Volunteer Reception Center Implementation and Operations Plan

Helping to Manage Spontaneous Unaffiliated Volunteers in Times of Disaster Response and Recovery



A cooperative effort of the Volunteer Coordination Team for the Metro Kansas City Area

# Acknowledgements & Contact Information

This Volunteer Reception Center Implementation and Operations Plan (“VRC Plan”) was prepared under the direction of the Volunteer Coordination Team of the Metro Kansas City Area. The following individuals should be contacted with questions or comments regarding the plan:

|  |  |  |
| --- | --- | --- |
| Gary Thurman  | United Way 211 | (816) 559-4716 |
| Mike Curry  | Jackson County Emergency Preparedness  | (816) 304-4624 |
| Glen McCoy | Church of the Resurrection | (913) 682-5722 |
| Rhonda Charboneau | Jackson County Health Department | (816) 404-6415 |
| Kristen Womack | United Way 211 | (816) 559-4717 |
| Don Shillito | Church of the Resurrection | (816) 353-3394 |
|  |  |  |

This Spontaneous Volunteer Plan could not have been completed without the time and dedication of these additional individuals and organizations:

|  |
| --- |
| Kansas City Metro Volunteer Organizations In Disasters (VOAD) |
| Mid-American Regional Council (MARC) |
| Mid-American Medical Reserve Corps |
| American Red Cross of Greater Kansas City |
| Kansas City Area Metropolitan Emergency Managers Committee |
|  |

The Volunteer Coordination Team (VCT) of the Metro Kansas City Area is a Sub-committee of the Greater Kansas City Area Volunteer Organizations Active in Disasters (VOAD). The VOAD Committee will elect a Chair and Vice-chair of the VCT each year. The VCT chairs will have the following responsibilities:

* Assure the plan is updated on a bi-yearly basis.
* Assure the plan is exercised once a year (Full scale or Table-top).
* Document and verify the needed resources are available and staffing positions trained to operate the VRC.
* Assure needed MOUs and other agreements are in-place and current for VRC operations.
* Assure the coordination network exists between all organizations that will use the VRC during times of disasters.
* Review items needed for all VRC station operations are current and ready for deployment.
* Coordinate all United Way 211 MOUs and agreements assuring they are current and operational.
* A trained Public Information Officer (PIO) is designated with pre-scripted public messages developed and reviewed on a yearly basis.
* Develop and review agreements and Memorandum of Understanding (MOU) for VRC sites and locations

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# Changes to the Plan Form

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# Glossary and Acronym List

**Term/Acronym** **Definition**

Affiliated Volunteers These are volunteers attached to a recognized voluntary or non-profit organization and are trained for specific disaster response activities.

ARC American Red Cross

EP Emergency Preparedness

FEMA Federal Emergency Management Agency

ICS Incident Command System – ICS is a standardized on-scene incident management concept designed specifically to allow responders to adopt an integrated organizational structure equal to the complexity and demands of any single incident or multiple incidents without being hindered by jurisdictional boundaries.

Just in Time Training A method of providing training when it is needed immediately prior to its usage.

LAC Lead Agency Chief – Manages specific volunteer agencies represented within the VRC.

MOU Memorandum of Understanding – Agreements between agencies/organizations outlining specific resources, personnel or facilities to be used

PIO Public Information Officer

SEMA Missouri State Emergency Management Agency

Spontaneous Volunteers Unaffiliated individuals that converge to a disaster site or affiliated volunteers that show-up without being deployed by their registering organization.

Unaffiliated Volunteers Volunteers not associated with any recognized disaster response agency. These volunteers generally lack specific disaster training such that is offered by the ARC or other agencies active in disaster response efforts.

VCT Volunteer Coordination Team

VOAD Volunteer Organizations Active in Disasters

VRC Volunteer Reception Center

# Introduction

## Mission Statement:

Emergency managers, first responders, disaster volunteer agencies, and leaders of other voluntary organizations know that when a major disaster occurs large numbers of citizens and non-emergency organizations respond wanting to offer assistance. This response brings valuable help to those in need, but it also creates risk associated with spontaneous, untrained and unmanaged personnel. If this mass volunteer convergence phenomenon occurs with little planning beforehand, the results have often been described as a “disaster within a disaster.” To prevent this complication from occurring, proper volunteer management, planning, training, and practices are necessary. The VRC plan has been developed to outline the accepted principles of professional volunteer administration, including registration, personal interviews, agency referral and documentation needed to efficiently manage spontaneous volunteer resources.

The plan includes detailed information for operating a Volunteer Reception Center (VRC) and associated systems that will successfully process the expected influx of spontaneous unaffiliated volunteers required by governmental and non-governmental agencies. The VRC and systems associated with it include processes for:

* Public notification and phone bank
* Needs assessment
* Agency input and participation
* Volunteer reception and assignment to an authorized agency
* Volunteer utilization and satisfaction
* Record keeping for all spontaneous unaffiliated volunteers who are placed with an agency
* ID/badge (non-agency specific), safety and waiver stations

## Plan Administration

The VRC Plan can be used in any community throughout the Kansas City Metro Area and for any type of emergency, no matter how extensive the damage or type of disaster. The Kansas City Metro counties included in this plan are Cass, Clay, Jackson, Platte and Ray in Missouri, and Johnson, Leavenworth, Miami and Wyandotte in Kansas. Other counties may be included at the discretion of the VCT. This VRC plan can be used for both tabletop and full-scale simulations of a Volunteer Reception Center.

## Plan Objectives

The prime objective of the VRC plan is to provide a reception center for a very large disaster affecting the eight-county area that can handle effectively 10,000 or more volunteers (mostly unaffiliated with any agency) over a time frame varying from 14 to 30 days. The worst case scenario would be up to 1000 volunteers per day for several days, with ultimate totals well over 10,000.

In addition, for every person who comes to the VRC, the following should occur.

* Initial face-to-face contact with a VRC staff worker within the first 1 to 2 minutes and initial screening interview within 5 to 10 minutes after their registration form is completed
* All initial volunteer (i.e., general pre-agency) processing, including the General Interview, to be completed within the first hour of the volunteers’ arrival at the VRC
* Assign as many qualified spontaneous unaffiliated volunteers as possible to disaster relief agencies and provide an accurate assessment of the status of all volunteers for tracking purposes
* Complete processing (i.e., initial pre-processing and full agency processing except training) within 2.5 hours of a potential volunteers’ initial arrival, assuming they have an assignment.
* Utilize the United Way 2-1-1 telephone system to help with agency requests, volunteer recruitment, information and virtual VRC processes.
* Assure that each volunteer assigned to an agency is provided with information enabling them to meet with that agency’s representative if the representative is not present at the VRC.

## Scope

 The plan is applicable to departments, agencies, and organizations of the Greater Kansas City Area; including the private sector, volunteer organizations, and residents within the Kansas City Metro Area. It guides recruitment support for agencies and mutual aid partners that use volunteers to respond to disaster situations. The plan provides a specific location where large numbers of unaffiliated volunteers can be efficiently processed and referred to agencies requesting their services. This planning document is a collaborative effort involving multiple agencies to meet the needs and expectations of governmental and non-governmental departments, agencies, and other organizations throughout the Greater Kansas City Metropolitan Area.

## Planning Assumptions

* In a catastrophic emergency, volunteers will spontaneously self-deploy.
* Each Kansas and Missouri County in the Kansas City Metro Area has a unique environment with its own assemblage of governmental and non-governmental agencies, resources, staffing positions, personalities etc. Because of this, one critical planning assumption is all participating agencies utilizing the VRC will develop a coordination network to ensure a mutual understanding of the VRC requirements such as a chain of command, staffing, resources, locations, procedures and how these obligations will be carried out.
* Affiliated volunteers will be deployed by their individual organizations but during larger disasters additional volunteers will be needed.
* This plan recognizes established Incident Command System (ICS) protocols.
* Non-government affiliated volunteer organizations will manage and administer their organization’s volunteer recruitment, training, as well as job assignment policies and procedures. They will also deploy their volunteers in coordination with organizational needs and requests by local emergency management agencies.
* During a disaster the local government, volunteer groups, and agencies may be adversely affected and unable to cope with a sizable influx of spontaneous unaffiliated volunteers.
* When local public safety resources are insufficient, assistance will be requested by the appropriate authority through the United Way 211 system using the “VRC Request for Volunteer Form”. The VRC services can also be initiated through formal mutual aid agreements established by response and volunteer organizations.
* Agencies requesting volunteers through VRC will be responsible for all the training, policies, procedures and management of assigned volunteers. They will also deploy their volunteers in coordination with organizational needs or as request by local emergency management agencies.
* Volunteers will be deployed based on the size and type of disaster, as well as the skills needed by requesting agencies to mount an effective response and recovery effort. During any particular disaster
* In a catastrophic event, local, state, and/or federal emergency declarations will occur. State and federal disaster assistance will supplement, not supplant, the response provided by governmental and non-governmental departments, agencies, and other organizations. Volunteer assistance is provided only when local resources are insufficient to meet the demands of the incident.
* Well managed spontaneous unaffiliated volunteers will contribute a positive public perception of the overall response and recovery operation. While professional responders and affiliated trained volunteers must be focused on their missions and the “big picture,” spontaneous unaffiliated volunteers will often have more time to meet the individual needs of survivors.

## Plan Development and Maintenance

The Volunteer Coordination Team of Metro Kansas City is responsible for the maintenance, revision and distribution of the Volunteer Reception Center Implementation and Operations Plan (“VRC Plan”) and any subsidiary plans and tools. This includes the Standard Operating Guidelines, the Just-in-Time training Guide, Job Action Sheets (JAS), and other necessary forms for the Volunteer Reception Center. The VCT will assess the need for and make revisions every other year, or sooner, in the case of the following:

* A need for the change in operational resources, policies or procedures for any reason deemed necessary by the VCT.
* A formal update after a plan activation or a major exercise.
* Required changes due to changes in planning guidance or standards

A combination of training, exercises, and real world incidents will be used to determine whether the goals, objectives, decisions, actions, and timing outlined in the VRC plan lead to a successful response. After Action Reports and Improvement Plans will guide plan revisions and improvements.

Note: This plan will be exercised bi-annually by the VCT.

# Plan Activation

## Activation Triggers

The Plan is activated and coordinated by the Volunteer Coordination Team. Activation of the plan can be requested by any governmental and non-governmental agencies by contacting the United Way 211 or the Chair of the VCT or their designee. The request will be processed through the appropriate VOAD procedures with any request for VRC activations to be confirmed to the requesting agency by the Chair of the VCT.

Triggers may include, but are not limited to the following situations:

* The impacts of the disaster and/or media coverage make an influx of spontaneous volunteers likely.
* Shortages of professional emergency responders require additional staffing support from outside sources.
* Volunteers with particular skills and/or special knowledge are needed to enhance response and recovery.
* Mutual aid partners request volunteers and/or volunteer assistance from local authorities.

