



**VOLUNTEER RESOURCE MANAGEMENT FUNCTION**

**VOLUNTEER COORDINATOR POSITION GUIDANCE**

**February 2015**

**Approved by SEMS Advisory Board on 3/19/2015**

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## SECTION 1. INTRODUCTION

Individual jurisdictions use volunteers in a variety of day-to-day and disaster roles. CaliforniaVolunteers has convened a number of discussions over the past several years aimed at formalizing the integration of volunteer resources into California’s emergency management system. An outgrowth of those discussions has been the identification of the need for a “Volunteer Resource Management” (VRM) function that will promote and support the use of volunteers in disaster response and recovery and, when the VRM is fully developed, promote the formal sharing of disaster volunteers across jurisdictional boundaries.

“Volunteers” is used to address volunteers who are affiliated with an existing organization prior to a disaster event. Although primarily focused on government-affiliated volunteer organizations, the principles outlined in this paper can also generally be used to incorporate other affiliated volunteer groups – such as those associated with national or community nonprofit organizations, organized volunteers associated with a faith community, or employee volunteers associated with local businesses – into disaster operations. The same process could be used with local Volunteer Centers or similar organizations tasked with coordinating unaffiliated (spontaneous) volunteers. However, this document does not specifically address the independent organization and use of spontaneous volunteers.

### *Guiding Principles*

As part of these earlier discussions, the following “guiding principles” for a Volunteer Resource Management function were identified:

- Complement - do not compete with California’s existing mutual aid system
- Respect and do no damage to existing systems
- Recognize Operational Areas (OAs) as the core hub of all mutual aid – including use of volunteers in disaster situations
- Be consistent with the Standardized Emergency Management System (SEMS)
- Be respectful of labor unions
- Recognize local affiliation of volunteers
- Match volunteers with disaster assignments based on training and qualifications
- Promote safety and security of volunteers

### *Include in SEMS*

It is CaliforniaVolunteers’ intent to use California’s Standardized Emergency Management System Maintenance System process to formally include the Volunteer Resource Management function in SEMS.

## **SECTION 1. INTRODUCTION (cont'd)**

### *Guidance does not Replace Existing Guidance*

It is important to note that the discussion of roles, responsibilities, and other features discussed in this document and the sample position descriptions and checklists do not replace existing guidance for the management of statewide volunteer programs such as Disaster Healthcare Volunteers, including the Medical Reserve Corps, Safety Assessment Program, and state and local Search and Rescue. Nor are they intended to replace existing local volunteer program management guidance and procedures.

## SECTION 2. PURPOSE OF THE DOCUMENT

The purpose of this document is to briefly describe the role of, and provide a sample checklist (often called a “job aid”) for, the Volunteer Coordinator at five levels:

1. Field level (Incident Command Post, ICP)
2. Local (city, special district, or county) Emergency Operations Center (EOC)
3. Operational Area EOC<sup>1</sup>
4. Tribal EOC
5. State operations at the Regional Emergency Operations Center (REOC), State Operations Center (SOC), and/or CaliforniaVolunteers Departmental Operations Center (DOC)

### *Focus on Response Phase*

The position descriptions and checklists contained in Section 5 of this document focus on activities in the response phase of an emergency response, when the ICP, EOC, or REOC/SOC/DOC is activated.

### *Government Affiliated Volunteers*

The guidance addresses the role of the Volunteer Coordinator in facilitating the use of government-affiliated volunteers in emergency response as well as maintaining situational awareness of how volunteers are contributing, or may contribute, to overall emergency operations.

### *Position Description*

It is intended to assist Emergency Managers and Volunteer Coordinators at the various SEMS levels with development of a position description and supporting tools for a Volunteer Coordinator (or Volunteer Coordination Unit) for their jurisdiction. In addition, some preparedness activities that would enhance the success of the Volunteer Coordinator position, when activated, are identified at the end of Section 5 of this document.

### *Assumptions*

In addition to the position description and checklists for the Volunteer Coordinator position at the ICP or EOC, a discussion of assumptions about the organization and capabilities of participating volunteer organizations is provided in Section 4.

### *Desirable Qualifications*

Section 6 of this document is intended to provide guidance to jurisdictions in identifying desirable qualifications for someone who may be tasked to fill the Volunteer Coordinator position and identify potential training and other information resources.

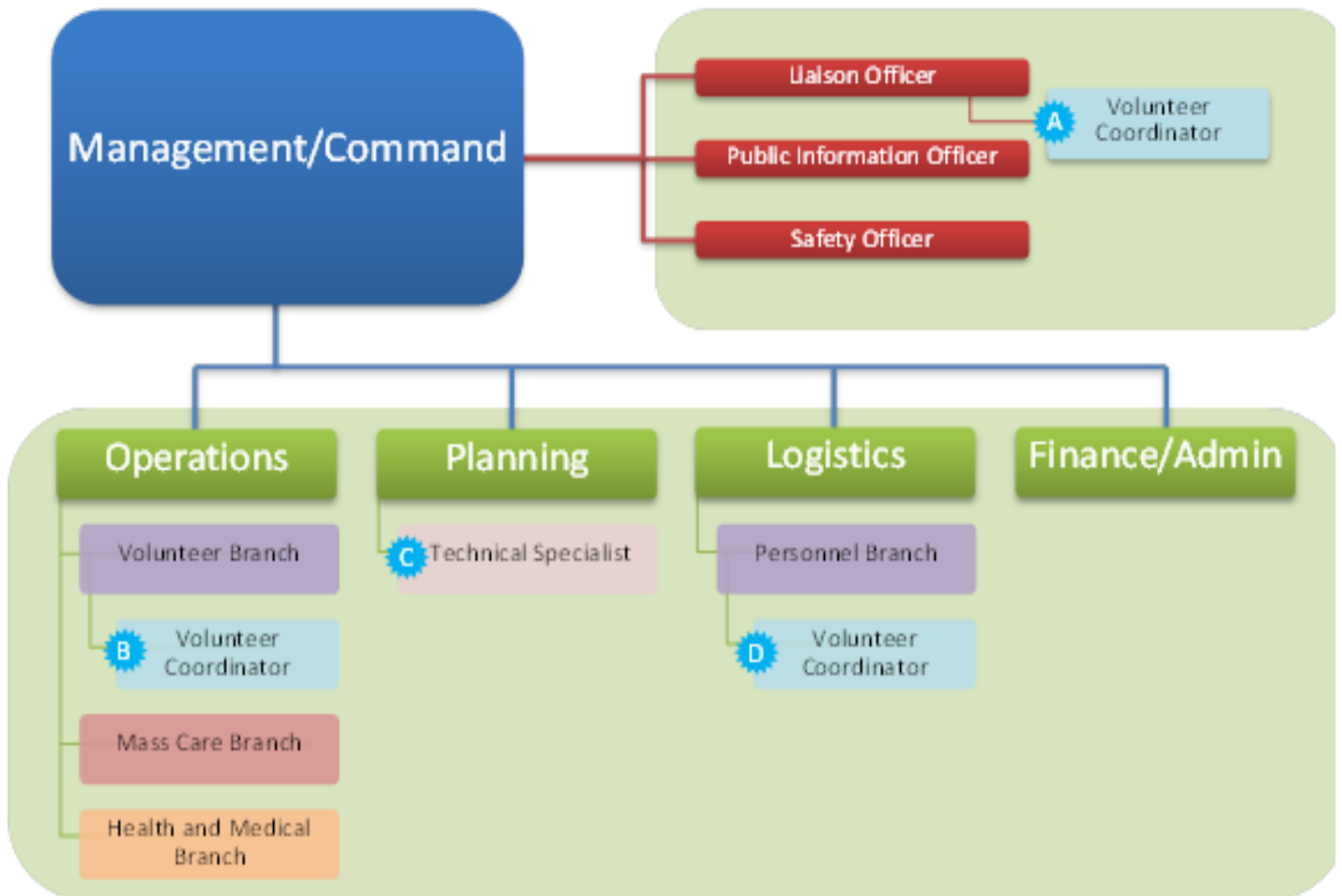
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<sup>1</sup> In some jurisdictions, the County and Operational Area EOCs are one and the same.

### SECTION 3. PLACEMENT OF THE VOLUNTEER COORDINATOR POSITION

#### Placement in SEMS

In workshops held around the state to seek stakeholder input on the Volunteer Coordinator function, there was no clear agreement on where the position should be placed in the response organization at either the ICP or the EOC. Although it was mentioned that the position could be placed anywhere in the response structure, the strongest arguments were made for placing it in Command, Operations, Planning, or Logistics.



### **SECTION 3. PLACEMENT OF THE VOLUNTEER COORDINATOR (cont'd)**

#### *Command*

The primary argument for placing the position under Command was in its application at the ICP where it was suggested that the Volunteer Coordinator would serve in a liaison function between Incident Command and responding volunteer organizations.

#### *Operations*

The primary argument for placing the position in the Operations Section was that the function requires dynamic coordination of people and equipment to ensure support to tactical operations is accomplished in the needed timeframe. The position also requires close coordination with other Branches in Operations such as Care and Shelter, Health and Medical, Animal Services, Fire, Rescue, Law Enforcement, Evacuation, and Construction and Engineering. This is where the Volunteer Coordinator position is located in the REOC and/or SOC.

#### *Planning*

The primary argument for placing the position in the Planning Section was that the function was a type of Technical Specialist, bringing to the ICP or EOC subject matter expertise in the area of volunteer resources in the community. They also argued that Technical Specialists could be moved in the organization to work more closely with Operations Branches or Logistics Units as the situation dictated.

