volunteers who register.

In today's technology world, virtual volunteer reception centers have become critical to manage and communicate with spontaneous unaffiliated volunteers.

*** Even if a VRC is “stood up,” the virtual VRC stays active and sends consistent message.**

Steps to Creating a Virtual Volunteer Reception Center:

- 1) **Plan and post a banner on the website.** Populate a banner prior to a disaster and customize it when a disaster strikes. Establish a policy for when to enact/enable the banner. For the LA SERVE, the decision is based on calls received in the office. Once the decision is made that the banner is needed, go into the technology platform to “enable.”

As the message changes, the information on the banner changes on the website

Example: If a hurricane is entering the Gulf and you are a Gulf Coast Action Center planning to manage spontaneous unaffiliated volunteers, “enable” this banner once the hurricane is in the Gulf, explaining volunteers are not yet needed but they “can go ahead and sign up now.”

- 2) **Write the first message.** The most important thing for a Virtual VRC is a consistent message.

- Post the message on the website.
 - Email out to constituency with link + message. Email or Twitter should be enough to let the prospective volunteer know what is going on and the detail should be on the website. Some may get enough info from the email/Twitter to know they are interested in the posting; others will go because of it.
- 3) **Create a call center** at the voluntary agency that is managing the Virtual VRC. Make sure staff is trained on how to take calls. They should be able to clearly and concisely explain to callers how to register on the website. If the volunteer who calls is unable to go online, the person answering the call will go online and register for the volunteer.
- 4) **Identify and post opportunities.** Once the event occurs, begin identifying opportunities. If possible, get position descriptions from the organizations before the event. Pre-populate them in the technology platform and then turn them on with the banner or as appropriate.
- At the state level, pull from affiliates/volunteer centers and then send to the people who have registered.
 - At the local level, pull from partners for opportunities.
- 5) **Utilize social media.** Create links to and post on social media platforms (Twitter, Facebook, blogs, etc.), directing persons interested in volunteering to the Virtual VRC site to register. Have all agencies with local and state VOADs posting the same message related to volunteering.

Learning Activity 8

VRC Exercise

Objective	Practice staffing a VRC
Time	3 hours
Supplies	See <i>VRC Kit Checklist (page 34)</i>
Set-up	See <i>below</i>

VRC Exercise Set-up, Briefing & Play

Exercise Set-up (before participants arrive)

- Arrange VRC station tables and chairs for smooth flow of people through separate entrance and exit if available.
- Distribute pre-packaged envelopes of materials needed at each Station.
- Tape signs on walls over the VRC stations.
- Tape Job Descriptions to tables at each station.
- Place a flag (to summon Runners) at each station.
- Set up flip charts behind interview station.
- Write some of your volunteer requests (in alternating colors) on the whiteboard. File those request forms in the “Open Requests” file. This gets the play started more quickly. New requests are added as old ones are completed.

Briefing

- As participants arrive, ask them to fill up the chairs at the stations first, then those in the middle of the room. Ask those at the stations to read the Job Descriptions taped there.
- Explain disaster scenario and station badges.
- Pass out “volunteer” instruction sheets to randomly selected volunteers.
- Explain the premise of this training: Disaster volunteers will come to help, whether you have planned for them or not. Hundreds or thousands of unaffiliated (and unplanned for) volunteers will hinder rather than help the traditional response agencies.
- Discuss who will/could operate a Volunteer Reception Center, if one is needed locally.
- Review signs and ask someone seated at each VRC station to explain what happens at their station.
- Discuss the need for accurate record keeping. (Liability, proof that safety and job training were provided, and local match for FEMA reimbursement)
- Explain why the VRC doesn’t do background checks on volunteers and that such checks are the responsibility of the receiving agency.

- Pass out volunteer registration forms. Ask each person to fill out one with their real-life information, and a second for a new persona (be creative!) with new skills. *(You may or may not want people to go around twice. Extra discussion time might be more valuable.)*

Role Playing Exercise

- Begin processing volunteers, watching to be sure Runners respond as needed.
- To keep the play moving smoothly, VRC Director should respond quickly to raised hands, confused expressions, and any signs of frustration in your participants. *(Someone else with experience could help as a facilitator.)*
- If a question pertains to only that one station, such as clarification of the Job Description, try to answer it on the spot.
- For questions that seem to involve more than one station, say something like “That is a valid question and a very important point. Could you please bring it up again when we stop the play to discuss some of these issues?”
- Pause the play once or twice as needed. Encourage participants to ask their questions, voice concerns, etc. (Often the problems are caused by forms not being completed properly.) Ask participants to suggest solutions and engage the group in solving the problems. (Some suggestions will be impractical for reasons beyond participants’ knowledge.)
- Stop play 15-20 minutes before the scheduled end of your training. Lead a discussion of the Post Exercise Questions if they are appropriate to your trainees. Answer participant questions.
- Discuss the importance of having similar operations in order to support one another.