Official VRC Requests can be made to the following:

United Way 2-1-1

4724 Logan Ave

Kansas City, MO 64136

Attention – Gary Thurman

Phone: 816-559-4716

Fax: 816-350-5205

Email: gary.thurman@uwgkc.org

## VRC Activation and Communications

Early and effective crisis communications is a critical part of any response involving volunteers. Getting the right information to the right people at the right time, so that they can make the right decisions about volunteering is a critical component in the Volunteer Reception Center Implementation and Operations Plan. The VCT will appoint a Public Information Officer (PIO) that will follow standard messaging release procedures as coordinated with local governmental and non-governmental public information agencies, MARC’s Regional Association of Public Information Officers (RAPIO), MARC’s Regional Coordination Guide on Emergency Public Information and NIMS Joint Information System (JIS), etc. to ensure volunteer guidance is widely disseminated through traditional and social media channels to reach all stakeholders.

All message releases will be coordinated with local and regional agencies and released through local Public Information Officers (PIOs) or if applicable through the Joint Information System (JIS). If the need is determined the Volunteer Reception Center’s PIO will work with local governmental and non-governmental agencies to develop a physical or virtual Joint Information Center (JIC) to help coordinate all messaging regarding volunteer needs.

Timely, informative, coordinated and accurate public information is a critical factor in keeping onlookers and potential volunteers from impeding the response and recovery processes of a catastrophic incident. The Volunteer Reception Center’s Public Information Officer will help manage public expectations and make clear the following information:

* Specify the exact needs required for the impacted areas
* Indicate the appropriate ways to help responders and people affected by the event
* List the exact appropriate skills are needed by anyone wanting to volunteer
* Outline what is not needed
* Specify where to go and how people can go to volunteer
* Indicate specifically where and how to donate time, supplies, equipment, and better yet, money.

The VRC’s Public Information Officer will also be responsible for:

* Developing and maintaining pre-scripted messages pertaining to the VRC.
* Develop all procedures and training required for VRC staffing and operations.
* Being the Mid-American Regional Council- RAPIO representative for the VCT/VRC.
* Work with media representatives at the VRC.
* Recording and documenting any form of press releases issued by the VRC including print, email, web-based and social media.

See Appendix “A” for Pre-Scripted public information message templates that can be used as a basis for information that could be released during a real event.

# Concepts of Operations

## VRC Site Requirements

A large church facility or a campus-like facility will be essential to receive the large numbers of spontaneous unaffiliated volunteers. Upon receiving instructions from the Chair (or Designee) of the VOAD the Chair of the VCT will prepare to process spontaneous unaffiliated volunteers at the designated VRC site. The VRC site will be chosen by the following criteria:

* Size of facility needed for the particular event
* Location of facility (Proximity to the disaster area)
* Availability of the facility (ex. Cancellation of planned events)
* Functional aspects of the facility (supplies, computer based systems, telecommunications, etc.)
* Pre-signed agreements, MOUs etc.

The Chair of the VCT will assign a Director of the VRC who is responsible for developing and maintaining facilities to be used during an operation. Locations that have signed facility agreements are listed in Appendix “B”. These agreements (MOUs) will be updated per the request of the facility of agency. These MOUs are not binding and at any time a facility can cancel the agreement or decide not to make their facility available depending on a particular situation. The Volunteer Coordination Team (VCT) will attempt to have numerous MOUs implemented with facilities that could host the VRC **(See Appendix “D” for “punch list” of essential, important and desirable VRC facility features and how to score each facility based on capacity levels 1 through 3)**.

The Chair of the VCT will also be responsible for establishing and maintaining written agreements or MOUs with supply vendors such as United Way 211, Cellular/phone companies, private security, technical equipment or other services needed for VRC implementation.

## VRC Staffing

The Chair of the VCT is responsible for developing and maintaining a number of trained volunteers needed to staff the VRC administrative processes and registration functions. Ideally, the VCT Chair will assign a Volunteer Reception Center Director who will supervise the setup and functions of the VRC. A few key VCT volunteers will also be trained to set up the VRC in case it becomes necessary. The Chair of the VCT will designate a VRC Assistant Director who shall carry out assignments as delegated by the VRC Director and shall handle any of the VRC Director’s responsibilities when the Director is unavailable.

## VRC Staff Training

A training area will be provided for VRC volunteers selected to work in the VRC. Each volunteer will need just in time from about 5 to 20 minutes of training prior to starting their VRC work. For example, Runners (if needed) will need about 5 minutes of training, while Interviewers will probably need at least 20 minutes or more. In addition, a supervisor should always be present for the workers at all the stations to provide advice, supervision and on-the-job training as well.

## VCR Documentation

Documentation is necessary for a VRC to succeed and run efficiently. This includes having policies, forms, facilities, communication protocols and tracking capabilities for volunteer activities. The VRC Director (or designee) will be responsible for assuring the following documentation is completed before, during and after Volunteer Reception Center operations.

* Written agreement signed for the facility being used for the VRC. This agreement should outline any cost or specific limits/requirements identified by facility managers.
* Document all administrative staff and station positions needed to run the VRC and the volunteers/agencies filling those positions. This information will be required for every operational period.
* Before any VRC set-up operations are started a complete walk-through and review of the facility must be completed and documented. This will involve taking detailed pictures of all areas that will be utilized for VRC functions including the parking lot, reception area, restrooms, individual rooms, facility electronics, etc. Also, areas of the facility not open to VRC personnel or volunteers must be outlined and procedures determined on how they will be secured.
* Documentation of volunteer hours and types of work done by VRC staff. Developing a system for documenting and maintaining needed information regarding VRC staff hours and types of work is a crucial first step towards potential match to federal reimbursements for participating VOAD agencies if a disaster declaration is requested. VRC staff hours include setting-up the facility, training, volunteer processing, screening, security, parking etc. This also includes maintaining current data regarding eligible donated volunteer labor rates and maintaining “Volunteer Work Summary Records”.
* Outline risk, worker’s compensation, and other liability protection for volunteers. This includes documenting all appropriate liability release waivers.
* Activate and document any MOUs or agreements needed to operate or obtain resources for the VRC
* Document how the VRC will be closed and inspected for demobilization.
* Document all cost associated with operating the VRC and have expenses agreements signed by responsible agencies/organizations.
* Determine how credentialing of VRC staffing will be completed and documented.
* Outline how VRC volunteer personal information will be recorded, protected and stored.
* Inventory and document any items/resources supplied to the facility or lead agencies for VRC operations.

## VRC Facility Set-Up Processes

For the VRC staff to begin processing and referring volunteers, specific resources and site preparation must be completed. These include:

* Required room layouts for all staging and station areas.
* Table, Chairs and signage
* Delivery of the VRC “Go Box” to the facility (See Appendix “C” for supplies and equipment included in kit”)
* Establish a supply area that can be secured
* Designate a VRC staff break area that provides a quiet room with refreshments and comfortable chairs to help ensure that staff take short breaks whenever possible and also minimize stress.
* Establish a “Training Area” for VRC staff

## VRC Communications and Computer Connectivity

Although United Way 2-1-1 operators will inform prospective volunteers to come to the VRC to apply for an assignment the VRC will need phones for administrative operations and other communication needs. The VRC Director (or designee) will need to assign a “Telecommunications Specialist” to work with the facility management to assure the following task can be accomplished:

1. Set up phones or a “Phone Bank” as needed for VRC operations
2. Set-up capabilities so 2-1-1 VRC-related phone call traffic can be routed to the appropriate phones.
3. The facility and VRC telecommunications specialist will need to work with a 2-1-1 interface specialist from their prospective phone company(s) to establish required connectivity.
4. Work with appropriate cellular phone provider(s) to establish needed phones, computer/software and connectivity to the internet will also be critical for VRC operations. The VRC Director (or designee) will need to work with the facility management to assure the following computer technologies are set-up before VRC operation begins:
5. Laptop computers are set-up and operational for all administrative and station functions.
6. Access to the internet is established by:
	1. Utilizing existing facility connectivity.
	2. Having “Hard Wired” internet connectivity temporally installed at the facility.
	3. Utilizing “Air Card” connectivity.
7. Appropriate required software installed on the appropriate computers.

 The use of expensive computers, video projectors, and other equipment at the VRC facility creates a potential for theft. VRC staff using this equipment should safeguard it even after the work day is over. This may require VRC staff taking the equipment home with them. The VRC Director (or designee) should work with staff to develop a “Check-out system” to track specific equipment to prevent loss or damage.

## VRC Security

Safety and security are significant factors in today’s disaster environment. The VCT does not have the responsibility or capabilities to assure that the facility is secure. The VRC Director (or designee) must work with the facility owner to determine the appropriate protective measures are in-place before VRC operations commence. After discussion with facility and jurisdictional law enforcement agencies, it may be determined that professional, auxiliary or private security presence be included in the VRC operation. If security measures become necessary, any responsibilities regarding cost and liability must be determined and outlined with appropriate agreements before VRC operations begin.

## Medical/Mental Health Professionals

 Stress is a reality in dealing with disaster and emergency situations. Persons who may not be suited to work in emergencies may respond to offer assistance in crisis situations. A registered nurse and licensed mental health professional must be part of the VRC staff to offer counseling and suggestions to these individuals regarding alternative ways they could volunteer. The VRC Director (or designee) will coordinate with groups like the Medical Reserve Corps or local health departments to procure needed health professionals.

## After Action Report (AAR)

Following the VRC event, the VCT must review the participants’ evaluations and actual operations and consider the results as compared to procedures outlined in this plan. The resulting assessments should produce an After Action Report (AAR.) This report includes accolades for what went right and reasonable recommendations for raising the standards in areas needing improvement.

# Volunteer Reception Center Processes

## Beginning the Registration Process

The VRC staff will begin processing and referring volunteers as soon as possible after the arrival of the first volunteers and the receipt of the first requests for volunteer assistance from the response organizations. Greeters are the VRC ambassadors and traffic controllers. A Greeter will be the first VRC staff person that the volunteer will meet, and will make the first impression of the Volunteers in Disaster Response operations. A sincere smile and “Welcome” are still the best greetings!

The registration process includes:

1. Greeting Section for General Volunteers
2. Registration Desk for General Volunteers
3. Registration for VRC staff

## Greeting Station

The Greeting station will be just located outside the entrance to the VRC. Greeter teams will orient volunteers outside the volunteer entrance if at all possible. The Greeter’s job is to greet people with a friendly and firm demeanor, determine the purpose of their visit and direct them accordingly. Low influx periods should have Greeters working as pairs. If the influx of persons to the VRC becomes too great to justify two Greeters working as a pair, they should split up and work individually (See Appendix “E” for staffing position descriptions and tasks).

### Responsibilities

Greeting Station Staff are to conduct the following VRC jobs.

1. If individuals are there to volunteer:
* Thank them.
* Give them a Volunteer Instructions sheet and direct the volunteer to Station #1B Registration
* Information provided by the Public Information Officer should be posted or handed out at the Greeting Station to provide current status of the response and recovery effort.
1. If the individual is a member of the VRC Staff:
* Direct them to “VRC Staff Registration” table.
1. If they are media personnel:
* Signal for a VRC staff member or a Runner to escort them to the VRC Public Information Officer. No one who is not volunteering is permitted inside the VRC without a staff member, runner or greeter escort.
1. If they are disaster victims:
* If possible, attempts will be made to intercept victims at the parking lot entrance so they can be directed to the correct agency assistance location and not to the VRC.
* Refer them to the appropriate response agency. These locations should be known to the VRC staff as they will have been previously identified in the planning process.
1. If they have food, clothing, etc. to donate:
* Refer them to the appropriate agency (except for food ordered by the VRC staff).
* Unsolicited donations of food should not be accepted.
1. If there is a long wait:
* Some potential volunteers may not understand the reason for the wait and become impatient. IF this occurs please thank them for wanting to volunteer and briefly explain the process and ask them to be patient or to come back later.