#### *Logistics*

The primary argument for placing the position in the Logistics Section was that the function was similar to other elements of that Section, especially the Personnel Branch. Those holding this view saw the position as primarily focused on the matching of volunteer resources with specific resource requests or tasks.

#### *General Conclusion*

The general conclusion was that placement of the Volunteer Coordinator position in the ICP or the EOC will vary by jurisdiction organization, its emergency operations plan, and, in some cases, the unique requirements of the disaster situation.

This document does not advocate for one option over another, although the strongest arguments were made for placing it in the Operations, Logistics, or Planning Sections. However, it is essential that each jurisdiction, when developing their jurisdiction-specific Volunteer Coordinator position description, identify where the position is located in their emergency organization, to whom the position reports in the organization, and with whom the position communicates at the next higher SEMS level.

## **SECTION 4. VOLUNTEER ORGANIZATION ASSUMPTIONS**

During the course of disaster operations, it can be anticipated that there will be requests for personnel to do certain tasks, and when evaluating how to fill the request, the use of volunteers should be considered as a possible response to that request. The success of the Volunteer Coordinator position in assisting with this process at all levels in the response organization depends on close coordination between government and volunteer organizations on disaster preparedness and emergency operations.

This includes government-affiliated disaster volunteer programs such as Community Emergency Response Teams (CERT), Disaster Healthcare Volunteers (DHV), Medical Reserve Corps (MRC), local and state Search and Rescue (SAR) Teams, Safety Assessment Program (SAP), Fire Corps, and Volunteers in Police Service (VIPS). The Volunteer Coordinator position described in this document is focused on using these and other government-affiliated volunteers.

### *Coordinate With NGOs*

Some of the activities outlined in the position descriptions and checklists may also be used to support coordination with other voluntary organizations, community organizations, and faith communities. These organizations use volunteers that perform day-to-day services in the community that may have skills translatable to disaster operations, such as organizations operating food banks, homeless shelters, translation services, animal shelters, and a wide range of other services.

In these situations, a Volunteer Coordinator may request the assistance of the organization in carrying out a defined mission for which the organization's volunteers have been trained. Unless specified in a memorandum of understanding (MOU) between the organization and the local jurisdiction, it is unlikely that these nongovernmental organizations would be requested to deploy to an out-of-jurisdiction assignment.

### *Groups of Volunteers*

Some of the activities outlined in the position descriptions and checklists may also be used to work with organized groups of volunteers--such as those from libraries, businesses, fraternal organizations, religious organizations, and schools--that could be provided just-in-time training to carry out disaster functions. It could also be used to engage spontaneous volunteer resources coordinated through a local Volunteer Referral Agency or similar organization.

## SECTION 4. VOLUNTEER ORGANIZATION ASSUMPTIONS (cont'd)

### *Assumptions*

The following assumptions are made about volunteer organizations that can be coordinated through this process. These volunteer organizations:

- Have a process to recruit volunteers to fill existing and potential roles.
- Have identified the knowledge, skills, and abilities required and/or desirable to carry out potential roles or functions.
- Have identified the specific knowledge, skills, and abilities possessed by individual volunteers active within the organization and deploy them to assignments consistent with those parameters.
- Provide general emergency training for their members on the government response structure and command environment in which they will be operating (e.g., information contained in ICS 100 and 200, IS 700 and 800, and Introduction to SEMS).
- Have a process to identify existing volunteers that have had or would be suitable for receiving additional training to serve as volunteer team leaders or supervisors.
- Maintain a “register” of volunteers available in the organization, including means of contacting them in emergency situations.
- Work with sponsoring government organization to register government-affiliated volunteers under the Disaster Service Worker Volunteer Program (DSWVP) and/or with another worker’s compensation system used by the jurisdiction<sup>2</sup>.
- Have volunteer organization managers and supervisors who are familiar with the procedures for reporting injuries under the DSWVP or other worker’s compensation system used by the jurisdiction.
- Have in place processes to evaluate, motivate, and reward volunteers.

### *Volunteer Support*

It is also assumed that organizations providing volunteers to fill requests for disaster assistance will do the following in support of those activations:

- Maintain a list of the assigned volunteers, including emergency contact information.
- Verify that the assigned volunteers have completed the DSWVP (or local worker’s compensation) process or work with the Volunteer Coordinator to make arrangements to complete it.
- Confirm that the volunteers have arrived at the check-in location and have received a briefing including incident safety and sign-in and sign-out procedures.
- On completion of the assignment, provide for an exit interview or a performance review.

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<sup>2</sup> For “cooperating” volunteer organizations, such as nongovernmental organizations with which a jurisdiction may have an MOU, responsibility for liability and worker’s compensation coverage should be spelled out in the MOU or other agreement.



## **SECTION 4. VOLUNTEER ORGANIZATION ASSUMPTIONS (cont'd)**

### *Volunteer Support (cont'd)*

- Provide for a “welcome home” out-processing of demobilized volunteers, including information on post-deployment mental and physical health concerns and resources and, as applicable, procedure for reimbursement of out-of-pocket expenditures.
- Provide feedback, as requested, to the Emergency Manager on the experience of the organization and deployed volunteers in the disaster response.
- Update the records of deployed volunteers.

## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **A. Overview**

#### *Point Person*

An integral part of a formalized Volunteer Resource Management function is a “point person” to coordinate the use of volunteers in support of emergency operations at all levels in the SEMS organization. This is a person<sup>3</sup> designated within a local government, special district, Tribal Nation, or OA response organization to maintain situational awareness of how volunteers are or could be used to support operations and to facilitate their use. The position could be located at a number of locations, such as at an Incident Command Post, where the incumbent may have a more hands-on role in supporting deployed volunteers or volunteer organizations.

#### *Tribal EOC*

In a local jurisdiction or Tribal EOC, the position would focus on matching available volunteer resources to resource requests coming from Incident Command Posts or other field response locations (such as shelters, mass feeding sites, or points of commodity distribution), as well as tracking volunteer activities associated with the response and communicating this information to those preparing situation reports and action plans.

#### *OA EOC*

At an OA EOC the position would focus on the sharing of resources between jurisdictions to fulfill unmet needs as well as on tracking and communicating volunteer activities throughout the OA. In those counties where the County EOC coordinates both support to unincorporated areas and functions as the OA EOC, the Volunteer Coordinator will match available volunteer resources to resource requests for the unincorporated area of the county.

#### *REOC/SOC*

In large events, a Volunteer Coordinator or Volunteer Coordination Unit will be established at the REOC, SOC or the CaliforniaVolunteers DOC whenever these facilities are activated for a disaster event and when Cal OES or CaliforniaVolunteers receives intelligence that there are likely to be requests to activate volunteers between OAS.

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<sup>3</sup> As dictated by local plans, procedures, or the specific disaster situation, the Volunteer Coordinator function could be filled by one individual, a Coordinator with Deputies, a Volunteer Coordination Unit, or having volunteer coordinators assigned to various Branches at the ICP or within the EOC.

## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **A. Overview (cont'd)**

#### *REOC/SOC (cont'd)*

The Volunteer Coordinator at the REOC, SOC, or DOC will reach out to the Volunteer Coordinator at involved OAs for information on volunteer activities in their jurisdiction. In the event that a local jurisdiction Volunteer Coordinator needs assistance in carrying out their function in the EOC or at the ICP, requests for this support should be made through California's Emergency Management Mutual Aid (EMMA) System<sup>4</sup>.

#### *Request through OA*

Consistent with the process for requesting other resources, cities, counties, and special districts should request disaster volunteer resources through their OA.

### **B. Volunteer Coordinator at the Incident Command Post (ICP)**

#### *Position Description*

During response operations a Volunteer Coordinator may be assigned to work at an ICP. This position will receive resource requests for assignments that could potentially be filled by disaster volunteers and will identify volunteer resources in the community that can fulfill the mission assignment.

#### *General Awareness*

The Volunteer Coordinator should also maintain a general awareness of all volunteers being utilized at their location. The Volunteer Coordinator should be in close communication with the Resource Unit to identify resource requests that could be filled by disaster volunteers.

#### *Information for Volunteer Organization*

When such requests are received, the Volunteer Coordinator will contact organizations with volunteers appropriate for the task and provide them with the specifics of the mission, including mission details, time and location for reporting, number of volunteers needed, any specific skills or equipment required, and anticipated duration of the assignment.

The volunteer organization should be informed of who the volunteers are to report to by name or position, if known, and if there is a need to send a supervisor or team lead from the organization along with the volunteers. The contact at the volunteer organization should also be given a concise overview of the disaster situation and any information on anticipated field conditions, safety/health concerns, and other factors that may influence a volunteer accepting assignment or that they must prepare to anticipate during the deployment.

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<sup>4</sup> Program guidance for the Emergency Management Mutual Aid (EMMA) System can be found at <http://www.calema.ca.gov/PlanningandPreparedness/Documents/EMMAGuidance>

## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **B. Volunteer Coordinator at the ICP (cont'd)**

#### *Ability to Fill Mission*

Once availability is confirmed, the Volunteer Coordinator should relay to the requesting Volunteer Coordination or Logistics function at the ICP the organization's ability to provide volunteers to fill the mission request.

#### *Change in Mission*

If the requestor indicates that any situation affecting the mission has changed, this information should be communicated to the organization providing the volunteers. Reporting time, location, and any special check-in procedures should be confirmed with the requestor and relayed (if there has been a change) to the volunteer organization.