VRC Kit Checklist

Box

- Set of Walkie-Talkies
- 4 clipboards
- 50 wristbands

Supplies

- Permanent markers
- Dry erase markers and eraser
- Sharpie markers
- Colored chalk
- Stapler
- Extra pens
- Push pins
- Masking tape
- Clear (shipping) tape
- Stick-on name badges
- Scissors
- String

Trainer Folder

- Participant list
- Training sign-in sheet
- Training evaluation
- Trainer Guide
- Set of special roles (see page 63)
- State risk management information packet
- VRC staff role signup
- Set of VRC staff tasks sheets
- PowerPoint presentation

Signs Folder

- 2 VRC signs
- Enter sign
- Exit sign
- Staff Only sign

VRC Director Folder

- Staff task sheet
- VRC Director badge

Station #1 Registration Folder

- Station sign
- Staff task sheet
- 2 Greeter badges
- Flag or bandana
- 50 Volunteer Instructions handouts
- 50 Disaster Volunteer Registration forms
- Pens

Station #2 Interviewer Folder

- Station sign
- Staff task sheet
- 3 Interviewer badges
- Flag or bandana
- 50 Volunteer Referral forms
- Pens
- Folder for completed forms

Station #3 Data/Agency Coordination Folder

- Station sign
- Staff task sheet
- Flag or bandana
- 2 Data/Agency Coordination badges
- Folder for open requests
- Folder for filled requests

Station #4 Safety Briefing Folder

- Station sign
- Staff task sheet
- 2 Safety Trainer badges
- Stapler
- Flag or bandana
- Clipboard
- Pen
- 5 Safety Training Attendance Sheets
- 50 Safety Training for Volunteers handouts

Station #5 Volunteer ID Folder

- Station sign
- Staff task sheet
- Flag or bandana
- Scissors
- 2 Volunteer ID badges
- 50 paper wristbands
- Sharpie marker

Station #6 Mapping Folder

- Station sign
- Staff task sheet
- Flag or bandana
- County or city map
- Street maps
- Sharpie marker

Phone Bank Folder

- Station sign
- Staff task sheet
- Flag or bandana
- Phone Bank badge
- 30 blank Request for Volunteer Forms

Data Entry Folder

- Station sign
- Staff task sheet
- Flag or bandana
- Data Entry badge
- Pens

Public Information Officer Folder

- Station sign
- Staff task sheet
- Public Information Officer badge

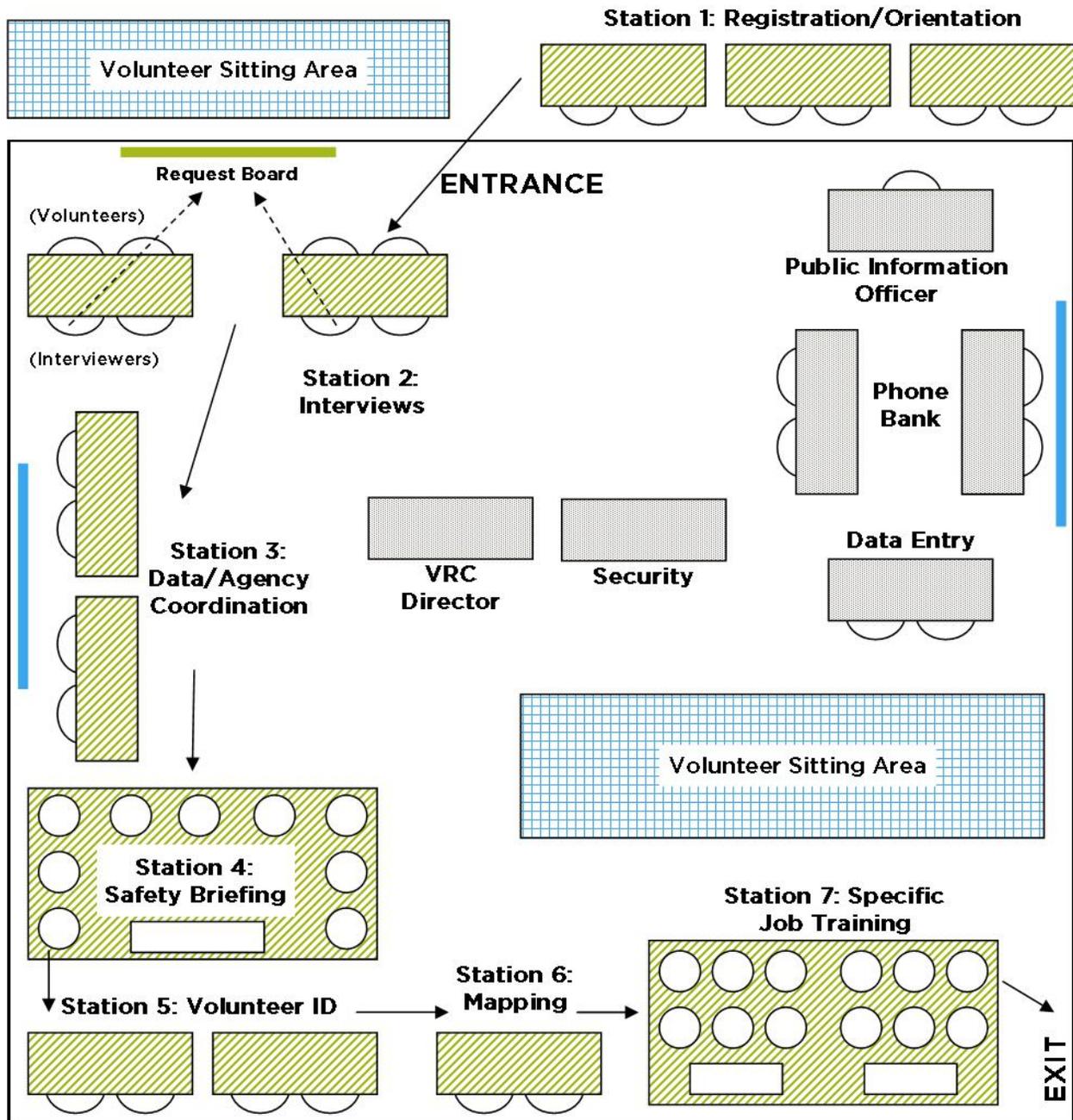
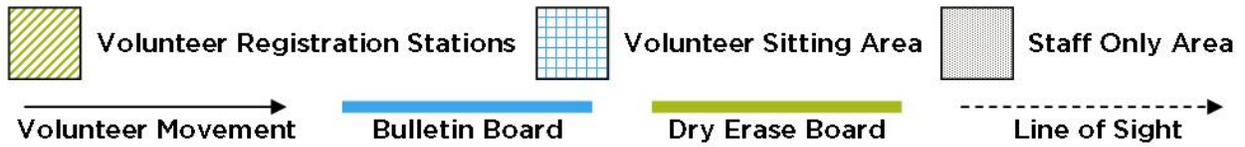
Runner Folder

