

VOLUNTEER RECEPTION CENTER “GO KIT” FORMS AND INSTRUCTIONS

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VRC EXERCISE SET-UP, BRIEFING & PLAY

EXERCISE SET-UP (BEFORE PARTICIPANTS ARRIVE)

- Arrange VRC Station tables and chairs for smooth flow of people through separate entrance and exit if available
- Distribute pre-packaged envelopes of materials needed at each Station
- Tape signs on walls over the VRC Stations
- Tape Job Descriptions to tables at each Station
- Place a hat or flag (to summon Runners) at each Station
- Tape portable whiteboard (laminated 3'x8' sheet of poster paper) on a wall. (Masking tape is safest.)
- Write some of your volunteer requests (in alternating colors) on the whiteboard. File those request forms in the "Open Requests" file. This gets the play started more quickly. New requests are added as old ones are completed.

BRIEFING

- As participants arrive, ask them to fill up the chairs at the Stations first, then those in the middle of the room. Ask those at the Stations to read the Job Descriptions taped there.
- Pass out disaster scenario sheets and Station badges
- Explain the premise of this training: Disaster volunteers will come to help, whether you have planned for them or not. Hundreds or thousands of unaffiliated (and unplanned for) volunteers will hinder rather than help the traditional response agencies.
- Discuss who will/could operate a Volunteer Reception Center, if one is needed locally.
- Review signs and ask someone seated at each VRC station to explain what happens at their station.
- Discuss the need for accurate record keeping. (Liability, proof that safety and job training were provided, and local match for FEMA reimbursement)
- Explain why the VRC doesn't do background checks on volunteers and that such checks are the responsibility of the receiving agency.
- Pass out volunteer registration forms. Ask each person to fill out one with their real-life information, and a second for a new persona (be creative!) with new skills. (You may or may not want people to go around twice. Extra discussion time might be more valuable.)

BEGIN THE ROLE PLAY EXERCISE

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

SIGNAGE FOR VOLUNTEER RECEPTION CENTER

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

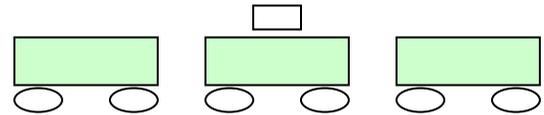
SIGNS NEEDED	WHERE TO POST
Disaster Volunteer Reception Center (2)	On street visible from either direction
Station #1 Registration	Registration / orientation area
Enter	Volunteer Entrance to VRC
Station #2 Interviews	Interview Area visible from Volunteer Entry
Station #3 Data/Agency Coordination	Data Coordination visible from Station #2
Station #4 Safety Briefing	Volunteer ID area visible from Station #3
Station #5 Volunteer I.D.	Safety Training visible from Station #4
Station #6 Maps	
Station #7 Job Training	Job Training visible from Station #5
Exit	Exit visible from Stations #5 and #6
Staff Only (1+ as needed)	Staff rest area, areas off limits to spontaneous volunteers
Phone Bank	Agency Coordination area
Supplies (Staff Only)	Door of a secure storage area
Public Information Officer	Public Information Officer's Table
Transportation to Worksite	At exit to transportation staging area
<p>Large arrows that can be used for either direction as needed. These are not needed between VRC stations, but may be needed in conjunction with the Transportation sign or others.</p>	

VOLUNTEER RECEPTION CENTER FLOOR PLAN

- Volunteer Processing Stations
- Volunteer Sitting Area
- Staff Only Areas
- Bulletin Boards
- Dry Erase Board