### Forms

The following forms will be distributed at the Greeting Station:

* Volunteer Instruction Sheet

### Equipment

The following equipment will be needed to support the operations of the greeting station:

* Table and Chairs (1 table and 4 chairs)
* Pop-up tent or awning
* Items for crowd control including tape and stands to form and mark waiting lines.
* Two Clip boards, pens and markers, stamp and stamp pad.
* Signs indicating greeting areas is where the volunteer process starts.

## Volunteer Registration Station

This station is responsible for assisting volunteers’ in fill-out registration forms and directing them to the Volunteer Screenings and Sorting Station. Volunteers who will be working for the VRC will need to go through the VRC staff registration table. (See Appendix “E” for staffing position descriptions and tasks).

### Responsibilities

 Registration Station staff are to conduct the following VRC jobs.

* Give each unaffiliated prospective volunteer a “Volunteer Registration Form” and a pencil.
* Seat the volunteer at a table with instructions to complete the “Volunteer Registration Form” to the best of their ability and to sign the Liability Waiver at the bottom of the form.
* Ensure that volunteer time-in and time-out is recorded
* If there are not enough tables provide a clipboard.
* When they complete the “Volunteer Registration Form”, the prospective volunteer shall be directed to
* Volunteer Screening and Assigning process station.

NOTE: ALL VOLUNTEERS MUST BE DIRECTED TO THIS STATION.

* VRC Staff volunteers will be directed to the VRC Director (or designee) so they can get instructions regarding how to be registered, record worktime, obtain ID badge and receive required training.

### Forms

* Volunteer Registration Form (500 Copies)
* Volunteer Liability Form (500 Copies)
* Volunteer Instruction Sheets (information given based on disaster/event)

### Equipment

* VRC Registration Staff ID Badges
* Signs for Registration
* Tables and chairs for volunteers to use while completing “Volunteer Registration Form” (enough tables and chairs for 25 or more walk in volunteers)
* Clipboards to use in case of overflow (25)
* Supply of Volunteer Instructions sheets
* Supply of Disaster Volunteer Registration Forms and VRC Staff Registration Forms
* Supply of paper and pens or pencils

## Volunteer Screening & Sorting Station

This station listens and reviews the “Volunteer Registration Form” to learn what experiences, skills and talents a prospective unaffiliated volunteer brings to assist with disaster aid. Affiliated volunteers such as CERT and MRC Volunteers will need to have their identification cards checked and directed to the specific agency station, if present.

### Responsibilities

This process will question prospective volunteers regarding previous volunteer activities, workplace skills and organizational affiliations to determine the following:

* Suitability for disaster response duties
* Level of skill and talent brought to the event
* Time commitment available to participate in the response.
* If the volunteer is affiliated with an organization such as CERT or MRC, they are to be directed to the specific agency station located at the VRC (See Appendix “F” Agency Specific Interviewing Station). If that agency is not represented at the VRC, they should be directed to contact their agency representative for any volunteer opportunities they have available. If they would like to volunteer for another agency they should be considered an unaffiliated volunteer and directed to complete the proper VRC procedures.
* Unaffiliated volunteers will receive a colored sticker to represent that they have been through the initial sorting process.
	+ Green sticker - “fast track” for volunteers with high priority skills or previous training/experience with a disaster agency and are directed to the Interviewing station.
	+ Red sticker - These are volunteers with special skills that in high or moderate demand AND do not have previous experience/training with a disaster agency. They are also directed to the Interviewing station.
	+ Yellow sticker - These volunteers come with no disaster response skills nor special skills. This is typically the most common category.
	+ Blue sticker - Volunteers who have low availability or any of the following concerns: extreme physical limitations, possible mental problems, under the influence, or obvious attitudinal problems. If a volunteer appears difficult to place in the current disaster relief operation, they should receive a blue sticker. Remember, some individuals are not suited for disaster relief. They also move to Station 3 for interviewing.

Task determination may be based on the volunteer’s answers, or may be filled by qualifications, task knowledge and/or experience noted.

Note: Not all candidates are suitable for disaster response. It is important to be sensitive to each volunteer and note actions or questions that may be clues that other volunteer activities might be more appropriate. When in doubt the observations and recommendations of medical or other professional VRC staff can be helpful. “I’m sorry. We cannot use you now,” is an acceptable response in any questionable interview (See Appendix “E” for staffing position descriptions and tasks).

### Forms

* Volunteer Registration Forms
* Volunteer Referral Forms

### Equipment

* Office supplies (pencils, paper, etc.
* Color stickers (Green, Red, Yellow, Blue)
* Station signs and stands
* Table and Chairs

## Volunteer General Interviewing Station

 The purpose of this station is to interview volunteers who get categorized as Green, Red, Yellow, or Blue. This is a one-on-one interview with each potential volunteer to discuss volunteer opportunities that match the skills, knowledge and/or experience level of the volunteer.

### Responsibilities

As VRC staff interviewers become available, a new volunteer will be invited to sit down with them to interview. (A number system for “first come-first serve” can be used if a lot of volunteers need to wait for an interviewer). The interviewer should take into account the Grouping (red, yellow, or blue) by the Screener, describe any volunteer opportunities, and, if a match is both possible and appropriate, refer to the requesting agency. Volunteer requests will be displayed on the phone bank’s computer projections and on a printout.

If a match is found to be appropriate and available, the interviewer will make a referral to the requesting agency. If the agency is present at the VRC location, the volunteer may be directed to the agency’s specific table for an additional interview. In most disaster events, however, the agencies will not have the manpower available to setup their own table at the VRC site. In these cases, the volunteer is directed to the Data Collection station after the VRC staff member has completed the Disaster Volunteer Referral Form and stamped the General Interview box on the Referral Form. Every effort should be made to match the volunteer with a job opportunity. Assume 3 to 5 minutes per volunteer (See Appendix “E” for staffing position descriptions and tasks).

#### Volunteers accepting assignment:

* Complete the Disaster Volunteer Referral Form except for portions that pertain to later actions.
* Initial the General Interview box on the Referral Form.
* Place color sticker on the Referral Form (a different Group may, if necessary, be assigned at this time and a different sticker color applied to the Registration Form copy. Note: Not only is it OK to change a color dot for a volunteer, but is essential to do so if the interview results in a change of the person’s Group status. In those cases, cover the old dot with the new one.
* Volunteer takes the Referral Form and the Registration Form to the agency that they were referred if they have a Station at the VRC. If the agency does not have representatives present at the VRC the prospective volunteer will be given their contact information and directions on how to report to the agencies offices. (See Appendix “F” for Agency Specific Interviewing Station Information)
* Instruct volunteer to be sure to complete the remaining VRC Stations (Data/Agency Coordination, General Safety Briefing and Exit station).

#### Volunteers not placed following the interview:

* Due to all position are currently filled or there is not a fit for them, these volunteers are asked to wait in the seating area for another position to become available (if one is likely to be fairly soon) or directed to go home and will be contacted if an opportunity arises. Explain that their special skills are more likely to be needed by another agency
* Due to being ill-fitted for disaster relief work, it is encouraged to inform these individuals there are currently no available opportunities and they are to be sent directly to the Exit Station.

### Forms

* Extra volunteer “Referral Forms”
* VRC station maps

### Equipment

* Station sign and stand
* Three tables and chairs to allow for 8 Interviewers and 8 new volunteers
* General office supplies (pens, notepads, etc.)
* Telecommunications for conversation with the agencies (desirable, not essential)

## Data/Agency Coordination Station

The Data/Agency Coordination is where the Volunteer Registration and Referral Forms are checked, collected and entered into the VRC database. This station is directly responsible for Two (2) operations involving Volunteer Registration/Referral Forms and maintenance of the Volunteer Referral Data Base (See Appendix “E” for staffing position descriptions and tasks).

### Responsibilities

**Collection/Completion of Forms** – At this station the volunteer presents their Registration and Referral Forms to the Data/Agency Coordinator, who maintains the white original copy of the Volunteer Registration Form and reviews then initials the referral form. Once the forms have been checked and completed the volunteer will be given instructions or directed what to do next.

**Volunteer Referral Data Base** – This station will also enter information collected from the Volunteer Registration and Referral Forms into the Volunteer Referral Data Base and file the written forms into a permanent file. When a volunteer job request is initiated from an agency, staff at this station will complete a data base search to insure there are no volunteers already in the data base that can fill the position, if so, they will call the Volunteer to inquire if they are available and willing to serve. They will make any telephone contact that may be necessary to complete the referral process or to verify or clarify requests agencies have initiated.

### Forms

* Supply of Volunteer Registration Forms
* Supply of Volunteer Referral Forms
* Volunteer Agency Contact List
* VRC Station Maps

### Equipment

* Station sign and stand
* Three tables and chairs to allow for 8 Interviewers and 8 new volunteers
* General office supplies (pens, notepads, etc.)
* Telecommunications for conversation with offsite VRC agencies
* Two bins labeled Pending Registration and Closed Registration

## General Safety Briefing Station

This station is where all volunteers will be given general safety training on what to expect on the job sites while volunteering, how to be safe on the job sites and in general and how to take good care of themselves during and after their assignment.

**Note:** All VRC agencies utilizing volunteers are responsible for providing detailed safety training for their specific volunteer tasks.

### Responsibilities

Detailed safety training and information is NOT provided by the VRC at this station. It is intended as a general introduction to personal safety regarding appropriate clothing, preparedness, communications and Incident Command. An emphasis will be placed on the volunteer understanding that they will never be asked to take undue personal risks or work beyond the scope of their experience or training (See Appendix “E” for staffing position descriptions and tasks).

### Forms

* Supply of VRC Safety Briefing Sign-in Sheets
* Supply of VRC Safety Instruction Sheet
* Supply of Volunteer Agency Contact List
* Supply of VRC Station Maps

### Equipment

* Station sign and stand
* Tables and chairs to allow for up to 30 new volunteers to participate in the safety briefing
* General office supplies (pens, notepads, etc.)
* LCD projector, screen and computer for briefing media
* Bin to collect Safety Briefing Sign-in Sheets

## Exit Station

All volunteers either referred to an agency or unable to be placed will exit the VRC through this station. All volunteers should receive exit information and have the offer of participating in a VRC survey.

### Responsibilities

The Exit Station will allow volunteers to leave the VRC and give them an opportunity to have any unanswered questions or concerns addressed. This station will also have surveys available so volunteers who have used the VRC can tell VRC management about their experiences and rate the service they have received.

This station will also handle potential volunteers that have not been placed or referred to a volunteer position. Some of these individuals may have been determined to be in the “Blue” group following their General Interview and are certain or very unlikely to be assignable to ANY agency at ANY time and could be upset or disgruntled. This station should be staffed by VRC volunteers who are particularly skillful at handling unassignable candidates.

The Exit Station will also have a supply of preparedness and safety information that will be made available to all volunteers visiting the VRC (See Appendix “E” for staffing position descriptions and tasks).