- Staff task sheet
- Runner badge
- Dry erase marker and eraser

Security Folder

- Security badge

Volunteer Reception Center Floor Plan



Signage for Volunteer Reception Center

You will need one enlargement, unless otherwise specified, for each of the 17 stations or directional signs shown in the left column. All signs should be laminated and large enough to be read from across a large room.

Signs Needed

Disaster Volunteer Reception Center (2)

Station #1
Registration

Enter

Station #2
Interviews

Station #3
Data/Agency Coordination

Station #4
Safety Briefing

Station #5
Volunteer ID

Station #6
Mapping

Exit

Data Entry

Phone Bank

Public Information Officer

Staff Only (*2+ as needed*)

Where to Post

On street visible from either direction

Registration/orientation area

Volunteer Entrance to VRC

Interview area
visible from Volunteer Entry

Data Coordination area
visible from Station #2

Safety Training area
visible from Station #3

Volunteer ID area
visible from Station #4

Mapping area
visible from Station #5

Exit
visible from Stations #5 and #6

Data Entry area

Phone Bank area

Public Information Officer's table

Staff rest area, supply area, etc

Name Badges for Volunteer Reception Center

You will need the following name badges for the people staffing the VRC:

- VRC Director
- Registration
- Interviewer
- Data/Agency Coordinator
- Safety Trainer
- Volunteer ID Staff
- Mapper
- Phone Bank Staff
- Data Entry
- Runner
- Public Information Officer
- Security

VRC Staff Tasks: VRC Director

Your job is to oversee the operation of the Volunteer Reception Center. You will:

- Clearly designate one entrance and one exit
- Set up the room for efficient flow of volunteers and information
- Brief and assign tasks to staff and volunteers of the center
- Monitor the operation and make staffing changes when necessary
- Maintain all records of safety and job training provided to volunteers, and hours worked in the VRC by employees and volunteers

You should meet and thank all volunteers who help in the VRC, and instruct them to sign in and out on the Volunteer Sign-in/Sign-out Record daily. Instruct paid staff to sign in on the Employee Sign-in /Sign-out Record daily. In a fast-paced disaster response, both paid and volunteer staff will need regular reminders to sign in and out.

Items needed:

- ID badge
- Tables and chairs (see sample room layout for details)
- VRC Kit containing office supplies and forms to stock your VRC for the first 2-3 days
- Items on the Supplies and Equipment list
- Clipboard

VRC Staff Tasks: Greeters

Station #1 Registration

Please do NOT leave your station for any reason. If you require assistance, wave your flag to get attention from a Runner or the VRC Director.

Ideally, you will be working with a partner, orienting volunteers inside and outside the volunteer entrance. Your job is to greet people with a friendly and firm demeanor, determine the purpose of their visit and direct them accordingly.

- If they are there to volunteer, thank them, give them a “Volunteer Instructions” sheet and ask them to fill out a registration form. When the form is completed, direct them to the next available interviewer at Station #2.
- If they are media personnel, direct them to the Public Information Officer.
- If they are disaster survivors, refer them to the appropriate relief organization.
- If they are bringing cleaning supplies, nonperishable food, etc., to donate, refer them to an agency that is accepting donated goods.

If there is a long wait, some volunteers may not understand the reason and may become impatient. Please thank everyone for volunteering, briefly explain the process and ask everyone to be patient or, if they prefer, to come back later.

Review volunteers’ applications (front and back) to make certain information is complete and that they sign the waiver! Ask for identification. Indicate the type of identification produced, if any, at the bottom of their form.