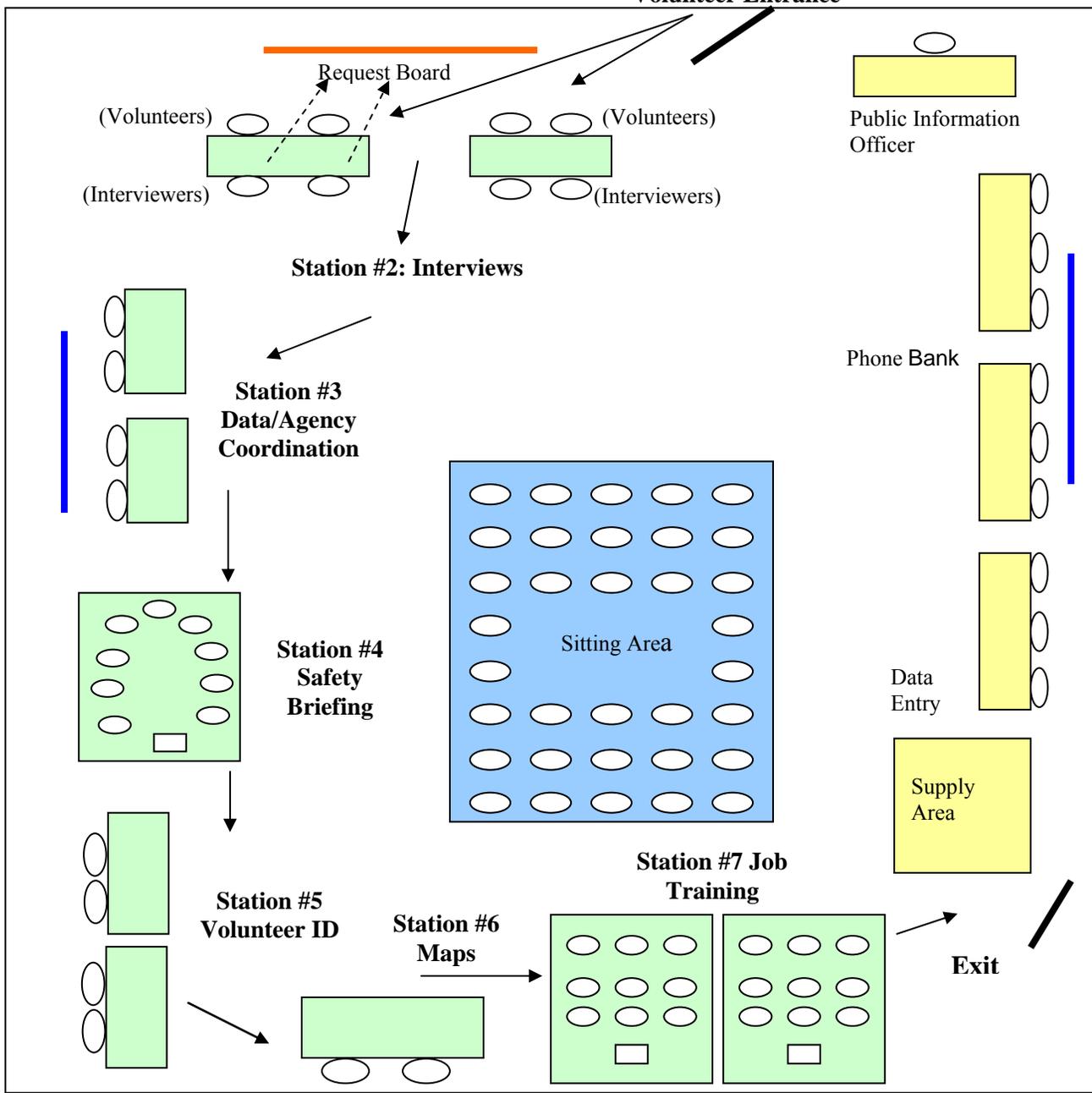
- Volunteer Movement
- Line Of Sight

Station #1: Registration/ Orientation



#

Volunteer Entrance



VRC POSITION DESCRIPTIONS

This section contains the “training and exercise” version of the position descriptions for the various staff roles of the Volunteer Reception Center. The text in **red** represents the functions that will actually be done during a VRC exercise. The remaining functions must be done in a real disaster VRC, but are not practical to do in an exercise.