###  Forms

* Supply of VRC Survey Forms
* Supply of preparedness information
* Supply of VRC Safety Instruction Sheet
* Supply of Volunteer Agency Contact List
* Supply of VRC Station Maps

### Equipment

* Station sign and stands
* Tables and chairs to allow for 4 to 6 VRC volunteers staffing the station
* General office supplies (pens, notepads, etc.)
* Bin to collect survey forms

# Support Functions

## Administrative Staff

Support positions include the Public Information Officer, a mental health professional, and others including security people and staff members who do not work directly with the volunteers. These persons are described in the following section.

### Public Information Officer

The Public Information Officer is the only VRC staff member who interacts with the media about the VRC’s operation. All information is to be approved by the Director of the county EMA and coordinated with the VRC Director prior to release to the media. All media personnel arriving at the VRC are to be escorted to and accompanied by the Public Information Officer at all times (See Appendix “E” for staffing position descriptions and tasks).

#### Forms

* Supply of all VRC Survey Forms
* Supply of preparedness information
* Supply of VRC Safety Instruction Sheet
* Supply of Volunteer Agency Contact List
* Supply of VRC Station Maps
* Supply of VRC press releases

#### Equipment

* Station sign and stands
* Tables and chairs to allow for interview
* General office supplies (pens, notepads, etc.)
* Phone with specific number to take media calls

### Phone Bank Personnel

Phone bank personnel will be handling calls from agencies requesting volunteers. Calls from persons wanting to become volunteers will also be handled through the VRC phone system as the telephone number is intended to be open to the public. The new metro-wide 2-1-1 telephone system should be used. The Phone Bank Team Leader must train their staff on using and coordinating the United Way 2-1-1 system as needed. The 2-1-1 operators will be briefed to inform volunteers to go to the VRC to apply for an assignment; making an application over the phone is not EVER to be done.

Phone bank personnel consist of a Team Leader, Telecommunications Specialist and Needs Assessment Staff. The “Phone Bank” will be set-up as needed by the VRC and facility’s telecommunications specialist who will need to work with a 2-1-1 interface specialist from the facilities phone service company to make this happen. Should normal phone service or power be interrupted Individual cell phones may need to be used during temporary power outages. Also, use of a dry erase marker board can be used to show job requests at the VRC if the electronic projection system cannot be used. Communication between participating volunteer agencies and the VRC can be facilitated by amateur radio operators (HAMs) who can be requested to provide emergency radios in cases where power is on but phone communications are shut down (See Appendix “E” for staffing position descriptions and tasks).

#### Forms

* Supply of VRC Station Maps
* List of all VRC administrative staff and team leaders contact information
* List of VRC facility administrative contacts and phone/internet providers

#### Equipment

* Required computer
* Tables and chairs to allow for equipment set-up as needed
* General office supplies (pens, notepads, etc.)
* Required Phones, wires and associated equipment

## Supplemental Staff

### Runners

Runners are used to assure that important communications are available among all segments of VRC operations. This includes the Runner Team Leader, Phone Bank Runners, Communications Runners and Administrative Runners. All Runners are assigned as needed to facilitate internal communications among all Stations of VRC. Some Runners are used to keep forms stocked at the appropriate stations and post requests during times of equipment failure etc. All Runners will be trained for their assigned task by the Runner Team Leader or other Administrative Staff or other Team Leaders (See Appendix “E” for staffing position descriptions and tasks).

#### Forms

* Supply of VRC Station Maps
* List of all VRC administrative staff and team leaders contact information
* List of VRC facility administrative contacts and phone/internet providers

#### Equipment

* General office supplies (pens, notepads, etc.)
* Required Phones, radios or other communications equipment

### Security Personnel

Safety and security are significant factors in today’s disaster environment. The Volunteer Coordination Team of the Metro Kansas City Area does not have the capabilities to hire or contract VRC facility security. The Security Team Leader will need to coordinate with the VRC facility owner, local emergency preparedness and appropriate law enforcement as necessary to determine needed security staff, requirements and procedures. It may be suggested that a professional, auxiliary or private security presence be included in the VRC operation. Should this need occur the Security Team Leader will need to coordinate with the VRC Director to determine all cost associated with these added security measures and how such services will be contracted, paid or reimbursed (See Appendix “E” for staffing position descriptions and tasks).

#### Forms

* Supply of VRC Station Maps
* List of all VRC administrative staff and team leaders 24-hour contact information
* List of VRC facility administrative contacts and 24-hour phone numbers
* Supply of VRC Security Incident Report Forms

#### Equipment

* General office supplies (pens, notepads, etc.)
* Required Phones, radios or other communications equipment

### Medical/Mental Health/Social Worker Personnel

Stress is a reality in dealing with disaster and emergency situations, particularly if operations are required 24/7. Persons who may not be suited to work in emergencies may respond to offer assistance in crisis situations. A registered nurse and licensed mental health professional must be part of the staff. These service may be obtained by working collaboratively with the management and volunteers of the Red Cross, Salvation Army, Local Fire/EMS agencies, hospitals, Medical Reserve Corps, Police Departments, Local Health Departments, local and regional Mental Health Agencies and numerous other volunteer and disaster response mental health professionals and community service providers. The VRC will have both a Mental Health and Medical Consultant available during VRC operations (See Appendix “E” for staffing position descriptions and tasks).

#### Forms

* Supply of VRC Station Maps
* List of all VRC administrative staff and team leaders 24-hour contact information
* List of VRC facility administrative contacts and 24-hour phone numbers
* Supply of VRC Medical Incident Report Forms

#### Equipment

* General office supplies (pens, notepads, etc.)
* Required Phones, radios or other communications equipment

# Appendix “A” Pre-Scripted Public Information Message Templates

General Messages

“As public safety agencies work to respond to and recover from [Name of Disaster], an influx of unexpected or unrequested volunteers and donations can make the response and recovery process even more difficult. If you want to volunteer or donate, please visit our website at [Need website name and address] or call or visit the Volunteer Reception Center located at [address of VRC] between [list hours of operation and days open]. The Volunteer Reception Center phones are staffed e.g. Monday-Saturday) and may be reached at (Insert phone number). Use “9-1-1” for life threatening emergencies only. For information about volunteering, call the United Way 2-1-1 helpline or go to [Need address].”

**Volunteering**

“Community members and neighbors, for your safety, the safety of responders, and for the overall management of the disaster, we are asking that you stay away from the affected area [describe area parameters] until further notice.

People who are not affiliated with a volunteer organization and wish to find out about volunteer opportunities please contact United Way 211 to find out about the volunteer registration process.”

Community members and neighbors, for your safety, the safety of responders, and for the overall management of the disaster please do not go into the disaster area to help without going through the volunteer registration process.

If you wish to volunteer, please do the following:

* Call United Way 211 to find out how what volunteers are needed and how to register [insert phone number]
* Register on-line [insert web-address]
* Come to the Volunteer Reception Center, located at [insert location and times of operation]
* Have the following with you: government issued photo ID, professional credentials, emergency contact information, snacks, water, and cell phone
* Persons with the following credentials [license, skills, equipment] are needed [time frame]
* Please register to volunteer. We know that everyone wants to help. We ask that all volunteers consider their own limitations and needs before volunteering. Be realistic about your ability to be self-sufficient and aid in disaster response and recovery. If you can’t volunteer, consider making a monetary donation.”

# Appendix “B” Volunteer Reception Center Facilities Agreements

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name of Facility | Contact Name | Contact Number(24-hour number) | Address of Facility | Description of Facility (size, parking, etc.) | Agreement Date |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
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# Appendix “C” Go Box Supplies and Equipment Inventory

The following list of items should be included in the VRC’s “GO BOX.” The quantities listed here are the minimum required to set up and operate the VRC for the first day. Depending upon the magnitude of the event, the VRC Director should arrange for the purchase of additional supplies. The equipment listed as optional has been found to be very useful.

|  |  |
| --- | --- |
| **Office Supplies** | **Forms (Copies)** |
| Dry erase markers (3 sets of 4) | Volunteer Instructions (500) |
| Dry eraser (3) | Disaster Volunteer Registration with carbon Copy (500) |
| Pens (4 boxes of 12) | Request for Volunteers (500) |
| Highlighters (3) | Disaster Volunteer Referral Forms (500) |
| Pencils (one or more boxes, sharpened) | Employee & Volunteer Sign-in/Sign-out Forms (50) |
| Lined pads of yellow paper (several) | Expenses Incurred Log (14) |
| Pencil sharpener | VRC Plan (2 full copies – 5 Partial copies for Stations 2-5) |
| 2 Lined spiral bound notebooks |  |
| Copy paper (3 reams) | **List – Information - Maps** |
| Flip chart pad (1) | VRC floor plans (if applicable) (25) |
| 3 X 5 index cards (200) & 2 File Boxes | VRC job descriptions (50 each) |
| 12 file folders | Maps of where volunteer organizations are Located (500) |
| Hanging folders & labels (50 Letter) & (50 Legal) | Emergency phone lists (10) |
| Milk crates or plastic containers for files |  |
| Push pins | **Equipment & Other Supplies** |
| Clipboard (at least 6 or more) | Battery-operated radios and batteries |
| Stapler (4) & staples (two boxes) | Coffee supplies (pot, coffee, sugar, etc.) |
| Masking tape | Ice chest for canned drinks and bottled water |
| Clear tape | Printed signs for all stations |
| Staff name tags | Sign stands (6) |
| Post-it-Notes  | One mobile dry erase marker board (Optional) |
| #10 envelopes (12) | Phone bank (hardline or cellular for VRC Staff) |
| Large, Medium, Small binder clips (10 each) | Multi-plugs with 10’ cords (6) |
| Paper clips and clamps |  |
| ID badge materials |  |
| Photo ID materials |  |
| Scissors |  |
| Different colored vests (distinguish staff positions) |  |
| Label Maker with (3) tape cartridges) |  |
| Camera (Digital or disposable)  |  |

|  |
| --- |
| **VRC Telecommunications and Computer Services Requirements** |
| 2-1-1 telephone system and associated services |
| Information web-site for VRC info (password protected) |
| Computer systems as required for VRC stations and individual agencies represented in VRC facility  |
| Appropriate Router/switch and wireless routers for computer internet connections  |
|  |

# Appendix “D” VRC Facility Features “Punch List”

This is a “punch list” of essential, important, and desirable features for a Volunteer Reception Center (VRC) in processing spontaneous unaffiliated volunteers in a very large disaster. The following includes three categories of criteria for the facility:

***“Essential”*** criteria are those that must be met in all cases.

***“Important”*** criteria are those that should be met, although it is allowable for one or two not to be fulfilled.

***“Desirable”*** criteria are those that are beneficial but not in any way essential.

**Essential**

1. The facility must be fully useable within 12 hours after the Disaster Incident Commander has requested a Volunteer Reception Center be established. Operation hours would be from 7 a.m. to 5 p.m. daily.
2. Parking: There must be parking spaces available for up to 350 persons. This includes up to 100 VRC staff and initial helpers, 200 visiting volunteers, and another 50 spaces for media, security, other vehicles, etc.
3. The facility must be acceptable to the Spontaneous Unaffiliated Volunteer Task Force.
4. The facility must be ADA Compliant.
5. Area: The main floor area for Stations #1 through #7 is at least 4,000 square feet and the adjacent room areas are at least an additional 2,000 square feet. Optimally, the main area should be 10,000 square feet or more and the agency-specific areas should have several rooms ranging from 120 to 600 square feet, with a total of 2,000 to 4,000 square feet and an overall total of 12,000 to 14,000 square feet.