Items needed:

- ID badge
- Sign (Station #1 Registration)
- Table or clipboards and chairs for volunteers to use to fill out their forms
- Supply of “Volunteer Instructions” handouts
- Supply of Disaster Volunteer Registration Forms
- Pens
- Flag to summon runners

VRC Staff Tasks: Interviewers

Station #2 Interviews

Please do NOT leave your station for any reason. If you require assistance, wave your flag to get attention from a Runner or the VRC Director.

Your job is to do a quick interview of the prospective volunteer and refer him/her to a job at an agency appropriate to his abilities and interests. Requests for volunteers will be posted on a board in front of you (behind the volunteers being interviewed) and will be erased as the needs are filled. If the VRC has a computer system, you might also receive a printed list of the current needs.

When a new volunteer approaches, ask for his/her registration form. With the volunteer, verify its completeness and accuracy, and use it as a guide from which to inquire more about the volunteer's skills. At the conclusion of the interview, keep his registration form. When the volunteer accepts an assignment, complete a Referral form, filling in all information requested, initial the form, and give it to the volunteer and instruct him to report to Data Coordination (Station #3).

Before you signal the Greeter that you are ready for another interview, take a minute to jot down in the "Notes" section anything about the volunteer you feel is important and that the volunteer did not include on his registration form (a special skill, an obvious physical limitation, etc.) If your center decides to use the blind field labeled "Office Use Only,* check the appropriate box. Place his registration form in the file.

Key points to remember are:

- **Disaster registration differs from a "normal" volunteer intake.** There is less time to try to fit each volunteer into an ideal assignment.
- **Refer the volunteer on the spot if possible. It may be impossible to contact him later.** If the volunteer has special training or unusual skills that you think might be needed soon, ask him to wait in the sitting area and to check the volunteer request board for new requests for their specialized skills.
- **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 likely that some volunteers will exhibit the stress of the disaster.** They may be victims themselves. An extra measure of patience and understanding is needed.
- **You may be called upon to train new volunteers to assist with the interviewing.**

**The VRC Director should determine appropriate use of the "Office Use Only" field. It is intended to provide a customizable "blind" field in which special information can be noted about volunteers. If, for future referral of that volunteer, it would be helpful to know his general level of ability to work independently, boxes 1-5 could be coded:*

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*

Items needed:

- ID badge for each interviewer
- 2-3 tables and 8-12 chairs (see floor plan)
- Sign (Station #2 Interviews)
- Supply of Referral forms
- Flag to summon runners
- Pens
- File for maintaining Volunteer Registration Forms in alphabetical order

VRC Staff Tasks: Data/Agency Coordinator

Station #3 Data/Agency Coordination

Please do NOT leave your station for any reason. If you require assistance, wave your flag to get attention from a Runner or the VRC Director.

When a volunteer brings you his Referral form, pull the corresponding Request for Volunteers form from the file. Enter his name and the date of the referral on the bottom of the Request form. Place your initials in the appropriate box on his Referral form. Direct the volunteer to Station #4 for a Safety Briefing.

As you have time, call the agency contact to let him know who or how many volunteers have been referred. Confirm with the agency contact whether you should continue referring volunteers or close out the Request.

When a Request has been filled, raise your flag to call a runner and ask him to confirm that the request has been removed from the board.

Enter the date and reason the request was closed (completed, no longer needed, etc.) at the bottom of the Request form. If your Requests for Volunteers have been entered into a computer database, be sure to enter the date and reason the Request was closed as soon as possible. Place open Requests in one file and closed Requests in the other, alphabetically by agency.

You may have to call an agency contact to clarify the agency's Request. When you speak with an agency contact, record the information on the Request form in the section called "Follow-up Contacts with Requesting Agency."

Items needed:

- ID badge for each staff member
- Sign (Station #3 Agency/Data Coordination)
- Two tables and four chairs
- Phone
- Two sets of files - one for open Requests for Volunteers and one for closed out Requests
- Pens
- Computer (if available) networked to the computers at the Phone Bank station
- Flag to summon runners

VRC Staff Tasks: Safety Trainers

Station #4 Safety Briefing

Please do NOT leave your station for any reason. If you require assistance, wave your flag to get attention from a Runner or the VRC Director.

Your job is to 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 after their experience. When a small group has gathered, **thank the volunteers** for offering to help. Pass around a clipboard with an attendance sheet and check to be sure that **all** participants have signed it.

Read the entire Safety Training sheet slowly, emphasizing the importance of following supervisors' instructions at the worksite. Encourage everyone to attend a debriefing, if available, at the end of their shift. Ask if there are any questions. If a question arises to which you do not know the answer, put on the hat (or raise the flag) to summon a runner. Ask the runner to summon the VRC Director or other VRC staff to answer the question. **Please initial their volunteer referral form.** At the conclusion of the briefing, direct volunteers to Station #5 Volunteer ID.

Attach a copy of the safety briefing script/handout to the attendance sheet for each class, file them in the folder and turn them in to the VRC Director daily.

Maintenance of these records is important to help protect the Volunteer Reception Center, voluntary agencies, and emergency management officials from liability, should a volunteer be injured on the job.