#### *Liability Coverage*

The decision of whether or not to offer government-sponsored worker's compensation or liability coverage to volunteers is a local decision. If the jurisdiction has elected to provide such coverage to disaster volunteers, the Volunteer Coordinator should verify with the volunteer organization that responding volunteers have been properly enrolled in the DSWVP and/or similar local program. If the process has not been completed for any of the responding volunteers, the Volunteer Coordinator should make arrangements for the process to be completed (including administration of the required loyalty oath) prior to the volunteers' deployment to their work location.

#### *Assignment Complete*

When the incident commander or other field site supervisor (in the case of response operations such as a shelter or feeding site) confirms that the assignment is complete and the volunteers are no longer needed, or the volunteers have reached the end of their agreed upon length of deployment and are being replaced, the Volunteer Coordinator should assist, as requested, with the demobilization process. This includes the personnel check-out process and turning in locally provided equipment and supplies.

#### *Exit Survey*

Departing volunteers should be provided an end of shift rest period. Consistent with local policy, departing volunteers may be provided with an exit survey, an opportunity for an exit interview, or a performance review. Information should also be provided on local arrangements for post-deployment mental and physical health resources, if needed.

The Logistics Section of the receiving organization will notify the Logistics Section of the sending organization that their volunteers have been released and demobilized

## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **B. Volunteer Coordinator at the ICP (cont'd)**

#### *Unable to Identify Resources*

If the Volunteer Coordinator at the ICP is unable to identify volunteer resources to fill the request, the resource request should be forwarded to the EOC in a manner consistent with other resource requests. If possible, the Volunteer Coordinator at the ICP should contact the Volunteer Coordinator at the EOC and give them a head's-up notification that a request may be forthcoming through normal channels. The Volunteer Coordinator should document response to all mission assignments as requested by the Documentation Unit at the ICP.

#### *Minimum Information*

In addition, the Volunteer Coordinator should make sure that (at a minimum) the following information for each mission is retained, as it may be necessary to support any claims for reimbursement:

- Mission assignment
- Who made the request, when, nature of the mission, specific volunteer assignment(s)
- Names of deploying volunteers
- Duration of deployment (dates and times)
- Work location
- Name of on-site supervisor

**Sample Position Checklist for a Volunteer Coordinator at an ICP**

<b>Volunteer Coordinator at an ICP Activation Phase</b>	
<input type="checkbox"/>	Upon formal request and activation (unless otherwise spelled out in the jurisdictional Emergency Operations Plan [EOP]), respond to the ICP.
<input type="checkbox"/>	Gather any materials you may need to function at the ICP, such as laptop computer, resource and phone directories, or plan copies.
<input type="checkbox"/>	Upon arrival at the ICP, follow jurisdictional ICP check-in procedures.
<input type="checkbox"/>	Report to Incident Commander, Section Chief or other assigned Supervisor, as spelled out in the jurisdiction’s EOP or procedures.
<input type="checkbox"/>	Review current Situation Report (if available) and Incident Action Plan.
<input type="checkbox"/>	Review your position responsibilities.
<input type="checkbox"/>	Establish and maintain a position or activity log which chronologically describes your actions taken during your shift.
<input type="checkbox"/>	Establish communications with the Volunteer Coordinator at the local EOC, if activated.
<b>Volunteer Coordinator at an ICP Operational Phase</b>	
<input type="checkbox"/>	Receive requests for volunteer resources from Operations Section personnel at the Incident Command Post or through the Logistics Section, as outlined in local procedures.
<input type="checkbox"/>	Request the Volunteer Coordinator at the EOC contact, or if the EOC is not activated directly contact, Volunteer Organizations capable of providing the requested resources. Brief them on request specifics (see Attachment 1 for a sample mission data form), and determine the organization’s ability to fill the request.
<input type="checkbox"/>	Coordinate with the Logistics Section on potential mission requests that could be filled by volunteers with appropriate training.
<input type="checkbox"/>	Maintain awareness of how volunteers are being used in response operations overseen by the ICP, including information on participating volunteer organizations, activities they are performing, and number of volunteers committed (see Attachment 2 for a sample volunteer operations data form).
<input type="checkbox"/>	Consistent with the Planning Section’s schedule and procedures, provide information on volunteer operations for inclusion in the Situation Report.
<input type="checkbox"/>	As requested or as outlined in local procedures, participate in the Incident Action Planning process.
<input type="checkbox"/>	As requested, provide information on volunteer activities for inclusion in public information activities, including press releases.

<b>Volunteer Coordinator at an ICP Operational Phase (cont'd)</b>	
<input type="checkbox"/>	As requested, provide information on volunteer activities to the EOC Volunteer Coordinator.
<input type="checkbox"/>	Monitor incoming resource requests to identify those that may be filled by disaster volunteers and coordinate this information with the Logistics Section, as outlined in local procedures.
<input type="checkbox"/>	As needed, coordinate with the Logistics Section to meet logistical needs of volunteers operating from the ICP, including identification of volunteer resources that could assist in meeting those needs.
<input type="checkbox"/>	If needed, coordinate with responding volunteer organizations and appropriate jurisdictional personnel to register and swear in volunteers for the Disaster Service Worker Volunteer Program.
<input type="checkbox"/>	Document response to all resource requests as requested by the Logistics Section or Documentation Unit, including information required to support any claims for reimbursement.
<b>Volunteer Coordinator at an ICP Demobilization Phase</b>	
<input type="checkbox"/>	As needed, coordinate with responding volunteer organizations and appropriate jurisdictional personnel on demobilization planning. This includes providing information on post-deployment mental and physical health concerns and resources and, if covered in local procedures, reimbursement of out-of-pocket expenditures.
<input type="checkbox"/>	Deactivate your assigned position and close out logs when authorized by the Incident Commander.
<input type="checkbox"/>	Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
<input type="checkbox"/>	Be prepared to provide input to the after-action report.
<input type="checkbox"/>	If another person is relieving you, ensure they are thoroughly briefed before you leave the ICP.
<input type="checkbox"/>	Leave a forwarding phone number where you can be reached.

## SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS

### C. Volunteer Coordinator at the Local EOC

#### *Position Description*

During response operations the Volunteer Coordinator<sup>5</sup> will typically be assigned to work at the jurisdiction's<sup>6</sup> EOC. This position will receive requests for assignments that could potentially be filled by disaster volunteers and be able to identify volunteer resources in their community that can fulfill the assignment.

The Volunteer Coordinator should also assess the disaster situation to anticipate requests for volunteer resources and begin the process of identifying where those resources may be found. The Volunteer Coordinator should monitor incoming resource requests to identify those that may be filled by disaster volunteers.

#### *Awareness of Volunteer Activity*

The Volunteer Coordinator should maintain an awareness of all volunteers being utilized in their jurisdiction for the response, including communicating with those functions that may activate discipline-specific volunteer programs (such as medical or search and rescue) through their own channels. This should include not only the activities of government-affiliated volunteers but an awareness of volunteer activities that are not directly affiliated with government operations but that are providing disaster services.

#### *EOC Activities*

The Volunteer Coordinator also participates, as requested, in key EOC activities, including but not limited to:

- Providing information on volunteer activities for the Situation Report.
- Participating in the Incident Action Planning process.
- Providing information on volunteer activities for inclusion in public information releases.
- At the conclusion of operations, providing input to the After-Action Report.

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<sup>5</sup> In large events, the Volunteer Coordinator should have sufficient support in order to carry out their assignments. In those situations where additional volunteer coordination personnel are added, it would be referred to organizationally as a "Volunteer Coordination Unit".

<sup>6</sup> In this section "jurisdiction" refers to the area of responsibility covered by the EOC – city, county, special district, university, etc.



## SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS

### C. Volunteer Coordinator at the Local EOC (cont'd)

#### *Poll Volunteer Availability*

Upon activation and review of the situation and potential resources needs, the Volunteer Coordinator may reach out to volunteer organizations<sup>7</sup> to conduct preliminary polling to determine volunteer availability and interest in potential assignments. The EOC Volunteer Coordinator will be notified of specific resource requests from Volunteer Coordinators at ICPs or through the resource request process at the EOC. For each request the EOC Volunteer Coordinator will be asked to determine if the identified assignment is one to which trained disaster volunteers can be applied.

#### *Mission Details*

The Volunteer Coordinator will then contact organizations with volunteers appropriate for the task and provide them with the specifics of the mission, including:

- Mission details
- Time and location for reporting
- Number of volunteers needed
- Any specific skills or equipment required
- Anticipated duration of the assignment

The volunteer organization should also be informed of who the volunteers are to report to by name or position, if known, and if there is a need to send a supervisor or team lead from the organization along with the volunteers.

#### *Disaster Overview*

The contact at the volunteer organization should also be given a concise overview of the disaster situation and any information on:

- Anticipated field conditions,
- Safety/health concerns, and
- Other factors that may influence a volunteer accepting assignment or that they must prepare to anticipate during the deployment.

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<sup>7</sup> It is likely that the jurisdiction may have a cadre of trained volunteers (e.g., amateur radio operators) that are not associated with an over-arching local volunteer organization. In those instances, procedures similar to those discussed in this section should be used to work directly with the individuals.

## SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS

### C. Volunteer Coordinator at the Local EOC (cont'd)

#### *Medical/Health Volunteers*

If the Volunteer Coordinator receives information about a request for medical/health volunteers, (either Disaster Healthcare Volunteers or Medical Reserve Corps), this request should be logged and the requestor should be directed to the EOC's Med/Health Branch or the Medical Health Operational Area Coordinator (MHOAC) Program.