**Important**

1. Highway Access: The VRC location is on or near a major highway in the KC metro area.
2. Easily Found: Travel to the facility involves very simple directions.
3. Responsive Ownership/Management: The owner/manager is easy to work with.
4. Open Continuously: The facility is open all, or nearly all, of the time throughout the year.
5. Alternate Power Line Feeds: The facility is supplied from two separate power distribution lines such that the electric utility can route power from a second line if the main distribution line is out.
6. Owner/Manager Returns Calls: When messages are left, they are returned promptly.

**Desirable**

1. The facility has ample tables and chairs so agencies do not need to bring their own.
2. Hotels and motels are within two miles.
3. No internal noise problems, especially in the main area.
4. Facility is designed to resist all but the worst case tornado.
5. Facility is not prone to problems in/after storms.
6. Police or private firm can provide security through an easily attainable agreement.
7. Emergency Generator: The facility has an emergency generator with capacity to power the entire VRC during the 7 am to 7 pm time frame.
8. Fast food restaurants in close proximity.

# Appendix “E” VRC Staff Positions

##  Greeting Station Staffing Positions

### Greeter Team Leader

**Appointed by:** VRC Director

**Reports to:** VRC Director

**Location:** Located just outside the entrance to the VRC site.

**Identification:** Greeters should wear a distinctive & visible vest and hat with appropriate ID Tag.

**Communications:** Greeter Team Leader should have radio or phone communications capabilities with the VRC

director and other VRC Station Team Leaders.

**Tasks:** Greeter Team Leader trains the volunteers and oversees the Greeter Team operations. Assigns Greeter volunteers to their specific area. It is recommended that the assignments be made in pairs. This increases the safety of each volunteer and also permits each area to be covered while still allowing a Greeter to take a break periodically.

### Internal and External Greeters

 **Appointed by:** Appointed by the VRC Director or designee

 R**eports to:** Greeter Team Leader

 **Location:** Outside the entrance to the VRC.

 **Identification:** Greeters should wear a distinctive & visible vest and hat with appropriate ID Tag.

 **Communications:** Direct verbal contact with Greeter Team Leader

 **Task:** Greet volunteer, smile, Thank You. If the volunteer is 18 or over, determine whether volunteer is pre-registered CERT, VIPs, Medical Reserve Corps member or spontaneous unaffiliated volunteer. Give the Volunteer Instructions sheet to each person. There may be specifically marked lines for Pre-registered and spontaneous unaffiliated volunteers. If so, pre-registered are admitted first; spontaneous, unaffiliated volunteers wait for available seating. All volunteers are directed to Registration.

Greeters will orient volunteers outside the volunteer entrance if at all possible. The Greeter’s job is to greet people with a friendly and firm demeanor, determine the purpose of their visit and direct them accordingly. Low influx periods should have Greeters working as pairs. If the influx of persons to the VRC becomes too great to justify two Greeters working as a pair, they should split up and work individually.

Greeters should remember the following:

* If individuals are there to volunteer:
	+ Thank them.
	+ Give them a Volunteer Instructions sheet and direct the volunteer to the Registration Station.
* If the individual is a member of the VRC Staff:
	+ Direct them to the VRC Staff Registration Station
* If they are media personnel:
	+ Signal for a Runner to escort them to the Public Information Officer (PIO). No one who is not volunteering is permitted inside the VRC without a Runner, Greeter escort or VRC administration.
* If they are disaster victims:
	+ If possible, attempts will be made to intercept victims at the parking lot entrance so they can be directed to the correct agency assistance location and not to the VRC.
	+ Refer them to the appropriate response agency, which will have their disaster client services offices at different locations from the VRC; these locations should be known to VRC staff as they will have been previously identified in the planning process.
* If they have food, clothing, etc. to donate:
	+ Refer them to the appropriate agency (except for food ordered by the VRC staff).
	+ Unsolicited donations of food should not be accepted.
* If there is a long wait:
	+ Some volunteers may not understand the reason and become impatient. Please thank everyone for volunteering, briefly explain the process and ask them to be patient or to come back later.

## Volunteer Registration Station Staffing Positions

### Registration Team Leader

**Appointed by:** VRC Director or designee

**Reports to:** VRC Director

 **Location:** Registration Station Area

 **Identification:** Registration Team Leader should wear a distinctive & visible vest and hat with appropriate ID Tag.

 **Communications:** Direct communication with VRC director or designee and other VRC station team leads

 **Task:** Train and assign Registrars staff. Troubleshoot questions raised in the Registration process. If a large influx of disaster volunteers appears, work with VRC Director to consider appointing additional staffing to assist with the management of these busy Stations.

### Registrars Staff & VRC Staffing Registrar Staff

**Appointed by:** Appointed by the VRC Director or designee

**Reports to:** Registration Team Leader

 **Location:** Registration Station Area

 **Identification:** Registration Staff should wear a distinctive & visible vest and hat with appropriate ID Tag.

 **Communications:** Direct communications with Registration Team Leader

**Task:** Assist both unaffiliated and affiliated volunteers through the VRC on-site Registration process. Pre-registered volunteers must have their pre-filled “Volunteer Registration Form” and “Liability Wavers” (if applicable) checked to document the information needed to comply with VRC registration process. Spontaneous, unaffiliated applicants require more extensive registration information. They must complete and sign the “Volunteer Registration Form” and “Liability Waver” (if applicable). When forms are completed and checked direct the volunteer to Seating Area until Interviewer is available. Make sure the time prospective volunteers have spent in the Registration Station are documented on the “Volunteer Registration Form” (Time in and out of the Registration Station)

Registration Staff should remember the following for potential volunteers:

* Give each volunteer a Volunteer Registration Form and a pencil.
* Seat the volunteer at a table with instructions to complete the Registration Form to the best of their ability and to sign the Waiver at the bottom of the form.
* If there are not enough tables provide a clipboard.
* When the prospective volunteer completes the registration form, direct them to the Screener/Sorter Station. REMEMBER - ALL VOLUNTEERS GO TO STATION THE SCREENER/SORTER STSTION.

Registration Staff should remember the following for VRC Staffers

* Register all incoming and outgoing VRC Staff members
* Insure that their time-in and time-out is recorded and routed to the appropriate VRC Administrative Staff.
* Direct the staff member where to obtain proper VRC identification badge, hat etc.
* Remind the staff member to check-in at the VRC Administrative area to receive their assignment.

## Volunteer Screening and Sorting Staffing Positions

### Screening/Sorting Team Leader

**Appointed by:** VRC Director

**Reports to:** VRC Director (or designee)

 **Location:** Volunteer Screening and Sorting Area

 **Identification:** Screening/Sorting Team Leader should wear a distinctive & visible vest and hat with appropriate

ID Tag.

 **Communications:** Screening/Sorting Team Leader should have radio or phone communications capabilities with

the VRC Director and other VRC Station Team Leaders.

 **Task:** Train and assign Screening/Sorting staff. Troubleshoot questions raised in the volunteer screening and sorting process. If a large backlog of disaster volunteers starts to occur at this station, work with VRC Director to consider appointing additional staffing to assist with the management of these screening and sorting stations.

### Screeners/Sorters

**Appointed by:** VRC General Screening/Sorting Team Leader

 **Reports to:** VRC General Screening/Sorting Team Leader (or Designee)

 **Location:** Volunteer Screening and Sorting Station Area

 **Identification:** The General VRC Screeners and Sorters should wear a distinctive & visible vest and hat with appropriate ID Tag.

 **Communications:** Screeners and Sorters should have direct communications capabilities with the

VRC Screening/Sorting Team Leader.

 **Task:** This volunteer position will conduct the screening and sorting of potential volunteer so they can be placed into the appropriate interviewing stations. After Quickly reviewing the Volunteer Registration Form to determine the appropriate Group Type of each candidate volunteer. It should be fairly easy for the Screener/Sorter to assign a group to each volunteer and the process should go quickly, assume no more than 3 or 4 minutes per volunteer and in some cases this process can be accomplished in less than 30 seconds before sending the perspective volunteer to the interviewing process station.

The screener sorter will place the appropriate “Group Sticker” on the volunteers Registration Form. The original and carbon copy Registration Form for all “Green”, “Red” and “Yellow” Groups with stickers applied should be taken with them to the Interviewing Station. For volunteers receiving “Green” stickers the top (white) copy of the Registration Form should be retained and the remaining carbon copy of the Registration Form should have a green sticker placed on it with a blank Referral form indicating “no referral” marked on it should be taken with them to the appropriate agency specific station. Retain the original (white)copy of the Registration Form at your Station. These will be collected periodically during the day by the Data/Agency Coordination staff.

 At the conclusion of the screening/sorting:

 Direct the volunteer to the Interview Station (either to General for “Red” & “Yellow” Groups or for “Green “Group, escort the volunteer to the Agency Specific Station area).

## General Interviewer Staffing Positions

### General Interviewer Team Leader

 **Appointed by:** VRC Director

 **Reports to:** VRC Director (or Designee)

 **Location:** Volunteer Interview Station Area

 **Identification:** Interviewer Team Leader should wear a distinctive & visible vest and hat with appropriate

ID Tag.

 **Communications:** Interviewer Team Leader should have radio or phone communications capabilities with the

VRC Director and other VRC Station Team Leaders.

 **Task:** This volunteer position will supervise the VRC Interviewers for the Disaster Volunteers that will perform the duties of assessing the potential volunteers for qualifications, physically, mentally, emotionally, properly outfitted etc.

### General VRC Interviewer

**Appointed by:** VRC General Interviewer Team Leader

 **Reports to:** VRC General Interviewer Team Leader (or Designee)

 **Location:** Volunteer Interview Station Area

 **Identification:** The General VRC Interviewer should wear a distinctive & visible vest and hat with appropriate

ID Tag.

 **Communications:** The General Interviewer should have direct communications capabilities with the

VRC General Interviewer Team Leader.

 **Task:** This volunteer position will conduct the VRC Interviews for the potential volunteer to assess the physical, mental, emotional qualifications and assure they are properly outfitted etc. for the volunteer position. They will conduct the following procedures.

* Take Disaster Response Volunteer Application and review with volunteer. Review all questions on the form to be sure they are completed. Remember this information becomes a legal document
* Assess the volunteer’s ability to assist in Disaster Recovery Operations (physically, mentally, emotionally, properly outfitted)
* Discuss Volunteer’s special qualifications.
* Discuss any special equipment volunteer has brought that could be used in volunteer work.
* Discuss current opportunities and match with appropriate volunteer requests.
* Explain the need to “check in” and “check out” with appropriate volunteer agency and how this is done. Some volunteers may be able to check-in with agencies represented at the VRC location. Other agencies may not be at the VRC facility and the volunteer may need to be directed to the agencies offices or other locations.
* Sign Disaster Response Volunteer Application Form and put in the appropriate file.
* Send volunteer with the referral form to the Data/Agency Coordination Station.
* Send Signed Disaster Response Volunteer Application to the Data/Agency Coordination Data Entry Staff (if computers are available) otherwise, keep in application in the appropriate file.