Items needed:

- ID badge
- Sign (Station #4: Safety Training)
- 10 or more chairs, preferable in a semi-circle
- Clipboard with attendance sheets
- Pen
- Stapler
- Flag or hat to summon runners
- List of additional training required by specific worksites, training locations and instructors
- Supply of Safety Training handouts

***Notes:** If time and space permit, make the training more engaging. Provide volunteers with scenarios they may face and ask them to identify the correct course of action. Or ask volunteers to share their own experiences or ask questions about what they may face in the disaster zone.*

VRC Staff Tasks – Volunteer ID Staff

Station #5 Volunteer ID

Please do NOT leave your station for any reason. If you require assistance, wave your flag to get attention from a Runner or the VRC Director.

Thank all volunteers for coming out and ask to see their Referral forms. Make certain that the form has been initialed by the Interviewer, Data Coordinator, and Safety Trainer! Clearly write on an ID wristband the name of the volunteer, dates he/she will be working, and the name of the agency to which the volunteer was referred, as shown on their Referral form. Place the ID wristband securely on the volunteer's wrist.

Explain to the volunteers that the ID will be “good” only for the date(s) written on the band. Authorities may not permit them to enter any of the disaster impacted areas on any other day, without a current ID wristband. If volunteers plan to work more than one day, you may write the beginning and ending dates of their service.

Some volunteers will be required to take additional training for their particular work. When your briefing is concluded, please refer volunteers to Station # 6 – Mapping to receive specific directions and a sign for their car, if appropriate.

If you need assistance, please raise your flag to summon a Runner.

Items needed:

- ID badge
- Two tables and four chairs
- Sign (Station #4 Volunteer I.D. Tags)
- Supply of volunteer ID wristbands
- Sharpie markers
- Scissors
- Flag to summon runners

VRC Staff Tasks: Mapper

Station #6 - Mapping

Please do NOT leave your station for any reason. If you require assistance, wave your flag to get attention from a Runner or the VRC Director.

Your job is to distribute maps to volunteers, marking easy routes for them to follow in the event that all street signs are down!

Please make certain that volunteers are wearing ID bands!

Use a marker and your imagination to find their destination according to their volunteer referral form.

Please give them a copy of the map and a sign for their car if they are driving to the volunteer site.

Items necessary:

- Table
- Chairs
- Big county or city map on wall near you with the VRC location designated with a big "X"
- Individual street maps to distribute
- Sharpie markers

VRC Staff Tasks: Phone Bank Staff

You will be handling two types of calls, those from agencies requesting volunteers and those from people wanting to volunteer. 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.)

When an agency calls to requests volunteers, fill out a Request for Volunteers form while you are speaking with the agency caller. If there is a computer available for entering the request into a database, Data Entry staff should enter the need as soon as possible or may enter the data directly while speaking to the caller.

Next, call a runner by raising the flag at your station. Ask the Runner to post the volunteer request on the board, in view of the Interviewers (Station #2), and then to give the Request for Volunteers form to the Data Coordinator (Station #3).

When people call to volunteer, thank them and give them the following registration options:

- They may register in person at the VRC, and will be given instructions when they arrive.
- They may register on-line, and will be e-mailed regarding possible assignments and given further instructions. If the caller represents a group that wishes to volunteer together, ask him to be patient while you determine where they can be of most help. It might take one day or several to match a volunteer with a need, especially if he is coming from out of town.

When a match (a mission) is found for that volunteer, e-mail or call him back. Ask him to print the registration form he completed on-line and schedule a time for him to come to the VRC to turn in his signed registration form and complete the registration process.

Items needed:

- ID badge for each staff member
- Sign (Phone Bank)
- Supply of Request for Volunteers forms
- Flag to summon runner
- Two tables and four chairs
- Phones
- Pens

VRC Staff Tasks: Data Entry

Your job is to enter the information from the Volunteer Registration and Request for Volunteers forms into the database so that an accurate record can be maintained of who participated in the recovery effort, what kinds of work they did and when it was performed.

After the initial influx of volunteers has subsided, you may have time to begin entering the referrals recorded on the Request for Volunteers forms and to close out the completed Requests. As needed by VRC staff, print updated lists of the unfilled Requests and ask a Runner to distribute copies to Phone Bank staff, Data Coordination, Interviewers and, if requested, the VRC Director.

Even if you are familiar with the software being used by the VRC, please ask for a brief orientation before beginning your first shift. Accuracy is more important than speed. The information you enter will be used to document the number of agencies and volunteers participating in the relief effort and the number of hours served.

If you have difficulty using the computer, please ask for help immediately. Do not attempt to fix the problem yourself.

Items needed:

- ID Badge
- One table and two chairs
- Sign (Data Entry)
- Printer
- Pens
- Flag
- One or more computers

Note: Multiple computers should be networked to provide all users access to information on the status of volunteer requests and the availability of volunteers.

VRC Staff Tasks: Public Information Officer

Your job is to represent the VRC to the media, communicating a common message approved by emergency management and/or designated officials. Stay informed about unmet volunteer needs through the positions posted on the boards behind the interviewers so those needs can be easily communicated with media.