It is helpful to tape the position descriptions to the appropriate tables and allow trainees to read and become familiar with their roles prior to starting the exercise. Asking them to describe for the rest of the participants what will happen at their station gives them an opportunity to confirm their understanding and to ask questions.

VRC STAFF TASKS – VRC DIRECTOR

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

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

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

Items needed:

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

VRC STAFF TASKS – GREETERS

(Station #1 Registration)

Ideally, you will be working with a partner, orienting volunteers inside and outside the volunteer entrance.

Your job is to greet people with a friendly and firm demeanor, determine the purpose of their visit and direct them accordingly.

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

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

Items needed:

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

VRC STAFF TASKS – INTERVIEWERS

(Station #2 Interviews)

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

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

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

Key points to remember are:

- ◆ **Disaster registration differs from a "normal" volunteer intake – there is less time to try to fit each volunteer into an ideal assignment.**
- ◆ Refer the volunteer on the spot if possible – it may be impossible to contact him later. If the volunteer has special training or unusual skills that you think might be needed soon, ask him to wait in the sitting area and to check the volunteer request board for new requests for their specialized skills.
- ◆ Be sure to watch for volunteers who would work well in the Volunteer Reception Center. (It may seem self-serving, but if the VRC has sufficient staff and works effectively, the community will benefit!)
- ◆ It is likely that some volunteers will exhibit the stress of the disaster – they may be survivors themselves. An extra measure of patience and understanding is needed.
- ◆ **You may be called upon to train new volunteers to assist with the interviewing.**

**The VRC Director should determine appropriate use of the "Office Use Only" field. It is intended to provide a customizable "blind" field in which special information can be noted about volunteers. If, for future referral of that volunteer, it would be helpful to know his general level of ability to work independently, boxes 1-5 could be coded: 1. Learns quickly, able to supervise the activities of others; 2. Would work well independently, good decision making skills; 3. Needs some supervision and assistance with decision making; 4. Needs close or constant supervision; and 5. Has a mental, physical or emotional limitation to consider in making a referral.*

Items needed:

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

VRC STAFF TASKS – DATA/AGENCY COORDINATOR

(Station #3 Data/Agency Coordination)

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

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

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

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

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

Items needed:

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

VRC STAFF TASKS – PHONE BANK STAFF

You will be handling two types of calls, those from agencies requesting volunteers and those from people wanting to volunteer. The information you record about each call must be complete and in sufficient detail to facilitate matching volunteers to the needs. DO take control of each call immediately. It is much more efficient to ask the questions in the order in which they appear on the form. (If the caller takes control you will find yourself scribbling in the margins and will not get all the required information.)

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

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

When people call to volunteer, thank them and give them the following registration options: (This will need to be edited to reflect the system being used.)

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

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

Items needed:

- ◆ An ID Badge for each staff member
- ◆ Sign (Phone Bank)
- ◆ Supply of Request for Volunteers forms
- ◆ Flag or hat to summon a runner
- ◆ Two tables and four chairs
- ◆ Phones
- ◆ Pens

VRC STAFF TASKS – DATA ENTRY

(Edit as needed to reflect the system being used.)

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

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

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

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

Items needed:

- ◆ An ID Badge
- ◆ One table and two chairs
- ◆ Printer
- ◆ Pens
- ◆ Flag
- ◆ One or more computers (multiple computers should be networked to provide all users access to information on the status of volunteer requests and the availability of volunteers.)

VRC STAFF TASKS – SAFETY TRAINERS

(Station #4 Safety Briefing)

Your job is to brief all new volunteers on what to expect at their job sites, how to be safe while volunteering and how to take good care of themselves after their experience. When a small group has gathered, thank the volunteers for offering to help. Pass around a clipboard with an attendance sheet and check to be sure that all participants have signed it.