Once an agency fit is identified for a volunteer, the volunteer should be routed to that agencies station if they have one staffed at the VRC facility. If no referral is possible, the “Red” Group volunteer, along with a carbon copy of the Registration Form with a “Red” sticker and a blank Referral Form (marked “no referral”), will be directed to one or more of the Agencies Specific Station Areas for interviews. Should an agency match with a “Red” group volunteer not have a station at the VRC the volunteer should be given the appropriate contact information, address and directions of the agency and directed to the Data/Agency Coordination Station.

The “Yellow” Group volunteers who are not referred to an agency, however, will not typically go to any Agency Specific Stations, but can be instructed to wait in the general seating area or sent home and wait to be called when an agency match occurs. Occasionally, a “Yellow” volunteer can be allowed to meet with an agency at their specific Station if there is a fairly high potential that the agency may have a use for them. They still will need the Registration Form carbon (with “Yellow” sticker) and the blank Referral Form (marked “no referral”). Volunteers designated with “Blue” stickers will be informed that there are currently no available opportunities and sent directly to the Exit Station.

 **Remember:** 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. It is likely that some volunteers will exhibit the stress of the disaster and extra measures of patience and understanding are needed.

 **IMPORTANT:** ALL VOLUNTEERS ARE REQUIRED TO SIGN IN AND OUT ON THE “SIGN IN/OUT RECORD SHEET” AT EACH TEAM LEADERS STATION. PLEASE EMPHASIZE TO VOLUNTEER!

## Data/Agency Coordination Staffing Positions

### Data/Agency Coordinator Team Leader

**Appointed by:** VRC Director

 **Reports to:** VRC Director (or Designee)

 **Location:** Data/Agency Coordination Station Area

 **Identification:** Data/Agency Coordination Team Leader should wear a distinctive & visible vest and hat with

appropriate ID Tag.

 **Communications:** Data/Agency Coordination Team Leader should have radio or phone communications

capabilities with theVRC Director and other VRC Station Team Leaders.

 **Task:** This volunteer position will supervise the VRC Data/Agency Coordination Volunteers that will perform the

duties of reviewing forms, agency coordination, collecting paperwork, data entry, filing and maintaining the information of potential volunteers. The Data/Agency Coordination Team Leader will also assure steps are taken to keep all volunteer information confidential with security and privacy protection maintained at all times.

### Data/Agency Coordinator Forms Agent

**Appointed by:** VRC Data/Agency Coordination Team Leader

 **Reports to:** VRC Data/Agency Coordination Team Leader (or Designee)

 **Location:** Data/Agency Coordination Station Area

 **Identification:** Data/Agency Coordination Team member should wear a distinctive & visible vest and hat with

appropriate ID Tag.

 **Communications:** Data/Agency Coordination Team member should have communications capabilities with the

VRC Data/Agency Coordination Team Leader and other VRC member agencies within the VRC.

 **Task:** This job is to collect Volunteer Registration Forms and insure all referrals are noted on the Registration

 Form. Keep the white copy of the Registration Form, initial the Volunteer Referral Form and return the yellow Volunteer Registration Form and the Volunteer Referral Form to the Volunteer and direct them to the General Safety Briefing Station. If the Volunteer has not been referred, collect the white copy of the Volunteer Registration Form and the Volunteer Referral Form and return the yellow copy back to the Volunteer then thank the Volunteer for coming, and ask them to either continue to wait in the sitting room or return home and wait for the VRC to contact them.

When a volunteer brings you a completed Referral Form:

* Initial the DATA COORD box on the Referral Form and give it to the volunteer to take with them to the General Safety Briefing station.
* File the white copy of the Registration Form in referred bin or pending bin if Volunteer is not referred for later entry in the Volunteer Referral Data Base.

### Data/Agency Coordinator Database Agent

**Appointed by:** VRC Data/Agency Coordination Team Leader

 **Reports to:** VRC Data/Agency Coordination Team Leader (or Designee)

 **Location:** Data/Agency Coordination Station Area

 **Identification:** Data/Agency Coordination Team member should wear a distinctive & visible vest and hat with

appropriate ID Tag.

 **Communications:** Data/Agency Coordination Team member should have communications capabilities with the

VRC Data/Agency Coordination Team Leader and other VRC member agencies located at the VRC facility or other locations.

 **Task:** The job of the database agent is to enter information collected by the Forms Agent into the Volunteer Referral Data Base and to make any telephone contact to referring agencies that become necessary to complete the referral process. This staff position will periodically collect Volunteer Registration Forms from all VRC Station as necessary and enter volunteer information into the Volunteer Referral Database. Once the information is entered into the database they will file the written forms into the appropriate permanent files.

 When a job request is initiated from an agency, this staff position will complete a database search to insure there are no volunteers already in the database that can fill the position, if so, they will call the Volunteer to inquire if they are available and willing to still serve. As required, this staff position will make any calls to Agencies to verify or clarify requests they have initiated.

## General Safety Briefing Staffing Positions

### Safety Briefing Team Leader

**Appointed by:** VRC Director

 **Reports to:** VRC Director (or Designee)

 **Location:** Safety Briefing Training Area

 **Identification:** Safety Briefing Team Leader should wear a distinctive & visible vest and hat with

appropriate ID Tag.

 **Communications:** Safety Briefing Team Leader should have radio or phone communications

capabilities with theVRC Director and other VRC Station Team Leaders.

 **Task:** This position will supervise the VRC General Safety Training for the volunteers that will perform the

duties of presenting the general safety information to potential volunteers. The Safety Training Team Leader will also assure steps are taken to assure all referred volunteers receive this general safety training and maintain steps so all participants fill out the Safety Training Sigh-in sheet.

The Safety Briefing Team Leader will also continually review the content of the safety briefing and should any changes need to be made in any way, they will make the needed revisions to the new Safety Training script and attach the training script to the attendance sheet of the first class in which the new script is used. Maintenance of these records is important to help protect the VRC agencies and the local disaster officials from liability.

### Safety Trainer

**Appointed by:** Safety Briefing Team Leader

 **Reports to:** Safety Briefing Team Leader (or Designee)

 **Location:** Safety Briefing Training Area

 **Identification:** Safety Trainer should wear a distinctive & visible vest and hat with appropriate ID Tag.

 **Communications:** Safety Trainer should have communications capabilities with theSafety Briefing Team Leader.

 **Task:** Personnel assigned to this Station will:

* Provide instruction to groups of 5 to 30 volunteers in periods of heavier traffic.
* Thank the volunteers for their offers of help.
* Pass around a clipboard with an attendance sheet and make sure each participant signs it.
* Read any Safety Training information slowly, show the safety video (if applicable), emphasize the importance of obtaining the safety training at the volunteer agency they will be volunteering at and to make sure they following the agencies supervisor’s instructions at the work site (See Appendix “G” for sample safety Briefing).
* Encourage everyone to attend a Daily Debriefing, if available, at the end of the shift.
* Ask if there are any questions. If a question arises that you do not have the ability to answer, ask the Safety Briefing Team Leader to answer the question or have them summon the VRC Director or Assistant Director to answer the question.
* When briefing is complete, initial the Safety Briefing box on each Volunteer’s Referral Form
* Direct volunteers to Exit Station
* File the signed attendance sheet for each class in a folder and turn the folders in to the Data/Agency Coordinator Team Leader.

## Exit Station Staffing Positions

### Exit Station Team Leader

**Appointed by:** VRC Director

 **Reports to:** VRC Director (or Designee)

 **Location:** Exit Station Area

 **Identification:** Exit Station Team Leader should wear a distinctive & visible vest and hat with

appropriate ID Tag.

 **Communications:** Exit Station Team Leader should have radio or phone communications

capabilities with theVRC Director, other VRC Station Team Leaders and security.

 **Task:** This volunteer position will supervise the VRC Exit Station Volunteers that will perform the duties

of directing volunteer (referred or no-assigned) from the VRC. The Exit Station Team Leader will also assure steps are taken to inform volunteers using the VRC about a survey form they can fill out that will let VRC management know about their VRC experience. This position will also restock all preparedness information and help find answer to volunteer concerns or questions.

The Exit Station Team Leader will help VRC Exit Station staff handle disgruntled volunteers that have not been referred or placed with an agency. This position will also request security when appropriate.

### General Exit Station Staff

**Appointed by:** Exit Station Team Leader

 **Reports to:** Exit Station Team Leader (or Designee)

 **Location:** Exit Station Area

 **Identification:** Exit Station Staff should wear a distinctive & visible vest and hat with appropriate ID Tag.

 **Communications:** Exit Station Staff should have communications capabilities with theExit Station Team Leader,

other VRC station leaders and security.

 **Task:** The Exit Station is staffed by two to four persons who are particularly skillful at handling unassignable

candidates. This person can distribute brochures on personal and family disaster preparedness and related materials to unassigned volunteers and encourage them to focus on helping in other ways (e.g., through monetary and/or blood donations). All volunteers exiting the VRC should be encouraged to fill out a VRC survey and try to find answers to any questions prospective volunteers may have regarding assignments, agency contact information etc.

## Administrative Personnel

### Public Information Officer

**Appointed by:** VRC Director

 **Reports to:** VRC Director (or Designee)

 **Location:** Administrative Area

 **Identification:** The PIO should wear a distinctive & visible vest and hat with appropriate ID Tag.

 **Communications:** PIO should have communications capabilities with theVRC Director, all administrative

personnel andTeam Leaders.

 **Task:** The Public Information Officer is the ONLY VRC staff member to interact with the media about the

Center’s operation. All information is to be in concert with the Joint Information Center (JIC) headquartered at the Emergency Operations Center (EOC). All media personnel arriving at the VRC are to be escorted to and accompanied by the Public Information Officer at all times.

### Phone Bank Personnel

#### Phone Bank Team Leader

**Appointed by:** VRC Director

 **Reports to:** VRC Director (or Designee)

 **Location:** Administrative Area

 **Identification:** The Phone Bank Team Leader should wear a distinctive & visible vest and hat with appropriate ID

Tag.

 **Communications:** The Phone Bank Team Leader should have communications capabilities with theVRC Director

and all administrative personnel and station team leaders.

 **Task:** The Phone Bank Team Leader’s responsibilities include assuring the phone system is operational and all

other required computer systems are in place and all phone bank staff is trained to take down information on interested spontaneous unaffiliated volunteers over the phone. The Team Leader will also be responsible to work with staff to assure coordination with United Way 2-1-1 system occurs and the laptop computers/video projectors are available and working to record and display volunteer requests.

#### Telecommunications Specialist

**Appointed by:** VRC Director

 **Reports to:** Phone Bank Team Leader (or Designee)

 **Location:** Administrative Area

 **Identification:** The Telecommunications Specialist should wear a distinctive & visible vest and hat with

appropriate ID Tag.

 **Communications:** The Telecommunications Specialist should have communications capabilities with the

 Phone Bank Teal Leader, VRC Director and all administrative personnel and station team

 leaders.