Items needed:

- ID badge
 - One table and one chair
 - Sign (Public Information Officer)
-

VRC Staff Tasks: Runner

Your job is to carry information from one station to another within the VRC. When a station needs you to pick up forms, restock supplies or escort a volunteer from one place to another, the staff person will signal you by raising a flag.

Please watch carefully for this signal and respond promptly, in order to keep the information and volunteers moving smoothly through the registration and referral process.

One Runner should be stationed at the board on which Requests for Volunteers are posted. As a volunteer is referred, place a tally mark or otherwise indicate next to that request the number of volunteers referred. This prevents referring too many volunteers to a request.

Runners posting new Requests for Volunteers on the board, should use only the markers provided and write neatly and large enough so that the interviewers can see the requests clearly. After posting the request on the board, give the Request form to the Data Coordinator (Station #3).

Items needed:

- ID badge
 - Dry erase marker or water-soluble marker (Dry erase markers should not be used on a laminated “portable white board.”)
 - Dry eraser or damp sponges
-

VRC Staff Tasks: Security

Your job is to “keep the peace” at the VRC. Assist VRC staff and volunteers wherever necessary to help ensure the safety of everyone in and around the facility. Thank you!

Items needed:

- ID badge

Disaster Volunteer Registration Form

(Please print clearly. Submit at Volunteer Reception Center or fax to _____)

Mr. Mrs. Ms. Name _____ Birth Date _____
 email _____ Day Phone _____ Evening Phone _____
 Home Address _____ City _____ State _____ Zip _____
 Emergency Contact _____ Relationship _____ Emergency Phone _____
 Occupation _____ Employer _____
 Business Address _____ City _____ State _____ Zip _____
 If you have any health limitations, please explain: _____

I am willing to volunteer in: _____ This county _____ A neighboring county _____
 _____ Anywhere in the state _____ Anywhere in the US _____

Are you currently affiliated with a disaster relief agency? If yes, name of agency: _____

Special skills and/or vocational/disaster training: _____

SKILLS: Please check all that apply.

- | | | |
|--|---|--|
| <p>Medical</p> <p>___ 110 Doctor Specialty: _____</p> <p>___ 120 Nurse Specialty: _____</p> <p>___ 130 Emerg. Medical cert.</p> <p>___ 140 Mental health counsel.</p> <p>___ 150 Veterinarian</p> <p>___ 160 Vet. technician</p> <p>Communications</p> <p>___ 210 CB or ham operator</p> <p>___ 220 Hotline operator</p> <p>___ 230 Own a cell phone # _____</p> <p>___ 240 Own a skyphone # _____</p> <p>___ 250 Public relations</p> <p>___ 260 Web page design</p> <p>___ 270 Public speaker</p> <p>Languages</p> <p>___ 261 French</p> <p>___ 262 German</p> <p>___ 263 Italian</p> <p>___ 264 Spanish</p> <p>___ 265 Ukrainian</p> <p>___ 266 _____</p> <p>___ 267 _____</p> <p>___ 268 _____</p> <p>___ 269 _____</p> | <p>Office Support</p> <p>___ 310 Clerical (filing, etc.)</p> <p>___ 320 Data entry-Software: _____</p> <p>___ 330 Phone receptionist</p> <p>Services</p> <p>___ 410 Food</p> <p>___ 415 Elderly/disabled asst.</p> <p>___ 420 Child care</p> <p>___ 425 Spiritual counseling</p> <p>___ 430 Social work</p> <p>___ 435 Search and rescue</p> <p>___ 440 Auto repair/towing</p> <p>___ 445 Traffic control</p> <p>___ 450 Crime watch</p> <p>___ 455 Animal rescue</p> <p>___ 460 Animal care</p> <p>___ 465 Runner</p> <p>___ 470 Disability Service: _____</p> <p>Structural</p> <p>___ 510 Damage assessment</p> <p>___ 520 Metal construction</p> <p>___ 530 Wood construction</p> <p>___ 540 Block construction Cert # _____</p> <p>___ 550 Plumbing Cert # _____</p> <p>___ 560 Electrical Cert # _____</p> <p>___ 570 Roofing Cert # _____</p> | <p>Transportation</p> <p>___ 610 Car</p> <p>___ 615 Wagon/mini-van</p> <p>___ 620 Maxi-van Capacity: _____</p> <p>___ 625 ATV</p> <p>___ 630 Off-road veh./4WD</p> <p>___ 635 Truck Description: _____</p> <p>___ 640 Boat - Capacity, type: _____</p> <p>___ 650 Commercial driver Class & license #: _____</p> <p>___ 660 Camper/RV capacity & type: _____</p> <p>___ 670 Wheelchair transport</p> <p>Labor</p> <p>___ 710 Loading/shipping</p> <p>___ 720 Sorting/packing</p> <p>___ 730 Clean-up</p> <p>___ 740 Operate equipment Types: _____</p> <p>___ 750 Supervising others</p> <p>Equipment</p> <p>___ 810 Backhoe</p> <p>___ 820 Chainsaw</p> <p>___ 830 Generator</p> <p>___ 840 Other: _____</p> |
|--|---|--|

Office Use Only 1 2 3 4 5



Disaster Volunteer Registration Form *(side two)*

I, for myself and my heirs, executors, administrators and assigns, hereby release, indemnify and hold harmless [Coordinating Agency, local governments, State of _____, the organizers, sponsors and supervisors of all disaster preparedness, response and recovery activities ***[check with local Risk Management and Emergency Management Departments about who should be included]***] 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 relief activity. In addition, disaster relief officials have permission to utilize any photographs or videos taken of me for publicity or training purposes. I will abide by all safety instructions and information provided to me during disaster relief efforts.