#### *Fulfilling Mission / Change in Mission*

Once availability is confirmed, the Volunteer Coordinator should relay to the requesting function in the EOC or ICP the organization's ability to provide volunteers to fill the mission request. If the requestor indicates that any situation affecting the mission has changed, this information should be communicated to the organization providing the volunteers. Reporting time, location, and any special check-in procedures should be confirmed with the requestor and relayed (if there has been a change) to the volunteer organization.

#### *Worker's Compensation or Liability Coverage*

The decision of whether or not to offer government-sponsored worker's compensation or liability coverage to volunteers is a local decision. If the jurisdiction has elected to provide such coverage to disaster volunteers, the Volunteer Coordinator should verify with the volunteer organization that responding volunteers have been properly enrolled in the DSWVP and/or similar local program.

If the process has not been completed for any of the responding volunteers, the Volunteer Coordinator should make arrangements for the process to be completed (including administration of the required loyalty oath) prior to the volunteers' deployment to their work location.

#### *Assignment Complete*

When the incident commander or other field site supervisor (in the case of response operations such as a shelter or feeding site) confirms that the assignment is complete and the volunteers are no longer needed, or the volunteers have reached the end of their agreed upon length of deployment and are being replaced, the Volunteer Coordinator should assist, as requested, with the demobilization process. This includes the personnel check-out process and turning in locally provided equipment and supplies.

#### *Exit Survey*

Departing volunteers should be provided an end of shift rest period. Consistent with local policy, departing volunteers may be provided with an exit survey, an opportunity for an exit interview, or a performance review. Information should also be provided on local arrangements for post-deployment mental and physical health resources, if needed.

## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **C. Volunteer Coordinator at the Local EOC (cont'd)**

#### *Exit Survey (cont'd)*

The Logistics Section of the receiving organization will notify the Logistics Section of the sending organization that their volunteers have been released and demobilized.

#### *Forward Request to OA EOC*

If the Volunteer Coordinator at the jurisdiction EOC is unable to identify resources to fill the request, the resource request should be forwarded to the Operational Area EOC in a manner consistent with other resource requests, via telephone, email, or the State's emergency information management system.

#### *Contact VC at OA EOC*

If possible, the Volunteer Coordinator at the local EOC should contact the Volunteer Coordinator at the OA EOC via telephone or email and give them a head's-up notification that a request may be forthcoming through normal channels. Upon submission of the formal request, the Volunteer Coordinator should coordinate with the appropriate staff/units in the EOC to initiate planning for the logistics necessary to receive and support provided volunteers.

#### *Contact Sending Organization*

Once the Volunteer Coordinator has been notified by the OA EOC that a potential source of the requested volunteers has been identified, the Volunteer Coordinator may contact the sending jurisdiction's point of contact to confirm transportation and arrival information and any other critical and updated information. This includes a cell phone number for a point of contact that will be traveling with the volunteer team. The Volunteer Coordinator should also request verification from the sending jurisdiction that all volunteers have completed the DSWVP or equivalent local registration process.

#### *If Need To Cancel*

If it becomes necessary to cancel a mission prior to the team's arrival at the requesting jurisdiction, the Volunteer Coordinator should immediately contact the sending jurisdiction and notify them of the changed situation.

#### *Document*

The Volunteer Coordinator should document response to all mission assignments as requested by the Documentation Unit at the EOC.

## SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS

### C. Volunteer Coordinator at the Local EOC (cont'd)

#### *Minimum Information*

In addition, the Volunteer Coordinator should make sure that (at a minimum) the following information for each mission is retained, as it may be necessary to support any claims for reimbursement:

- Mission assignment (who made the request, when, nature of the mission) specific volunteer assignment(s)
- Names of deploying volunteers
- Duration of deployment (dates and times)
- Work location
- Name of on-site supervisor

#### *Out-of-Jurisdiction Assignment*

On occasion, the Volunteer Coordinator may receive a request for trained volunteer resources to be deployed to another jurisdiction. In such a case, the Volunteer Coordinator should confirm with their supervisor or Section Chief that such a request can be supported.

#### *Mirror Image*

Generally, this process works as a “mirror image” of that previously described. In these instances, the Coordinator should gather general information on the anticipated mission, including, at a minimum:

- Type of mission and anticipated task
- Location
- Duration
- Number of volunteers needed
- Any specific skills or equipment required
- Anticipated field conditions
- Safety/health concerns
- Other factors that may influence a volunteer accepting the assignment

#### *Contact Organizations*

The Volunteer Coordinator will then contact organizations with volunteers appropriate for the task and provide them with the specifics of the mission to determine if they can meet the mission request and, if so, if they will send a supervisor or team lead from the organization along with the volunteers.

## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **C. Volunteer Coordinator at the Local EOC (cont'd)**

#### *Contact Organizations (cont'd)*

The Volunteer Coordinator should also obtain any available information on the requesting jurisdiction's plans for logistical support of the volunteers (housing, feeding, etc) and information on the jurisdiction's reimbursement policy, if any. The Volunteer Coordinator should coordinate with the Logistics Section of the EOC/ICP to arrange necessary transportation for the volunteers, if required to fill the mission request.

#### *Verify Worker's Compensation or Liability Coverage*

The Volunteer Coordinator should verify with the volunteer organization that the deploying volunteers have been properly enrolled in the DSWVP or similar local program. If the process has not been completed for any of the responding volunteers, the Volunteer Coordinator should make arrangements for the process to be completed (including administration of the required loyalty oath) prior to the volunteer's deployment.

#### *Demobilization*

Upon notification of the demobilization of their volunteers from an out-of-jurisdiction assignment the Volunteer Coordinator may work with the volunteer organization to prepare for a "welcome home" out-processing to meet, debrief, and thank returning the volunteers. This should include information on local post-deployment mental and physical health resources available to volunteers should they need them and the local procedure for reimbursement of out-of-pocket expenditures, if applicable.

**Sample Position Checklist for a Volunteer Coordinator at a  
Local or Special District EOC**

<b>Volunteer Coordinator at a Local or Special District EOC Activation Phase</b>	
<input type="checkbox"/>	Upon formal request and activation (unless otherwise spelled out in the jurisdictional Emergency Operations Plan or EOC Procedures), respond to the EOC.
<input type="checkbox"/>	Upon arrival at the EOC, follow jurisdictional EOC check-in procedures (e.g., check in with the Personnel Unit in Logistics).
<input type="checkbox"/>	Report to Section Chief or other assigned Supervisor.
<input type="checkbox"/>	Review current Situation Report and Action Plan
<input type="checkbox"/>	Set up your workstation and review your position responsibilities.
<input type="checkbox"/>	Establish and maintain a position or activity log which chronologically describes your actions taken during your shift.
<input type="checkbox"/>	Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
<input type="checkbox"/>	Establish communications with the Volunteer Coordinator at the Operational Area EOC, if activated, and at Incident Command Posts, if activated at that level.
<input type="checkbox"/>	Review resources identified in the Disaster Volunteer Network (or in other data management tools) in the jurisdiction that may be applicable to the disaster event.
<b>Volunteer Coordinator at a Local or Special District EOC Operational Phase</b>	
<input type="checkbox"/>	Receive requests for volunteer resources from the Volunteer Coordinator at the Incident Command Post or through the Logistics Section, as outlined in local procedures.
<input type="checkbox"/>	Contact volunteer organizations capable of providing the requested resources, brief them on request specifics (see Attachment 1 for a sample mission data form), and determine the organization’s ability to fill the request.
<input type="checkbox"/>	If a request for medical/health volunteers is received, it should be directed to the Med/Health Branch or MHOAC.
<input type="checkbox"/>	Coordinate with the Logistics Section on potential mission requests that could be filled by volunteers with appropriate training.
<input type="checkbox"/>	Maintain a general awareness of how volunteers are being used in the jurisdiction’s response operations, including general information on participating volunteer organizations, activities they are performing, and number of volunteers committed (see Attachment 2 for a sample volunteer operations data form).
<input type="checkbox"/>	Consistent with the Planning Section’s schedule and procedures, provide information on volunteer operations for inclusion in the Situation Report.

<b>Volunteer Coordinator at a Local or Special District EOC Operational Phase (cont'd)</b>	
<input type="checkbox"/>	As requested or as outlined in local procedures, participate in the Incident Action Planning process.
<input type="checkbox"/>	As requested, provide information on volunteer activities for inclusion in public information activities, including press releases.
<input type="checkbox"/>	As requested, provide information on volunteer activities to the Operational Area Volunteer Coordinator.
<input type="checkbox"/>	Monitor incoming resource requests to identify those that may be filled by disaster volunteers and coordinate this information with the Logistics Section, as outlined in local procedures.
<input type="checkbox"/>	Upon receipt of a request for volunteer resources that cannot be filled locally, communicate this need to the Volunteer Coordinator at the Operational Area or through the Logistics Section, as outlined in local procedures.
<input type="checkbox"/>	As needed, coordinate with the Logistics Section to meet logistical needs of volunteers operating in the jurisdiction, including identification of volunteer resources that could assist in meeting those needs.
<input type="checkbox"/>	Respond to inquiries from the Volunteer Coordinator at the Operational Area (or the Logistics Section, as outlined in local procedures) for volunteer resources to meet resource needs outside of the jurisdiction.
<input type="checkbox"/>	As needed, coordinate with the Logistics Section to meet logistical needs of volunteers responding outside of the jurisdiction, including identification of volunteer resources that could assist in meeting those needs.
<input type="checkbox"/>	If needed, coordinate with responding volunteer organizations and appropriate jurisdictional personnel to register and swear in volunteers for the Disaster Service Worker Volunteer Program or similar local program.
<input type="checkbox"/>	Document response to all resource requests as requested by the Logistics Section or Documentation Unit, including information required to support any claims for reimbursement.
<b>Volunteer Coordinator at a Local or Special District EOC Demobilization Phase</b>	
<input type="checkbox"/>	As needed, coordinate with responding volunteer organizations and appropriate jurisdictional personnel on demobilization planning. This includes providing information on post-deployment mental and physical health concerns and resources and, if covered in local procedures, reimbursement of out-of-pocket expenditures.
<input type="checkbox"/>	Deactivate your assigned position and close out logs when authorized by the EOC Director.
<input type="checkbox"/>	Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
<input type="checkbox"/>	Be prepared to provide input to the after-action report.