 **Task:** The Telecommunications Specialist responsibilities include assuring the phone and computer system are

operational and coordination between the VRC Facility’s management and phone provider occurs. This position is also responsible for setting-up the phone bank in the VRC facility where it is needed. The Telecommunications Specialist will also be responsible to work with United Way 2-1-1 staff to assure phone and computer system integration occurs so 2-1-1 VRC related calls can be routed to the appropriate phone banks in the VRC facility.

####  Needs Assessment Staff

**Appointed by:** Phone Bank Team Leader

 **Reports to:** Phone Bank Team Leader (or Designee)

 **Location:** Administrative Area

 **Identification:** Needs Assessment Staff should wear a distinctive & visible vest and hat with

appropriate ID Tag.

 **Communications:** The Needs Assessment Staff should have communications capabilities with the

 Phone Bank Team Leader, administrative personnel and station team leaders.

 **Task:** The Needs Assessment Staff will be handling calls from agencies requesting volunteers and from persons

wanting to become volunteers handled through the VRC phone system from a public phone number that will be advertised for people wanting to call and find out how they can volunteer to help. These call will be coordinated through the United Way 2-1-1 system and all Needs Assessment Staff will need to learn the 2-1-1 system as needed. Staff operators will tell volunteers to come to the VRC to apply for an assignment; making an application over the phone is not EVER to be done.

Staff will utilize laptop computers to record volunteer requests. The computer information will be summarized and displayed by one to three video projectors so that all workers at Interviewing Station can see the latest job requests. Also a printer will be used to print out the full list of requests as needed.

Staff will not need to take down information on interested spontaneous unaffiliated volunteers over the phone; they should be informed they MUST come to the VRC if they are interested in volunteering. Volunteers who are not affiliated with an agency are expected to come to the VRC for personal screening, interviews and placement IN ALL CASES. (Affiliated volunteers, not covered by the VRC, can go directly to their agency’s HQ or designated operations center.) Requests from agencies needing volunteers should be made either directly via the phone bank or may be provided face-to-face if the agency is at the VRC. This type of information should be included in pre-planned media releases.

Needs Assessment Staff should do the following:

* Fill out a Request for Disaster Volunteer Form while you are speaking with the agency/organization center. All agency requests should be entered immediately so it can be displayed immediately by video projector for all VRC stations to use.
* Record each call from agency/organization requesting volunteer help as completely as possible. Include sufficient detail to facilitate matching volunteers to the needs. Complete the Request Form and identify skills that correlate with the Disaster Volunteer Registration Form.
* When the Request Form is completed and information is displayed be sure that updated printouts are provided for the Interview Station and Data/Agency Coordination staff to use

## Supplemental Staff

### Runners

#### Runner Team Leader

**Appointed by:** VRC Director

 **Reports to:** VRC Director (or Designee)

 **Location:** Actively on the Floor of the VRC Facility

 **Identification:** The Runner Team Leader should wear a distinctive & visible vest and hat with

appropriate ID Tag.

 **Communications:** The Runner Team Leader should have communications capabilities with the

 VRC Director, administrative personnel and all station team leaders.

 **Task:** Oversees the operation of all runners and assigns Runner Team Members as needed to facilitate internal communications, needs or functions among all stations throughout the VRC. The Runner Team Leader maintains communications with the members of the Runner Team and acts as the main dispatch for service requests. The Team Leader also tracks all request for service to be used for after action reports regarding VRC planning and operations reviews.

#### Renner Team Members

**Appointed by:** Runner Team Leader

 **Reports to:** Runner Team Leader (or Designee)

 **Location:** Actively on the Floor of the VRC Facility

 **Identification:** Runner Team Member should wear a distinctive & visible vest and hat with

appropriate ID Tag.

 **Communications:** The Runner Team Member should have communications capabilities with the

 Runner Team Leader at all times during VRC Operations.

 **Task:** Runners will be responsible with numerous jobs throughout the VRC facility. These include the following:

* **Phone Bank Request Runners** – Take requests for volunteers to appropriate request boards or specific stations or agencies in the VRC
* **Communications Runners** – Responds to stations needing to carry requests, questions, supplies or information to the proper station or VRC Administrative Personnel etc.
* **Administrative Runners –** Handles all required administrative task such as coping forms, delivering refreshments, collecting forms or requests, updating boards (signs, message boards etc)

### Security Personnel

#### Security Team Leader

**Appointed by:** VRC Director

 **Reports to:** VRC Director (or Designee)

 **Location:** Actively on the Floor of the VRC Facility

 **Identification:** The Security Team Leader shall wear a distinctive & visible vest and hat with

appropriate security ID Tag and badge.

 **Communications:** The Security Team Leader should have communications capabilities with the

 VRC Director, administrative personnel, all station team leaders and local law enforcement.

 **Task:** Oversees the operational security for the VRC facility, volunteers and staff. Preferably the Security Team Leader will be a commissioned law enforcement officer or have past experience in law enforcement. The Security Team Leader responsibilities include determining, procuring, pricing and negotiating cost and how payment will be made for security services with the VRC director and other parties involved. The Security Team Leader will also oversee and supervise any security personnel involving the facility used for the VRC, private contractor or local law enforcement.

### Medical/Mental Health/Social Worker Personnel

#### Mental Health Consultant

**Appointed by:** VRC Director

 **Reports to:** VRC Director (or Designee)

 **Location:** VRC Administrative Area

 **Identification:** The Mental Health Consultant shall wear a distinctive & visible vest and hat with

appropriate security ID Tag.

 **Communications:** The Mental Health Consultant should have communications capabilities with the

 VRC Director, administrative personnel, all station team leaders and Security Team Leader.

 **Task:** Will provide oversight and give assistance to VRC staff during a mental health crisis situation. This may

include working with volunteers who may not be suited to work in emergencies, upset because they were not placed in a volunteer position following a General Interview, and are certain or very unlikely to be assignable to ANY agency at ANY time. Their expertise will also aid VRC Staff as they work through the disaster and its effect on volunteers. It is strongly recommended that a Licensed Social Worker and/or a behavioral health professional be part of the VRC staff.

#### Medical Health Consultant

**Appointed by:** VRC Director

 **Reports to:** VRC Director (or Designee)

 **Location:** VRC Administrative Area

 **Identification:** The Medical Health Consultant shall wear a distinctive & visible vest and hat with

appropriate security ID Tag.

 **Communications:** The Medical Health Consultant should have communications capabilities with the

 VRC Director, administrative personnel, all station team leaders and Security Team Leader.

 **Task:** Will provide oversight and give assistance to VRC staff during a medical crisis situation. This may include

consulting with volunteers who may not be physically suited to work in emergencies or have a medical emergency during their time at the VRC facility. Their expertise will also medically aid VRC Staff as they work through the disaster and its effect on volunteers. It is strongly recommended that a Registered Nurse, Paramedic, Physician be part of the VRC staff.

# Appendix “F” Agency Specific Interviewing Station Information

## Responsibilities

This station is one set-up in the VRC facility and is operated and staffed by the actual agency seeking volunteer help. The following are responsibilities that should include, but not limited to the following actions for their individual agency:

VRC Facility Operational Requirements:

* Each specific agency operating in the VRC facility will assign a Lead Agency Chief (LAC) that will coordinate with VRC staff and administration at all times. At a minimum the LAC’s responsibilities should include:
* Assure volunteers reporting to staff a specific on-site agency at the VRC must have identification and information outlining their job assignment and supervisor.
* The LAC should coordinate with the VRC Director (or designee) to get appropriate information regarding any guidance (possibly due to limited experience in VRC disaster operations) on their specific responsibilities and VRC processes.
* Have appropriate forms, Sign-in materials, agency signs etc. to set-up the specific agency areas. Other items that may be needed include:
	+ Supply of Agency ID Badges
	+ Station (Agency Name) Sign
	+ Tables and chairs to allow for 2 or more Interviewers and 2 or more new volunteers
	+ Bin or file to keep the Agency-Specific Volunteer Registration Forms
	+ General office supplies (pens, notepads, etc.)
	+ Telecommunications for conversation with the agencies (This is desirable, but not essential if the agency personnel have working cell phones)
* Maintain a supply of Sign-in/Sign-out Forms at for volunteer staffing the agency station. It is important that each agency staffing volunteers sign in/out, particularly noting arrival and departure times. At a minimum, these forms should include each volunteer’s name, address, telephone number and emergency contact. This information may be used for potential “In-Kind” match reimbursement documentation.
* Assure your agency staffing volunteers coordinate and work as a team with other VRC volunteers and follow VRC procedures and rules and act in a professional manner.
* At the end of each volunteer’s shift, make sure they sign-out and notify their designated supervisor who will turn them in (or copies of them) to the county budget department.

Volunteer Processing Requirements:

As prospective volunteers are directed to your station from the Screening and Sorting or Interview Station the following task must be completed by each specific agency located at the VRC Facility:

* Assure prospective volunteers are matched to types of work that meet their skills and experience. This step is critical to preventing injuries and minimizing the risks to volunteers and to the counties involved.
* All individual agencies are responsible for their volunteer Release/Waiver of Liability (if a release is required).
* Individual agencies are responsible for conducting detailed safety and informational briefings to prospective volunteers which should include information on how to work safely, worksite details/safety concerns, hours to be worked, their assignment, insurance or risk management and related issues etc.
* Make sure any questions involving work specific related issues and other challenges are answered.
* Assure that if a volunteer is referred to the agency by a VRC Screener or General Interviewer, the volunteer Referral Form and copy of the Registration Form is verified for accuracy. Any additional questions needing to be asked or verified for the volunteer interview and processing information to be competed will need to be done by the specific agency. At the conclusion of the interview, if the volunteer is accepted and placed for assignment. The agency must sign the “Interviewed by” line on the Volunteer Referral Form.
* When a volunteer accepts an assignment:
	+ Complete all agency-specific processing tasks including interview, orientation, training, nurse evaluation, etc.
	+ Initial the Agency-Specific Interview box on the Referral Form.
	+ Instruct the volunteer to continue on to remaining VRC Stations (Data/Agency Coordination, General Safety Briefing and Exiting)
* If an accepted volunteer is NOT placed for any reason, either (1) send them back to the Interview Station to be referred to another agency if they are still interested in volunteering, or (2) have them go through the Data/Agency Coordination and then on to the Exit Station.

**Note:** A separate Referral Form is needed for every volunteer placement. If a volunteer is not placed with the original agency, another Referral Form will need to be completed for a referral to a different agency.

* Close out any requests, if possible, by indicating to the Data Entry station that the request has been filled with the sufficient number of volunteers.
* If the volunteer has very special skills (i.e., they are in Red Group but are not needed immediately or possibly for several days, do the following:
	+ Tell them they will be contacted soon and placed when the need arises. They will complete remaining VRC Stations (Data/Agency Coordination, General Safety Briefing and Exiting) as well as informed how they are to receive any specific orientation and training required for their volunteer position. The agency may elect to proceed with the orientation and training at the VRC if the likely assignment is only one or two days off, but all specialized operational, safety and just-in-time training will be done by the individual agency.
	+ If it is more likely that another agency may need the person sooner than your agency, the person should be informed of that information and directed to the other agency’s station if they are represented at the VRC or directed back to the General Volunteer Interviewing Station.