Further, I expressly agree that this release, waiver, and indemnity agreement is intended to be as broad and inclusive as permitted by the State of _____, and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

I have no known physical or mental condition that would impair my capability to participate fully, as intended or expected of me.

I have carefully read the foregoing release and indemnification and understand the contents thereof and sign this release as my own free act.

_____ Signature _____ Date

_____ Guardian, if under 18 _____ Date

Volunteer's credentials were recorded as presented. Verification of credentials is the responsibility of the receiving agency or ESF.

This volunteer was referred to the following agencies:

Date	Need #	ESF or Agency	Contact Name	Contact Phone #

Return this completed form to:
(Coordinating Agency name, address and fax number)

Notes:

Volunteer Liability Release Form

In consideration of my desire to serve as a volunteer in disaster relief efforts to be conducted by _____, I hereby assume all responsibility for any and all risk of property damage or bodily injury that I may sustain while participating in any voluntary relief effort, disaster exercise or other activity of any nature, including the use of equipment and facilities of _____.

Further, I, for myself and my heirs, executors, administrators and assigns, hereby release, waive and discharge _____ and its officers, directors, employees, agents and volunteers of and from any and all claims which I or my heirs, administrators and assigns ever may have against any of the above for, on account of, by reason of or arising in connection with such volunteer relief efforts or my participation therein, and hereby waive all such claims, demands and causes of action.

Further, I expressly agree that this release, waiver and indemnity agreement is intended to be as broad and inclusive as permitted by the laws of the State of _____, and that if any portion thereof is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

I currently have no known physical or mental condition that would impair my capability for full participation as intended or expected of me.

Further, I have carefully read the foregoing release and indemnification and understand the contents thereof and sign this release as my own free act.

Signature

Date

Print Name

Volunteer Instructions

1. **THANK YOU** for coming to the VRC today! Please fill out a registration form and proceed as directed to an Interviewer at Station #2.
2. **Interview Area:** Interviewer will take your form, talk with you about your skills, initial your form, and refer you to an agency needing your help. Next take your Referral form to Station #3.
3. **Data Coordination Area:** Coordinator will record and initial your Referral Form and, if possible, notify the agency to expect you. Take your Referral form to the Safety Briefing area at Station #4.
4. **Safety Briefing Area:** You will be given special instructions about safety, security & transportation. Proceed to ID area at Station #5. (You may also be directed to an area for specific job training).
5. **Identification Area:** You will receive an ID bracelet that will allow you to enter restricted areas during the day(s) written on ID. Proceed to the Mapping area at Station # 6. to receive specific directions and a car sign, if necessary.
6. **Mapping:** You will receive a map with specific directions from the VRC to the volunteer site. You may also be provided a sign for your car window.

Thank you for volunteering!

Volunteer Instructions

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Thank you for volunteering!

Request for Volunteers

(Complete one form for each job description.)

Request # _____ Today's Date _____ Start Date _____ End Date _____
 Title of Volunteer Position _____
 Agency Name _____ Agency Contact _____
 Agency Address _____ Phone _____ Ext. _____
 Duties _____

Volunteers must physically be able to: _____
 Number Needed _____ Dates/Hours Needed _____
 For this position, volunteers must be _____ years of age.

Skills Needed

(If computerized, select from skills listed on Disaster Volunteer Registration Form)

Job Skill #	Description

Job Skill #	Description

Follow-up Contacts with Requesting Agency/Clarification of Need

Date	Comments

Volunteers Referred

Date	Name

Date	Name

Request closed on ____ / ____ / ____

Completed No placements possible No longer needed

Disaster Volunteer Referral

Name _____ Date _____

Referred to (agency/ESF) _____ Need # _____

Agency contact name _____ Phone _____

Agency/site address _____

Directions to site _____

Title/description of volunteer assignment _____

Dates & hours volunteer will work _____

Note: Verification of volunteer's credentials is the responsibility of the agency receiving the volunteer.

VRC Staff Initials: _____ Interview Data Coordination Safety Brief

Disaster Volunteer Referral

Name _____ Date _____

Referred to (agency/ESF) _____ Need # _____

Agency contact name _____ Phone _____

Agency/site address _____

Directions to site _____

Title/description of volunteer assignment _____

Dates & hours volunteer will work _____

Note: Verification of volunteer's credentials is the responsibility of the agency receiving the volunteer.