<b>Volunteer Coordinator at a Local or Special District EOC Demobilization Phase (cont'd)</b>	
<input type="checkbox"/>	If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
<input type="checkbox"/>	Clean up your work area before you leave
<input type="checkbox"/>	Leave a forwarding phone number where you can be reached.



## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **D. Volunteer Coordinator at the Operational Area EOC**

#### *Operational Area Defined*

As defined in the SEMS regulations, the Operational Area consists of “a county and all political subdivisions within the county area. Each county geographic area is designated as an operational area. An operational area is used by the county and the political subdivisions comprising the operational area for the coordination of emergency activities and to serve as a link in the system of communications and coordination between the state's emergency operation centers and the operation centers of the political subdivisions comprising the operational area.”

#### *OA EOC*

In some counties there is a separate and distinct “Operational Area EOC” but in many counties the OA coordination and communication function is co-located with the County EOC. The following position description for the Volunteer Coordinator at the OA EOC focuses on duties related to this “communications and coordination” function. For a position of Volunteer Coordinator at the County EOC, addressing volunteer support for operations in unincorporated areas and to support County-based functions, the local Volunteer Coordinator position description and checklist should be used.

#### *Position Description*

During response operations an OA Volunteer Coordinator may be assigned to work at the OA EOC if there is a need to coordinate volunteer resources between jurisdictions in the OA or to respond to requests for volunteer resources coming from outside of the OA. This position will receive requests for assignments that could potentially be filled by disaster volunteers and be able to identify jurisdictions with volunteer resources in their community that could fulfill the assignment.

#### *Medical/ Health Volunteers*

All requests that involve medical/health volunteers are to be immediately forwarded to the Medical/Health Branch or MHOAC. The Volunteer Coordinator should also assess the disaster situation to anticipate requests for volunteer resources and begin the process of identifying where those resources may be found. The Volunteer Coordinator should monitor incoming resource requests to identify those that may be filled by disaster volunteers.

## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **D. Volunteer Coordinator at the Operational Area EOC**

#### *Maintain Awareness*

The OA Volunteer Coordinator should maintain an awareness of all volunteers being utilized in their jurisdiction for the response, including communicating with those functions that may activate discipline-specific volunteer programs (such a medical or search and rescue) through their own channels. This should include not only the activities of government-affiliated volunteers but an awareness of volunteer activities that are not directly affiliated with government operations but that are providing disaster services.

#### *EOC Activities*

The OA Volunteer Coordinator also participates, as requested, in key EOC activities, including but not limited to:

- Providing information on volunteer activities for the Situation Report
- Participating in the Incident Action Planning process (including inclusion of volunteer management objectives)
- Providing information on volunteer activities for inclusion in public information releases, and, at the conclusion of operations,
- Providing input to the After-Action Report

The OA Volunteer Coordinator should document response to all resource assignments as requested by the Documentation Unit at the EOC.

#### *Poll Vol Orgs*

Upon activation and review of the situation and potential resources needs, the OA Volunteer Coordinator may reach out to jurisdictions within the OA to conduct preliminary polling with volunteer organizations in their jurisdiction to determine volunteer availability and interest in potential assignments.

#### *Need for More Volunteers or Unique Need*

An OA Volunteer Coordinator may be notified of a resource request from a Volunteer Coordinator at a local EOC or through the resource request process at the EOC that locally available personnel resources to perform a specific mission or missions are at or nearing depletion or that a unique need that cannot be filled locally has been identified.

## SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS

### D. Volunteer Coordinator at the Operational Area EOC

#### *Need for More Volunteers or Unique Need (cont'd)*

The OA Volunteer Coordinator will then contact jurisdictions within the OA to determine if they have organizations with volunteers appropriate for the task. If they do, provide them with the specifics of the mission, including

- Mission details
- Time and location for reporting
- Number of volunteers needed
- Specific skills or equipment required
- Anticipated duration of the assignment
- To whom the volunteers are to report to by name or position
- Anticipated field conditions
- Safety/health concerns
- Other factors that may influence a volunteer accepting assignment or that they must prepare to anticipate during the deployment

#### *Confirm with Requestor /Change in Mission*

Once availability is confirmed, the OA Volunteer Coordinator should relay to the requesting jurisdiction the ability to provide volunteers to fill the mission request. If the requestor indicates that any situation affecting the mission has changed, this information should be communicated to the jurisdiction providing the volunteers. Reporting time, location, and any special check-in procedures should be confirmed with the requestor and relayed (if there has been a change) to the jurisdiction providing the volunteers.

#### *Liability Coverage*

The OA Volunteer Coordinator should request that the jurisdiction verify with the volunteer organization that responding volunteers have been properly enrolled in the DSWVP or similar local program. If the process has not been completed for any of the responding volunteers, the jurisdiction should make arrangements for the process to be completed (including administration of the required loyalty oath) prior to the volunteers' deployment to their work location.

#### *Unable to Identify Volunteer Resources*

If the OA Volunteer Coordinator is unable to identify volunteer resources to fill the request, the resource request should be forwarded to the REOC in a manner consistent with other resource requests, via telephone, email, or the State's information management system. If possible, the OA Volunteer Coordinator should contact the Volunteer Coordinator at the REOC via telephone or email and give them a head's-up notification that a request may be forthcoming through normal channels.

## SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS

### D. Volunteer Coordinator at the Operational Area EOC (cont'd)

#### *Contact Requestor*

Once the OA Volunteer Coordinator has been notified by the REOC that a potential source of the requested volunteers has been identified, the OA Volunteer Coordinator should contact the requesting jurisdiction to notify them that the request will be filled. The OA Volunteer Coordinator should coordinate with the REOC to reach out to the sending jurisdiction's point of contact to confirm transportation and arrival information and any other critical and updated information, including a cell phone number for a point of contact that will be traveling with the volunteer team.

#### *Verify Liability Coverage*

The OA Volunteer Coordinator or the REOC should also request verification from the sending jurisdiction that all volunteers have completed the DSWVP and/or equivalent local registration process.

#### *Cancel Mission*

If it becomes necessary to cancel a mission prior to the team's arrival at the requesting jurisdiction, the OA Volunteer Coordinator or the REOC should immediately contact the sending jurisdiction and notify them of the changed situation.

#### *Out-of-Jurisdiction Assignment*

On occasion, the OA Volunteer Coordinator may receive a request for trained volunteer resources to be deployed to another jurisdiction. In such a case, the OA Volunteer Coordinator should confirm with their supervisor or Section Chief that such a request can be supported.

#### *Mirror Image Process*

Generally, this process works as a "mirror image" of that previously described. In these instances, the Coordinator should gather general information on the anticipated mission, including, at a minimum:

- Type of mission and anticipated tasks
- Location
- Duration
- Number of volunteers needed
- Specific skills or equipment required
- Anticipated field conditions
- Safety/health concerns
- Other factors that may influence a volunteer accepting the assignment

## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **D. Volunteer Coordinator at the Operational Area EOC (cont'd)**

#### *Contact Volunteers Orgs*

The Volunteer Coordinator will then contact jurisdictions with volunteers appropriate for the task and provide them with the specifics of the mission to determine if they can meet the mission request and, if so, if they will send a supervisor or team lead from the organization along with the volunteers.

#### *Confirm Logistics*

The OA Volunteer Coordinator should also obtain any available information on the requesting jurisdiction's plans for logistical support of the volunteers (housing, feeding, etc.) and information on the jurisdiction's reimbursement policy, if any. If required, the OA Volunteer Coordinator should coordinate with the Logistics Section of the EOC to arrange necessary transportation for the volunteers, if required to fill the mission request.

#### *Verify Worker's Compensation or Liability Coverage*

The OA Volunteer Coordinator should verify with the jurisdiction that the deploying volunteers have been properly enrolled in the DSWVP or similar local program, if the jurisdictions providing the volunteers provide this coverage. If the process has not been completed for any of the responding volunteers, the receiving jurisdiction should make arrangements for the process to be completed (including administration of the required loyalty oath) prior to the volunteer's deployment.