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

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

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

Items needed:

- ◆ An ID Badge
- ◆ Sign (Station #4 Safety Training)
- ◆ 10 or more chairs, preferably in a semi-circle so everyone is
- ◆ Clipboard with attendance sheets
- ◆ Pen
- ◆ Stapler
- ◆ Flag or hat to summon runners
- ◆ List of additional training required by specific worksites, training locations and instructors
- ◆ A supply of Safety Training handouts

VRC STAFF TASKS – VOLUNTEER ID STAFF

(Station #5 Volunteer ID)

(Edit as necessary to reflect the identification procedures being used.)

Thank all volunteers for coming out and ask to see their Referral forms. Clearly write on an ID wristband the name of the volunteer, dates he/she will be working, and the name of the agency to which the volunteer was referred, as shown on their Referral form. Place the ID wristband securely on the volunteer's wrist.

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

Some volunteers will be required to take additional training for their particular assignment. When your briefing is concluded, direct those volunteers to where job training is being provided. Direct all others to the exit or to transportation to their work sites if available.

For this exercise, please ask participants to take a seat in the sitting area in the middle of the room. **They may trade places with a VRC staff member as time allows.**

If you need assistance, please raise your flag or put on the hat to summon a Runner.

Items needed:

- ◆ ID Badges
- ◆ Two tables and four chairs
- ◆ Sign (Station #4 Volunteer I.D. Tags)
- ◆ Supply of volunteer ID wristbands
- ◆ Fine point indelible markers
- ◆ Scissors
- ◆ Flag or hat to summon runners

VRC STAFF TASKS – MAPS STAFF

(Station #6 Maps)

Thank all volunteers for offering to help and ask to see their Referral Forms. Using a street map, show volunteers where their work assignment is located. Smaller strip maps may also be drawn and printed to hand out to volunteers.

If there is a phone at the Maps Station, you may provide that phone number in case the volunteer gets lost. Remind them that they also have contact information for the agency or work site to which they were referred.

Some volunteers will be required to take additional training for their particular assignment. Direct those volunteers to where job training is being provided. Direct all others to the exit or to transportation to their work sites if available.

If you need assistance, please raise your flag or put on the hat to summon a Runner.

Items needed:

- ◆ ID Badges
- ◆ Two tables and four chairs
- ◆ Sign (Station #6 Maps)
- ◆ Supply of strip maps to various worksites or agencies
- ◆ Pens or markers
- ◆ Flag or hat to summon runners

VRC STAFF TASKS – RUNNERS

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

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

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

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

Items needed:

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

VOLUNTEER INSTRUCTIONS CHECKLIST

VOLUNTEER INSTRUCTIONS

1. **Reception Area:** Please fill out a registration form and proceed as directed to an Interviewer at Station #2.
2. **Interview Area:** Interviewer will take your Registration Form, talk with you about your skills and refer you to an agency needing your help. Next take your Referral form to Station #3.
3. **Data Coordination Area:** Coordinator will record and initial your Referral Form and, if possible, notify the agency to expect you. Take your Referral form to the Safety Briefing area at Station #4.
4. **Safety Briefing Area:** You will be given special instruction about safety, security & transportation. Take your Referral form to ID area at Station #5.
5. **Identification Area:** You will receive an ID bracelet that will allow you to enter restricted areas during the days(s) written on ID. Continue to Station #6 - Maps.
6. **Maps Area:** Area maps are posted for viewing and strip maps to your destination may be available. If job training is available you will be directed to Station #7.
7. **Job Training:** Job training for your assignment may be available at the VRC. Some jobs may also require extra orientation or training that will be provided by the agency or worksite to which you are referred.

Thank you for volunteering!

VOLUNTEER INSTRUCTIONS

1. **Reception Area:** Please fill out a registration form and proceed as directed to an Interviewer at Station #2.
2. **Interview Area:** Interviewer will take your Registration Form, talk with you about your skills and refer you to an agency needing your help. Next take your Referral form to Station #3.
3. **Data Coordination Area:** Coordinator will record and initial your Referral Form and, if possible, notify the agency to expect you. Take your Referral form to the Safety Briefing area at Station #4.
4. **Safety Briefing Area:** You will be given special instruction about safety, security & transportation. Take your Referral form to ID area at Station #5.
5. **Identification Area:** You will receive an ID bracelet that will allow you to enter restricted areas during the days(s) written on ID. Continue to Station #6 - Maps.
6. **Maps Area:** Area maps are posted for viewing and strip maps to your destination may be available. If job training is available you will be directed to Station #7.
7. **Job Training:** Job training for your assignment may be available at the VRC. Some jobs may also require extra orientation or training that will be provided by the agency or worksite to which you are referred.