VRC Staff Initials: _____ Interview Data Coordination Safety Brief

Safety Training for Volunteers

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.
2. Bring work gloves, sunscreen, hat and any appropriate tools you have. You will be responsible for your tools.
3. Water may be available at your work site, but you are encouraged to bring a personal water container. It is important to drink lots of water while you work.
4. While working, you will have a higher than normal exposure to bacteria. When you take a break, wash thoroughly.
5. The work you will be doing may cause you stress, anxiety, fear or other strong emotions. You are providing a valuable service by volunteering today. Please understand that, by helping, we will not be able to undo the effects of this event. We are each just one person. All we can do is help in our own small ways to assist victims into the recovery process. If you care for one lost animal, find one child's lost favorite toy, or hold the hand of one wheelchair bound senior in a shelter, you will have eased a little of the pain.
6. Do not feel guilty because you are not able to fix everything. Just work your shift, then go home to rest and eat well. Both will help to relieve the stress. Be sure to attend any debriefing that may be conducted at the end of your shift.
7. Older children can help with the disaster recovery work in some areas, but parents must sign a release of liability form for each child under the age of 18. It is recommended that children remain in school, if it is open. Older children can participate with parents on weekends.
8. You may be covered by insurance provided by the county in which you will be working. If you should sustain an injury, you must pay for any treatment required and then submit a claim form and be reimbursed by the insurance company.
9. **Follow carefully any instructions given to you at your job site.**
10. **Please attend any debriefing activity provided at your worksite after your shift.**

Authorization for _____ to Provide Free Services

Client's Name _____

Spouse's Name _____

Address _____

City, ST Zip _____

Client Phone _____

Date of Request _____

I do hereby release and discharge [Organization Name], its agents, representatives, employees and assigns from any and all liability or claims, now or in the future, which I, or any person claiming through me, may have arising out of any repair or renovation work engaged in by such agents, representatives, employees or assigns on the above described premises.

I understand that the renovation or repair work is to be performed at no charge to me, and that this instrument constitutes a release of the above parties from any liability for negligence, affirmative acts or omissions. I understand that any form of donation by me or my agents given to _____ or its agents is in no way to be considered payment of any services performed. Donations are accepted only as a means to help other families in need and will be disbursed as approved by the _____ board of directors.

I hereby give permission to _____ to use my name, picture or story for the purpose of public relations. I hereby freely release _____ from any claim or liability involved with information published or printed for public information.

I have read this release, understand the terms used in it and their legal significance, and have executed it voluntarily.

Dated this _____ day of _____, 20_____.

Signature of Owner

Witness

Signature of Spouse

Witness

Roles for a few of your Simulation Volunteers to Play!

(Cut apart and distribute to a few of the participants)

.....
You have been drinking . . . heavily.
.....

You are not here to volunteer. You're a disaster victim and you're angry that you have not been helped by FEMA.
.....

You are here to convert everyone in the building to Christianity.
.....

You just drove 15 hours to deliver a truck load of used clothes to benefit the disaster victims. Your church filled up the truck. No one wants the clothes but you're not taking them back home. You are determined to leave them at the VRC.
.....

You only speak Spanish (or any language other than English).
.....

You only want to volunteer to rescue puppies. Nothing else will do.
.....

You are an elected official here only for publicity, not to volunteer.
.....

You are illiterate. Ask that forms be read to you.
.....

You are 85 years old and use a cane. You have restricted mobility due to recent hip surgery.
.....

You are a news reporter with the local FOX network. You've come to find out what's going on at the VRC.
.....

You intend to bring your handgun to your volunteer assignment for protection in the disaster area. Mention this in your interview.
.....

Wrap-up

Q&A, Reflection, and Evaluation

Objective	Provide feedback on course and identify personal next steps
Time	10 minutes
Supplies	Training Evaluation
Set-up	None

Gather the group to close out the training day. Field any outstanding questions about the content, materials, how to implement a VRC, materials. Provide any best practices that may not have been mentioned previously.

Lead the group in a short reflection activity. Choose one of your favorites or facilitate a discussion using questions such as:

- What did you learn today?
- What was one thing that surprised you about managing spontaneous volunteers?
- If you have experienced a disaster (or managed SUVs), share a best practice with the group.
- What will you do as a result of today's training?
- What further training or resources would help you to better manage SUVs or setup a VRC?

Ask participants to complete the Training Evaluation before departing.

Training Evaluation

Date _____ Location _____

Please rate this session using the scale below, where 1 = “Strongly Disagree” and 5 = “Strongly Agree.”

The subject matter was presented effectively.	1	2	3	4	5
The trainer was knowledgeable.	1	2	3	4	5
The trainer responded to questions.	1	2	3	4	5
There were enough opportunities for discussion.	1	2	3	4	5
The written material was useful.	1	2	3	4	5
The session met its stated learning objectives.	1	2	3	4	5
As a result of this training, I gained new knowledge applicable to my work.	1	2	3	4	5
I plan to apply what I learned at this session.	1	2	3	4	5

Briefly describe significant knowledge and skills you gained from this session.

How will you use the knowledge and skills acquired?

What would have improved this session?

Additional Comments:

Thank you for your feedback!



Managing Spontaneous Volunteers in Times of Disaster



Corporation for
**NATIONAL &
COMMUNITY
SERVICE** 



HandsOn
NETWORK

GENERATED BY
POINTS OF LIGHT
INSTITUTE 

Trainer Guide
Full-day Classroom Training