# Appendix “G” Safety Briefing Training Instructions

SAFETY TRAINING INSTRUCTIONS FOR VOLUNTEERS

1. All agencies you are being referred to will have additional work specific safety training. Make sure you attend this training.
2. If you are assigned outside, dress for the weather. Wear work or hiking boots; strong gloves. Also be sure to wear sun block, insect repellent etc. if applicable.
3. Wear a fanny pack for your keys, small amount of money, license/identification and cell phone.
4. You may want to bring a bottle of water, snacks etc..
5. When you take a break, wash your hands thoroughly.
6. When you arrive at your worksite, you will be warned if there is a possibility of encountering victims. Follow the instructions given to you at your job site.
7. 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 way to assist victims into the recovery process.
8. 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.
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.
11. General information regarding worker safety and health representatives work with the Incident Command System (ICS), Joint Information Center (JIC) and the Joint Field Office (JFO), Safety Coordinator and/or Incident Command Post (ICP) Safety Officer. Let them know this information regarding the general occupational health and safety information can be obtained from these sources.

# Appendix “H” VRC Forms and Documents

## Volunteer Instruction Sheet

**Volunteer Instructions**

When you enter the Volunteer Reception Station you will be asked to visit each of seven station in order without skipping any one of them. There will be station identification posted on each location.

Greeting and Registration Station - You will be given a Registration Form to complete before advancing any further.

Screening and Sorting Station - You will meet with a Screener who will quickly review your registration and give you instructions about your next movement. You may be given a number and asked to wait in the waiting area until you are called.

General Interview Station - When your number is called you will meet with a job placement Interviewer. After a short interview depending on placement availability, you will be:

1. Placed with a specific Agency and given a referral sheet
2. Asked to wait in the general seating area for a referral
3. Asked to return home until VRC personnel call you with a placement.

Data Collection Station - At this station, a copy of your registration will be collected, your referral sheet initialed and annotated.

General Safety Training - Here you will receive a general safety briefing. When you arrive at your Agency Assignment, you will very probably receive a more detailed safety briefing.

Exit Station - Here there will be a quick check of waiver requirements and possibly instruction for reporting to your assignment.

## Greeter Station Job Sheet

1. Meet incoming volunteers at the entrance.
2. Greet and welcome them.
3. Ask if they are there to volunteer.
	1. If so, thank them for volunteering and direct them to the Registration Station
	2. If they are there for some other reason, redirect them if you can. If you do not know where to send them, call the Greeter Station Team Lead to assist. Do not direct them into the Registration area unless they are there to volunteer.
4. Escort volunteer to a table at the Registration Station to complete a registration form.

## Registration Station Job Sheet

1. Meet incoming volunteers by greeting and welcoming them.
2. Introduce yourself and thank them for their time.
3. Provide each volunteer with a Registration Form and any handouts that are provided for volunteers.
4. Be sure to remind them to fill-in all the requested information and answer any questions they may have regarding completing the Registration Form.
5. As they complete their Registration Form direct the applicant to a seat at the Screening and Sorting Station as one become available. If there is no available staff at the Greeting and Sorting Station, seat the applicant in a chair at the Greeting and Sorting Waiting Area until the next staff member becomes available.

## Screening/Sorter Job Sheet

Greet and welcome volunteer as they sit down.

Review their Registration Form for completeness and any special skills, training or experience the volunteer might have. If there is any missing or additional information needed to complete the Registration Form, ask the applicant for the information and add it to the form.

During this review which should only take 1 to 1.5 minutes, determine which of the following categories the individual should be place in:

**Group 1** - "fast track' – Medical Reserve Corps registered medical personnel will be

expedited directly to the private MRC administrative area. Other volunteers who have high priority skills or previous training and experience with a disaster agency get a green sticker and are moved on to the Interview Station.

 **Group 2** - Volunteers with useable “Special” skills that are in high or moderate

demand and do NOT know which agency may need the them. (e.g., nurse, mental health professional, food preparation, truck driver with truck license, counseling/spiritual care, special warehousing skills, tree-clearing chainsaw operator, etc.). Apply a RED sticker to their registration form and direct them to Interview Station.

**Group 3** - Volunteers with neither disaster response skills nor special skills, apply a

Yelllow sticker and direct them to the Interview Station. This will probably be one of the most common categories for spontaneous volunteers.

**Group 4** – Every effort will be made to place all volunteers wanting to help with an

agency requesting assistance during a disaster event. Depending on the agency’s work requests which may involve very specific and demanding types of physical, mental and stress related requirements, some potential volunteers may not be able to meet these required criteria.

Some potential volunteers may have possible mental problems, under the influence, or obvious attitudinal problems. Some people may not be suitable for disaster relief work. Anyone who appears difficult to place in the current disaster relief operation should be given a blue sticker and directed to the Interview Station.

## Agency Specific Interviewer Job Sheet

1. Greet and welcome volunteer as they sit down.
2. Review volunteers Registration Form for completeness and any special skills, training or experience the volunteer might have, ask questions for clarification when needed, and provide general information about what volunteer job opportunities are needed or likely to be needed. The form should be used as a guide to inquire more about the volunteer’s skills, prior training and experiences.
3. At the conclusion of the interview:
	1. Offer the volunteer a possible position from the list of agency request provided by the Data/Agency Coordination data list.
	2. If they do not want that position, offer them one other option if available.
4. When the volunteer accepts an assignment:
	1. Complete the Disaster Volunteer Referral Form except for portions that pertain to later VRC Station functions and actions.
	2. Initial the General Interview box on the Referral Form.
	3. Volunteer takes the Referral Form and the Registration Form to the Data/Agency Coordination Station for referral verification and referral information data can be collected and entered into the volunteer database.
	4. Remind the volunteer that they must complete all VRC stations before going through the Exit Station.
5. If a volunteer is NOT placed following the interview because all positions may be filled or current agency referrals do not fit their required skill levels, they have two options:
	* + 1. Go to the VRC Waiting Area to see if another position may become available. Do this only if the possibility of another agency request fitting their capabilities is likely to be requested fairly soon.
			2. If an agency request or referral fitting their capabilities is not expected quickly then give them the option to return home and assure them they will be contacted when an opportunity becomes available.

1. Once the interview process is completed send the volunteer (assigned or unassigned) to the Data/Agency Coordination Station. Before you are ready for another interview (or, alternatively, calling the next number), add any notes on the original Registration Form, but not on the copy. This includes obvious limitations, problems and other useful information about the volunteer.

NOTE: Un-assigned volunteers must NOT complete any stations after the Data/Agency Station.

# Appendix “I” Ideal VRC Set-up Diagram

Medical Reserve Corps

Database Input

VRC Staff Conference/Workroom

VRC Staff Training Room

VRC Agency Specific Areas

First Aid Station

Entrance/Exit

VRC Command Post

Staff Registration Station Area

Volunteer Registration Station Area

Waiting Area

Screening/Sorting Station Area

Interview Station Area

 Data Collection Station Area

General Safety Briefing Station Area

 Exit Station Area

United Way 2-1-1 Job Intake

Greeting Station

**Ideal Set-up for the VRC**

# Appendix “J” Medical Reserve Corps VRC Provisions

The following information is meant to briefly describe how the VRC will make work with the Medical Reserve Corps (MRC) for simulations and for actual VRC operation in the event of a very large-scale Greater Kansas City area disaster. Specific operational aspects, procedures, training, and other requirements and forms of the MRC are the responsibility of the MRC and are not the responsibility of the Volunteer Coordination Team of the Metro Kansas City Area.

General Overview

The MRC is a specialized component of the Citizen Corps, a national network of volunteers dedicated to ensuring homeland security. The MRC provides volunteers to supplement the existing local medical emergency services and public health resources. These volunteers include health care professionals such as physicians, nurses, pharmacists, mental health care providers, paramedics and public health workers. Other community members -- for example, clerical support staff, communications workers, and language interpreters -- also fill MRC roles.

In a very large disaster in which the VRC is activated under this plan, the provisions in this Appendix apply. (Note: A smaller disaster that activates the Americorps/SEMA VRC does not activate any of the provisions in this plan.

Unlike most of the other responding agencies, the MRC does not have a place of operations for day-to-day activities, i.e., a headquarters (HQ) facility. Other agencies typically will be sending their affiliated volunteers directly to their HQ for activation, while their spontaneous unaffiliated volunteers will go through the VRC and typically will not go directly to their HQ. To accommodate MRC needs, the Volunteer Coordination Team of the Metro Kansas City Area has agreed to provide an area for MRC use in the event of a very large disaster. This area will be a large room or possibly more than one room at the VRC in an area separate from the VRC volunteer processing Station areas. This will serve as the MRC agency-specific area for processing and training for both their affiliated and unaffiliated volunteers.

The MRC has defined the distinction between affiliated and unaffiliated volunteers as follows:

MRC Affiliated Volunteers**:** All members of the MRC are already designated by the organization as affiliated with the MRC. These members have been credentialed and entered into a MRC database. Similar to any other agency’s affiliated staff and volunteers, MRC professionals designated as “affiliated” will not need to go through the VRC processing stations. Some of these MRC members will have already completed training and been activated for service at the VRC. These individuals have already been classified (Division 1 and 2) which will be identified as such on their MRC identification cards. These Division 1 and 2 volunteers will be the ones who do most of the disaster-specific MRC briefing of other MRC volunteers (Division 3) members and or unaffiliated volunteers as well as provide their health screenings, orientations, training, and assignments. Division 3 classified members will be notified by the MRC to report to the VRC for check in and just-in time training, but they, too, are affiliated volunteers. As with affiliated volunteers of any agency, all of these affiliated volunteers (i.e., any MRC member) will not get entered into the VRC database at the Data/Agency Coordination Station.

MRC Unaffiliated Volunteers: The MRC has established policies and procedures for managing emergency (i.e., unaffiliated) volunteers. These will be individuals who are processed by the VRC and referred to the MRC due to their perceived potential for filling MRC roles.

Like any unaffiliated volunteers, they should be directed to go through the all the VRC’s processing stations and be assigned to the MRC based on the request for volunteers’ process by all other agencies. Requests for volunteers by the MRC are done in the same process as any other agency. This involves either calling United Way 2-1-1 or (if MRC representatives are at the VRC) verbally providing the request to Data/Agency Coordination staff or delivering a copy of the volunteer request information to them directly.

Other Special MRC Provisions

The VRC and MRC will make the following special provisions for VRC facility operations.

1. VRC staff at the Screening and Sorting Station will be trained to identify if a volunteer is an MRC member by checking their ID and be sure to tag them as a “Green” Group if they have come in for MRC service and they will be immediately directed to the MRC area. The MRC will provide information and training regarding the MRC ID to the Screening and Sorting Team Leader (or designee).
2. VRC staff at the Interviewing Station will also be aware that the MRC has needs for volunteers. If the MRC specific request for volunteer positions or needs have not yet been distributed or displayed on the video projection system by the Data/Agency Coordination Station, these “requests or general needs” should be conveyed by the MRC staff directly to the VRC’s “Screening and Sorting” and “Interviewing Stations. The VRC Plan also provides liaison personnel under the direction of the VRC Director (or designee) who can also assist in this transfer of information.
3. The VRC itself will need health and mental health personnel to stand by to assist VRC personnel or volunteer applicants. The MRC should plan on meeting these needs. These services will be specified by the VRC Director (or designee) after the VRC facility is in operation or based on the extent of the disaster.