Thank you for volunteering!

DISASTER VOLUNTEER REGISTRATION FORM

(Please print clearly. Submit at Volunteer Reception Center or email/fax (see reverse))

Mr. ___ Mrs. ___ Ms. ___ Name _____ Birth Date _____ Day Phone _____
 E-mail address _____ Evening Phone _____
 Home Address _____ City _____ ST _____ Zip _____
 Emergency Contact _____ Relationship _____ Emergency Phone _____
 Your Occupation _____ Employer _____
 Business Address _____ City _____ ST _____ Zip _____
 Are you a year-round resident? ___ Yes ___ No Months you are available _____
 If you have any health limitations, please explain _____
 I am willing to volunteer in: ___ this county ___ a neighboring county ___ anywhere in the state ___ anywhere in the U.S.
 Are you currently affiliated with a disaster relief agency? If yes, name of agency: _____
 Special skills and/or vocational/disaster training: _____

SKILLS: Please check all that apply.

MEDICAL

___ Doctor – Specialty: _____
 ___ Nurse – Specialty: _____
 ___ Emergency medical cert.
 ___ Mental health counseling
 ___ Veterinarian
 ___ Veterinary technician

COMMUNICATIONS

___ CB / ham operator
 ___ Hotline operator
 ___ Cell phone
 # _____
 ___ Satellite phone
 # _____
 ___ Public relations
 ___ Web page design
 ___ Public speaker

Language other than English:

___ French
 ___ German
 ___ Italian
 ___ Spanish
 ___ Russian
 ___ Creole
 ___ _____
 ___ _____
 ___ _____

OFFICE SUPPORT

___ Clerical – filing, copying
 ___ Data entry – Software: _____
 ___ Phone receptionist

SERVICES

___ Food
 ___ Assistance to elderly.
 ___ Child care
 ___ Spiritual counseling
 ___ Social work
 ___ Search and rescue
 ___ Auto repair/towing
 ___ Traffic control
 ___ Crime watch
 ___ Animal rescue
 ___ Animal care
 ___ Runner
 ___ Functional needs
 support _____

STRUCTURAL

___ Damage assessment
 ___ Metal construction
 ___ Wood construction
 ___ Block construction
 Cert. # _____
 ___ Plumbing
 Cert. # _____
 ___ Electrical
 Cert. # _____
 ___ Roofing
 Cert. # _____

TRANSPORTATION

___ Car
 ___ Mini van
 ___ Maxi-van, capacity _____
 ___ ATV
 ___ Own off-road veh/4wd
 ___ Own truck, description: _____
 ___ Own boat, capacity _____
 Type: _____
 ___ Commercial driver
 Class & license #: _____
 ___ Camper/RV, capacity _____ &
 type: _____
 ___ Wheelchair transport

LABOR

___ Loading/shipping
 ___ Sorting/packing
 ___ Clean-up
 ___ Operate equipment –
 Types: _____
 ___ Have experience
 supervising others

EQUIPMENT

___ Chainsaw
 ___ Backhoe
 ___ Generator
 ___ Other: _____

Office Use Only

1 2 3 4 5

Disaster Volunteer Registration Form (Side two)

Release of Liability Statement

I, for myself and my heirs, executors, administrators and assigns, hereby release, indemnify and hold harmless [Coordinating Agency, local governments, State of _____, the organizers, sponsors and supervisors of all disaster preparedness, response and recovery activities (check with local Risk Management and Emergency Management Departments re who should be included)] from all liability for any and all risk of damage or bodily injury or death that may occur to me (including any injury caused by negligence), in connection with any volunteer disaster effort in which I participate. I likewise hold harmless from liability any person transporting me to or from any disaster relief activity. In addition, disaster relief officials have permission to utilize any photographs or videos taken of me for publicity or training purposes. I will abide by all safety instructions and information provided to me during disaster relief efforts.

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

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

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

Signature _____ Date _____

Guardian, if under 18 _____ Date _____

Volunteer's credentials were recorded as presented. Verification of credentials and any background check required are the responsibility of the receiving agency.

This volunteer was referred to the following agencies:

Date	Need #	Agency	Contact Name	Contact's phone #

Return this completed form to:

(Add Coordinating Agency name, address, email address and fax number here)

Notes:

DISASTER VOLUNTEER REFERRAL

Name of Volunteer _____ Date _____

Referred to (agency) _____

Agency contact name _____ Phone _____

Address of Agency/Site _____

Directions to Site _____

Title/description of volunteer assignment _____

Dates & hours volunteer will work _____

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

VRC Staff Initials:

Interview	Data Coord	Safety Brief	Identification
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DISASTER VOLUNTEER REFERRAL

Name of Volunteer _____ Date _____

Referred to (agency) _____

Agency contact name _____ Phone _____

Address of Agency/Site _____

Directions to Site _____

Title/description of volunteer assignment _____

Dates & hours volunteer will work _____

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

VRC Staff Initials:

Interview	Data Coord	Safety Brief	Identification
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REQUEST FOR VOLUNTEERS

(Complete one form for each job description.)

Event name/# _____ Today's Date: _____ Start Date: _____ End Date: _____

Title of Volunteer Position: _____

Agency Name: _____ Agency Contact: _____

Agency Address: _____ Phone: _____ Ext: _____

Duties: _____

Volunteers must be physically able to: _____

Number Needed: _____ Dates/Hrs Needed: _____

For this position, volunteers must be at least ____ years of age.

Skills Needed

Description	Description

Follow-up Contacts with Requesting Agency / Clarification of Need

Date	COMMENTS

Volunteers Referred

Name	Date	Name	Date

Request closed on ____/____/____ Completed No placements possible No longer needed

SAFETY BRIEFING FOR VOLUNTEERS

(Presenter: Be sure to edit this training for the specific incident.)

Thank you for volunteering today!

1. If you will be working outside, dress for the weather. Boots may be helpful, as debris on the ground can be sharp and dangerous.
2. Bring work gloves, sunscreen, hat and any appropriate tools you have. You will be responsible for your tools.
3. Water may be available at your work site, but you are encouraged to bring a personal water container. It is important to drink lots of water while you work.
4. While working, you may have a higher than normal exposure to bacteria. When you take a break, wash thoroughly.
5. The work you will be doing may cause you stress, anxiety, fear or other strong emotions. You are providing a valuable service by volunteering today. Please understand that, by helping, we will not be able to undo the effects of this event. We are each just one person. All we can do is help in our own small ways to assist survivors into the recovery process. If you care for one lost animal, find one child's lost favorite toy, or hold the hand of one wheelchair bound senior in a shelter, you will have eased a little of the pain.

Do not feel guilty because you are not able to fix everything. Just work your shift, then go home to rest and eat well. Both will help to relieve the stress. **Be sure to attend any debriefing that may be conducted at the end of your shift.**

6. Older children can help with some kinds of disaster recovery work, but parents must sign a release of liability form for each child under the age of 18. Children should remain in school, if it is open. Older children may be able to participate with parents on weekends.
7. In case you are injured while volunteering and need medical care, you should plan on paying for that care. The agency with which you are volunteering *might* have a policy that will cover you while you volunteer for disaster relief. If you are volunteering under the direction of a government entity, you *might* be covered by their Workers Compensation policy. It's best to ask questions and not make any assumptions about health/accident coverage.
8. **Follow carefully any instructions given to you at your job site.**
9. **Please attend any debriefing activity provided at your worksite after your shift.**

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