**Sample Position Checklist for a Volunteer Coordinator at an  
Operational Area EOC**

<b>Volunteer Coordinator at an Operational Area EOC Activation Phase</b>	
<input type="checkbox"/>	Upon formal request and activation (unless otherwise spelled out in the jurisdictional Emergency Operations Plan or EOC Procedures), respond to the EOC.
<input type="checkbox"/>	Upon arrival at the EOC, follow EOC check-in procedures (e.g., check in with the Personnel Unit in Logistics).
<input type="checkbox"/>	Report to Section Chief or other assigned Supervisor.
<input type="checkbox"/>	Review current OA Situation Report and Action Plan. If available, review Situation Reports from activated jurisdictions within the OA
<input type="checkbox"/>	Set up your workstation and review your position responsibilities.
<input type="checkbox"/>	Establish and maintain a position or activity log which chronologically describes your actions taken during your shift.
<input type="checkbox"/>	Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
<input type="checkbox"/>	Establish communications with the Volunteer Coordinators at activated local and special district EOCs, and with the Volunteer Coordinator or Volunteer Coordination Unit at the REOC.
<input type="checkbox"/>	Review resources identified in the Disaster Volunteer Network (or in other data management tools) in the OA that may be applicable to the disaster event.
<b>Volunteer Coordinator at an Operational Area EOC Operational Phase</b>	
<input type="checkbox"/>	Receive requests for volunteer resources from the Volunteer Coordinator at local EOCs or through the Logistics Section, as outlined in EOC procedures.
<input type="checkbox"/>	Contact other jurisdictions within the OA that may be capable of providing the requested resources, brief them on request specifics (see Attachment 1 for a sample mission data form), and request they reach out to volunteer organizations in their jurisdiction that may be able to fill the request.
<input type="checkbox"/>	If a request for medical/health volunteers is received, it should be directed to the Med/Health Branch or MHOAC. Gather information from the activated local EOCs on how volunteers are being used throughout the OA in response operations. This includes general information on participating volunteer organizations, activities they are performing, and number of volunteers committed (see Attachment 2 for a sample volunteer operations data form).
<input type="checkbox"/>	Coordinate with the Logistics Section on potential mission requests that could be filled by volunteers with appropriate training.
<input type="checkbox"/>	Consistent with Planning Section’s schedule and procedures, provide information on volunteer operations for inclusion in the Situation Report.

<b>Volunteer Coordinator at an Operational Area EOC Operational Phase (cont'd)</b>	
<input type="checkbox"/>	As requested or as outlined in OA procedures, participate in the Incident Action Planning process.
<input type="checkbox"/>	As requested, provide information on volunteer activities for inclusion in public information activities, including press releases.
<input type="checkbox"/>	As requested, provide information on volunteer activities throughout the OA to the REOC Volunteer Coordinator.
<input type="checkbox"/>	Upon receipt of a request, match available volunteer resources to resource requests for the unincorporated area of the county.
<input type="checkbox"/>	Monitor incoming resource requests to identify those that may be filled by disaster volunteers and coordinate this information with the Logistics Section, as outlined in OA procedures.
<input type="checkbox"/>	Upon receipt of a request for volunteer resources that cannot be filled within the OA, communicate this need to the Volunteer Coordinator at the REOC or through the Logistics Section, as outlined in OA procedures.
<input type="checkbox"/>	As needed, coordinate with the Logistics Section to meet logistical needs of volunteers operating in the OA, including identification of volunteer resources that could assist in meeting those needs.
<input type="checkbox"/>	Respond to inquiries from the Volunteer Coordinator at the REOC (or the Logistics Section, as outlined in OA procedures) for volunteer resources to meet resource needs outside of the OA.
<input type="checkbox"/>	As needed, coordinate with the Logistics Section to meet logistical needs of volunteers responding outside of the OA, including identification of volunteer resources that could assist in meeting those needs.
<input type="checkbox"/>	Document response to all resource requests as requested by the Logistics Section or Documentation Unit, including information required to support any claims for reimbursement.
<b>Volunteer Coordinator at an Operational Area EOC Demobilization Phase</b>	
<input type="checkbox"/>	Deactivate your assigned position and close out logs when authorized by the EOC Director.
<input type="checkbox"/>	Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
<input type="checkbox"/>	Be prepared to provide input to the After-Action Report.
<input type="checkbox"/>	If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
<input type="checkbox"/>	Clean up your work area before you leave.
<input type="checkbox"/>	Leave a forwarding phone number where you can be reached.

## **SECTION 5 . VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **E. Volunteer Coordinator at the Tribal EOC**

#### *Tribal Volunteer Coordinator*

During response operations the Tribal Volunteer Coordinator will typically be assigned to work at the Tribal EOC. This position will receive requests for assignments that could potentially be filled by disaster volunteers and be able to identify volunteer resources in their community that can fulfill the assignment.

The Tribal Volunteer Coordinator should also assess the disaster situation to anticipate requests for volunteer resources and begin the process of identifying where those resources may be found. The Tribal Volunteer Coordinator should monitor incoming resource requests to identify those that may be filled by disaster volunteers.

#### *Awareness of Volunteers*

The Tribal Volunteer Coordinator should maintain an awareness of all volunteers being utilized by the Tribal Nation for the response, including communicating with those functions that may activate discipline-specific volunteer programs (such as a medical or search and rescue) through their own channels. This should include not only the activities of volunteers affiliated with Tribal Governments but also an awareness of volunteer activities that are not directly affiliated with government operations but that are providing disaster services.

#### *Participate in EOC Activities*

The Tribal Volunteer Coordinator also participates, as requested, in key Tribal EOC activities, including but not limited to:

- Providing information on volunteer activities for the Situation Report,
- Participating in the Incident Action Planning process,
- Providing information on volunteer activities for inclusion in public information releases
- At the conclusion of operations, providing input to the after-action report

#### *Preliminary Polling*

Upon activation and review of the situation and potential resource needs, the Tribal Volunteer Coordinator may reach out to volunteer organizations within the Tribal community to conduct preliminary polling to determine volunteer availability and interest in potential assignments. A Tribal Volunteer Coordinator will be notified of a specific resource request from a Tribal Volunteer Coordinator at the ICP or through the resource request process at the Tribal EOC and asked to determine if the identified assignment is one to which trained disaster volunteers can be applied.



## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **E. Volunteer Coordinator at the Tribal EOC (cont'd)**

#### *Contact Orgs with Volunteers*

The Tribal Volunteer Coordinator will then contact organizations with volunteers appropriate for the task and provide them with the specifics of the mission, including mission details, time and location for reporting, number of volunteers needed, any specific skills or equipment required, and anticipated duration of the assignment. The volunteer organization should also be informed of who the volunteers are to report to by name or position, if known, and if there is a need to send a supervisor or team lead from the organization along with the volunteers.

#### *Disaster Overview*

The contact at the volunteer organization should also be given a concise overview of the disaster situation and any information on anticipated field conditions, safety/health concerns, and other factors that may influence a volunteer accepting assignment or that they must prepare to anticipate during the deployment.

#### *Confirm Volunteer Availability / If Change in Mission*

Once availability is confirmed, the Tribal Volunteer Coordinator should relay to the requesting function in the Tribal EOC or ICP the organization's ability to provide volunteers to fill the mission request. If the requestor indicates that any situation affecting the mission has changed, this information should be communicated to the organization providing the volunteers. Reporting time, location, and any special check-in procedures should be confirmed with the requestor and relayed (if there has been a change) to the volunteer organization.

#### *Verify Liability Coverage*

The Tribal Volunteer Coordinator should verify with the volunteer organization that responding volunteers have been properly enrolled in the workers' compensation and/or liability insurance system used by the Tribal Nation, as appropriate. If the process has not been completed for any of the responding volunteers, the Tribal Volunteer Coordinator should make arrangements for the process to be completed prior to the volunteer's deployment to their work location.

#### *Demobilization*

When the incident commander or other field site supervisor (in the case of response operations such as a shelter or feeding site) confirms that the assignment is complete and the volunteers are no longer needed, or the volunteers have reached the end of their agreed upon length of deployment and are being replaced, the Tribal Volunteer Coordinator should assist, as requested, with the demobilization process. This includes the personnel check-out process and turning in locally provided equipment and supplies.

## SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS

### E. Volunteer Coordinator at the Tribal EOC (cont'd)

#### *Identify Vol Resources*

Many Tribal Nations have formal and/or informal mutual assistance agreements with neighboring Tribal Nations. If the Tribal Volunteer Coordinator at the Tribal EOC is unable to identify volunteer resources within their community to fill the request, the resource request may be forwarded to another Tribal Nation to determine if they have volunteer resources that can fill the request. If requests for volunteer resources are still unfilled, the Tribal Volunteer Coordinator may reach out to surrounding communities, nongovernmental organizations, and counties for assistance.

#### *Mutual Assistance*

Tribes are sovereign nations. As such, nothing in this document is intended to diminish this status or relinquish rights to self-governance. Realizing that, many Tribes have established mutual assistance agreements or arrangements with nearby cities or counties<sup>8</sup>. In these cases, the request should be forwarded to the City or County EOC via telephone or email. If possible, the Tribal Volunteer Coordinator should contact the Volunteer Coordinator at the City or County EOC via telephone or email and give them a head's-up notification that a request may be forthcoming. Upon submission of the formal request, the Tribal Volunteer Coordinator should coordinate with the appropriate staff/units in the Tribal EOC to initiate planning for the logistics necessary to receive and support provided volunteers.

#### *Contact Sending Org*

Once the Tribal Volunteer Coordinator has been notified by the City or County EOC that a potential source of the requested volunteers has been identified, the Tribal Volunteer Coordinator may contact the sending jurisdiction's point of contact to confirm transportation and arrival information and any other critical and updated information, including a cell phone number for a point of contact that will be traveling with the volunteer team.

#### *If Need to Cancel*

If it becomes necessary to cancel a mission prior to the team's arrival at the requesting jurisdiction, the Tribal Volunteer Coordinator should immediately contact the sending jurisdiction and notify them of the changed situation.

#### *Document Mission*

Consistent with their operating procedures, the Tribal Volunteer Coordinator should document response to all mission assignments as requested by the Documentation Unit at the Tribal EOC.

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<sup>8</sup> Some Tribal Nations may chose to forward requests for assistance directly to the State, in which case the request should be forwarded to the REOC and would follow a process similar to that described here.

## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **E. Volunteer Coordinator at the Tribal EOC (cont'd)**

#### *Minimum Information*

In addition, the Tribal Volunteer Coordinator should make sure that (at a minimum) the following information for each mission is retained, as it may be necessary to support any claims for reimbursement:

- Mission assignment (who made the request, when, nature of the mission)
- Specific volunteer assignment(s)
- Names of deploying volunteers
- Duration of deployment (dates and times)
- Work location
- Name of on-site supervisor

#### *Out-of-Jurisdiction Request*

On occasion, the Tribal Volunteer Coordinator may receive a request for trained volunteer resources to be deployed to another Tribal Nation, a City, County, or nongovernmental organization with which it has assistance agreements. In such a case, the Tribal Volunteer Coordinator should confirm with their supervisor or Section Chief that such a request can be supported. Generally, this process works as a “mirror image” of that previously described.

#### *Gather Mission Info*

In these instances, the Tribal Volunteer Coordinator should gather general information on the anticipated mission, including, at a minimum:

- Type of mission and anticipated tasks
- Location, duration
- Number of volunteers needed
- Any specific skills or equipment required
- Anticipated field conditions
- Safety/health concerns
- Other factors that may influence a volunteer accepting the assignment

#### *Contact Organizations with Volunteers*

The Tribal Volunteer Coordinator will then contact organizations with volunteers appropriate for the task and provide them with the specifics of the mission to determine if they can meet the mission request and, if so, if they will send a supervisor or team lead from the organization along with the volunteers. The Tribal Volunteer Coordinator should also obtain any available information on the requesting jurisdiction’s plans for logistical support of the volunteers (housing, feeding, etc.) and information on the jurisdiction’s reimbursement policy, if any.

## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **E. Volunteer Coordinator at the Tribal EOC**

#### *Contact Organizations with Volunteers (cont'd)*

If required, the Tribal Volunteer Coordinator should coordinate with the Logistics Section of their Tribal EOC/ICP to arrange necessary transportation for the volunteers, if required to fill the mission request.

#### *Welcome Home*

Upon notification of the demobilization of their volunteers from an out-of-jurisdiction assignment, the Tribal Volunteer Coordinator may work with the volunteer organization to prepare for a “welcome home” out-processing to meet, debrief, and thank returning the volunteers. This should include information on post-deployment mental and physical health resources available to volunteers should they need them, and procedures for reimbursement of out-of-pocket expenditures, if applicable.

#### *Federal Support*

In all cases, Tribes have the inherent right to directly access federal support for events impacting their Tribal communities. As all disasters start locally, the most immediate assistance will come from local jurisdictions. Thus, fostering partnerships with local Cities, Counties, nongovernmental organizations, and the State of California is certainly encouraged.

**Sample Position Checklist for a Volunteer Coordinator at a Tribal EOC**

<b>Volunteer Coordinator at a Tribal EOC Activation Phase</b>	
<input type="checkbox"/>	Upon formal request and activation (unless otherwise spelled out in the Tribal Emergency Operations Plan or EOC Procedures), respond to the Tribal EOC.
<input type="checkbox"/>	Upon arrival at the Tribal EOC, follow jurisdictional EOC check-in procedures (e.g., check in with the Personnel Unit in Logistics).
<input type="checkbox"/>	Report to Section Chief or other assigned Supervisor.
<input type="checkbox"/>	Review current Situation Report and Action Plan.
<input type="checkbox"/>	Set up your workstation and review your position responsibilities.
<input type="checkbox"/>	Establish and maintain a position or activity log which chronologically describes your actions taken during your shift.
<input type="checkbox"/>	Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
<input type="checkbox"/>	Establish communications with the Tribal Volunteer Coordinator at Incident Command Posts, if position activated at that level.
<input type="checkbox"/>	Review Tribal Nation resources and in jurisdictions with which the Tribal Nation has cooperating agreements identified in the Disaster Volunteer Network (or in other data management tools) that may be applicable to the disaster event
<b>Volunteer Coordinator at a Tribal EOC Operational Phase</b>	
<input type="checkbox"/>	Receive requests for volunteer resources from the Tribal Volunteer Coordinator at the ICP or through the Logistics Section, as outlined in Tribal procedures.
<input type="checkbox"/>	Contact volunteer organizations capable of providing the requested resources, brief them on request specifics (see Attachment 1 for a sample mission data form), and determine the organization’s ability to fill the request.
<input type="checkbox"/>	Coordinate with the Logistics Section on potential mission requests that could be filled by volunteers with appropriate training.
<input type="checkbox"/>	Maintain a general awareness of how volunteers are being used in Tribal response operations. This includes general information on participating volunteer organizations, activities they are performing, and number of volunteers committed (see Attachment 2 for a sample volunteer operations data form).
<input type="checkbox"/>	Consistent with the Planning Section’s schedule and procedures, provide information on volunteer operations for inclusion in the Situation Report.
<input type="checkbox"/>	As requested or as outlined in local procedures, participate in the Incident Action Planning process.
<input type="checkbox"/>	As requested, provide information on volunteer activities for inclusion in public information activities, including press releases.

<b>Volunteer Coordinator at a Tribal EOC Operational Phase (cont'd)</b>	
<input type="checkbox"/>	As requested, provide information on volunteer activities to the REOC Volunteer Coordinator.
<input type="checkbox"/>	Monitor incoming resource requests to identify those that may be filled by disaster volunteers and coordinate this information with the Logistics Section, as outlined in local procedures.
<input type="checkbox"/>	Upon receipt of a request for volunteer resources that cannot be filled locally, communicate this need to the other Tribal Nations, local communities, Cities, Counties, or nongovernmental organizations with which the Tribal Nation has assistance agreements.
<input type="checkbox"/>	As needed, coordinate with the Logistics Section to meet logistical needs of volunteers operating in the jurisdiction, including identification of volunteer resources that could assist in meeting those needs.
<input type="checkbox"/>	Respond to inquiries from the Tribal Volunteer Coordinator at other Tribal Nations, local communities, Cities, Counties, and nongovernmental organizations with which the Tribal Nation has assistance agreements (or the Logistics Section, as outlined in local procedures) for volunteer resources to meet resource needs outside of the jurisdiction.
<input type="checkbox"/>	As needed, coordinate with the Logistics Section to meet logistical needs of volunteers responding outside of the jurisdiction, including identification of volunteer resources that could assist in meeting those needs.
<input type="checkbox"/>	Document response to all resource requests as requested by the Logistics Section or Documentation Unit, including information required to support any claims for reimbursement.
<b>Volunteer Coordinator at a Tribal EOC Demobilization Phase</b>	
<input type="checkbox"/>	As needed, coordinate with responding volunteer organizations and appropriate jurisdictional personnel on demobilization planning. This includes providing information on post-deployment mental and physical health concerns and resources and, if covered in Tribal procedures, reimbursement of out-of-pocket expenditures.
<input type="checkbox"/>	Deactivate your assigned position and close out logs when authorized by the Tribal EOC Director.
<input type="checkbox"/>	Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
<input type="checkbox"/>	Be prepared to provide input to the after-action report.
<input type="checkbox"/>	If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
<input type="checkbox"/>	Leave a forwarding phone number where you can be reached.

<b>Volunteer Coordinator at a Tribal EOC Demobilization Phase</b>	
<input type="checkbox"/>	If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
<input type="checkbox"/>	Clean up your work area before you leave.
<input type="checkbox"/>	Leave a forwarding phone number where you can be reached.

## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **F. Volunteer Coordinator at the REOC, SOC, and/or CaliforniaVolunteers DOC**

#### *Volunteer Coordinator or Unit*

As noted earlier in this document, in large events, a Volunteer Coordinator or Volunteer Coordination Unit will be established at the REOC and/or SOC whenever these facilities are activated for a disaster event and when Cal OES or CaliforniaVolunteers receives intelligence that there are likely to be requests to activate volunteers between OAs. Depending on the specific disaster situation, this Volunteer Coordinator position may be located at the CaliforniaVolunteers DOC or the position at the REOC or SOC supported by personnel at the DOC.

#### *Consistent With SEMS Level*

For ease in using this guidance, DOC Volunteer Coordinator operations will be consistent with those outlined for the SEMS level they are supporting.) This Volunteer Coordinator or Unit will gather information on the contribution of volunteers to the overall response effort and provide that information to the Planning Section for inclusion in situation and other reports and to the Joint Information Center for inclusion in their products. It will also provide direct updates to the State's Chief Service Officer at CaliforniaVolunteers, to activated elements of Emergency Function 17-Volunteer and Donations Management- and other key stakeholders.

#### *Position Description*

During response operations, a Volunteer Coordinator may be assigned to work at the REOC if there is a need to coordinate volunteer resources between jurisdictions in the impacted Region or to respond to requests for volunteer resources coming from outside of the Region.

A Volunteer Coordinator may be assigned to work at the SOC if there is a need to coordinate volunteer resources between jurisdictions in the impacted Region and jurisdictions in other Regions, State level volunteer resources, or Federal resources with volunteer coordination missions (such as the National Civilian Conservation Corps). This position/unit will receive requests for government-affiliated volunteers to fill specific disaster response missions as defined by the impacted Operational Area.

#### *Identify Volunteers and Forward Requests for Discipline-Specific Volunteers*

Using the Disaster Volunteer Network and other resources they will be able to identify jurisdictions with volunteer resources in their community that could fulfill the assignment. All requests that involve medical/health volunteers are to be immediately forwarded to the Medical/Health Branch in the REOC or SOC. Requests for other discipline-specific volunteer resources will be forwarded to or coordinated with the appropriate functional branch in the REOC or SOC.



## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **F. Volunteer Coordinator at the REOC, SOC, and/or CaliforniaVolunteers DOC (cont'd)**

#### *Assess Disaster Situation*

The Volunteer Coordinators in both the REOC and SOC should also assess the disaster situation to anticipate requests for volunteer resources and begin the process of identifying where those resources may be found; as appropriate, this information should be shared with the Mission Coordinator.

#### *Maintain General Awareness*

The Volunteer Coordinator in the REOC or SOC will maintain a general awareness of how volunteers are being utilized throughout the response. This may include communication by the REOC Volunteer Coordinator with the impacted OAs' Volunteer Coordinator (or Emergency Manager, if the jurisdiction has not activated a Volunteer Coordinator position) and the REOC or SOC Volunteer Coordinator communicating with those REOC and SOC functions that may activate discipline-specific volunteer programs (such a medical or search and rescue) through their own channels.

#### *Key REOC and SOC Activities*

The Volunteer Coordinator/unit should monitor incoming mission requests to identify those that may be filled by disaster volunteers. The Volunteer Coordinator also participates, as requested, in key REOC and SOC activities, including but not limited to providing information on volunteer activities for the Situation Report, participating in the Incident Action Planning process, providing information on volunteer activities for inclusion in public information releases, and, at the conclusion of operations, providing input to the after action report. The Volunteer Coordinator should document response to all resource assignments as requested by the Documentation Unit at the REOC or SOC.

#### *Preliminary Polling*

Upon activation and review of the situation and potential resources needs, the Volunteer Coordinator may reach out to other Regions or organizations to conduct preliminary polling with volunteer organizations in their jurisdictions to determine volunteer availability and interest in potential assignments.

#### *Need Volunteers or Identified Unique Need*

A Volunteer Coordinator at the REOC may be notified of a resource request from a Volunteer Coordinator at an OA EOC or through the State's information management system resource request process from the OA EOC that locally available personnel resources to perform a specific mission or missions are at or nearing depletion or that a unique need that cannot be filled locally has been identified.

## SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS

### F. Volunteer Coordinator at the REOC, SOC, and/or CaliforniaVolunteers DOC (cont'd)

#### *Contact OAs within Region*

The Volunteer Coordinator at the REOC will then contact OAs within the Region to determine if they or their jurisdictions have organizations with volunteers appropriate for the task. If they do, the REOC Volunteer Coordinator will provide that jurisdiction with the specifics of the mission, including:

- Mission details
- Time and location for reporting
- Number of volunteers needed
- Any specific skills or equipment required
- Anticipated duration of the assignment
- To whom the volunteers are to report to by name or position
- Any information on anticipated field conditions
- Safety/health concerns
- Other factors that may influence a volunteer accepting assignment or that they must prepare to anticipate during the deployment

#### *Fulfilling Request / If Change in Mission*

Once availability is confirmed, the Volunteer Coordinator in the REOC should relay to the requesting OA the ability to provide volunteers to fill the mission request. If the requestor indicates that any situation affecting the mission has changed, this information should be communicated to the jurisdiction providing the volunteers. Reporting time, location, and any special check-in procedures should be confirmed with the requestor and relayed (if there has been a change) to the jurisdiction providing the volunteers.

#### *Verify Worker's Compensation or Liability Coverage*

The REOC Volunteer Coordinator should request that the jurisdiction verify with the volunteer organization that responding volunteers have been properly enrolled in the DSWVP or similar local program. If the process has not been completed for any of the responding volunteers, the jurisdiction should be encouraged to make arrangements for the process to be completed (including administration of the required loyalty oath) prior to the volunteers' deployment to their work location.

## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **F. Volunteer Coordinator at the REOC, SOC, and/or CaliforniaVolunteers DOC (cont'd)**

#### *Forward Request to SOC*

If the REOC Volunteer Coordinator is unable to identify volunteer resources to fill the request from within the Region, the resource request should be forwarded to the Volunteer Coordinator at the SOC through the State's information management system. The REOC Volunteer Coordinator should contact the Volunteer Coordinator at the SOC via telephone or email and give them a head's-up notification that a request is forthcoming through normal channels.

#### *REOC Contacts OAs*

Once the REOC Volunteer Coordinator has been notified by the SOC that a potential source of the requested volunteers has been identified, the REOC Volunteer Coordinator should contact the requesting OA to notify them that the request will be filled.

#### *Contact Sending Jurisdiction Re Logistics*

The REOC or SOC Volunteer Coordinator should reach out to the sending jurisdiction's point of contact to confirm transportation and arrival information and any other critical and updated information. This includes a cell phone number for a point of contact that will be traveling with the volunteer team.

#### *Verify Liability Coverage/If Cancel Mission*

The REOC or SOC Volunteer Coordinator should also request verification from the sending jurisdiction that all volunteers have completed the DSWVP and/or equivalent local registration process. If it becomes necessary to cancel a mission prior to the team's arrival at the requesting jurisdiction, the REOC Volunteer Coordinator (or SOC Volunteer Coordinator for out-of-Region resources) should immediately contact the sending jurisdiction and notify them of the changed situation.

**Sample Position Checklist for a Volunteer Coordinator at the REOC or SOC  
(Or CaliforniaVolunteers DOC)**

<b>Volunteer Coordinator at the REOC or SOC (Or CaliforniaVolunteers DOC) Activation Phase</b>	
<input type="checkbox"/>	Upon formal request and activation respond to the REOC or SOC.
<input type="checkbox"/>	Upon arrival at the REOC or SOC, follow REOC or SOC check-in procedures (e.g., check in with the Personnel Unit in Logistics).
<input type="checkbox"/>	Report to Operations Section Chief or other assigned Supervisor.
<input type="checkbox"/>	Review current OA, Region, and State Situation Reports and Action Plans. If available, review Situation Reports from activated jurisdictions within the OA.
<input type="checkbox"/>	Set up your workstation and review your position responsibilities.
<input type="checkbox"/>	Establish and maintain a position or activity log which chronologically describes your actions taken during your shift
<input type="checkbox"/>	Determine your resource needs, such as a computer, phone, plan copies, and other reference documents.
<input type="checkbox"/>	For REOC Volunteer Coordinator, establish communications with the Volunteer Coordinators at activated OA EOCs, and with the Volunteer Coordinator or Volunteer Coordination Unit at the SOC.
<input type="checkbox"/>	For SOC Volunteer Coordinator, establish communications with the Volunteer Coordinator at activated REOCs, and with the Volunteer Coordinator or Volunteer Coordination Unit at FEMA Region or deployed to the SOC as part of the Incident Management Assistance Team (IMAT).
<input type="checkbox"/>	Review resources identified in the Disaster Volunteer Network in jurisdictions outside of the impacted OAs that may be applicable to the disaster event.
<b>Volunteer Coordinator at the REOC or SOC (Or CaliforniaVolunteers DOC) Operational Phase</b>	
<input type="checkbox"/>	Receive requests for volunteer resources from the Volunteer Coordinator at impacted OAs via mission tasking through the State’s information management system.
<input type="checkbox"/>	Contact other OAs with the Region that may be capable of providing the requested resources, brief them on request specifics (see Attachment 1 for a sample mission data form), and request they reach out to volunteer organizations in their jurisdiction that may be able to fill the request.
<input type="checkbox"/>	If a request for medical/health volunteers is received, it should be directed to the Med/Health Branch or MHOAC.
<input type="checkbox"/>	Coordinate with the Mission Coordinator(s) on potential mission requests that could be filled by volunteers with appropriate training.

<b>Volunteer Coordinator at the REOC or SOC (Or CaliforniaVolunteers DOC) Operational Phase (cont'd)</b>	
<input type="checkbox"/>	Gather information from the activated OAs on how volunteers are being used throughout the Region in response operations, including general information on participating volunteer organizations, activities they are performing, and number of volunteers committed (see Attachment 2 for a sample volunteer operations data form).
<input type="checkbox"/>	Consistent with the Planning Section’s schedule and procedures, provide information on volunteer operations for inclusion in the Situation Report.
<input type="checkbox"/>	As requested by the Operations Section Chief, participate in the Incident Action Planning process.
<input type="checkbox"/>	As requested, provide information on volunteer activities for inclusion in public information activities, including press releases.
<input type="checkbox"/>	Monitor incoming mission requests to identify those that may be filled by disaster volunteers and coordinate this information with Mission Coordinator.
<input type="checkbox"/>	Upon receipt of a request for volunteer resources that cannot be filled within the Region, communicate this need to the Volunteer Coordinator at the SOC.
<input type="checkbox"/>	As needed, coordinate with the Logistics Section to meet logistical needs of volunteers operating to support the REOC or SOC, including identification of volunteer resources that could assist in meeting those needs.
<input type="checkbox"/>	Respond to inquiries from the Volunteer Coordinator at the SOC for volunteer resources to meet resource needs outside of the Region.
<input type="checkbox"/>	Document response to all resource requests in the State’s information management system, including information required to support any claims for reimbursement.
<b>Volunteer Coordinator at the REOC or SOC (Or CaliforniaVolunteers DOC) Demobilization Phase</b>	
<input type="checkbox"/>	Deactivate your assigned position and close out logs when authorized by the REOC or SOC Director.
<input type="checkbox"/>	Complete all required forms, reports, and other documentation. All forms should be submitted through your supervisor to the Planning/Intelligence Section, as appropriate, prior to your departure.
<input type="checkbox"/>	Be prepared to provide input to the After-Action Report.
<input type="checkbox"/>	If another person is relieving you, ensure they are thoroughly briefed before you leave your work station
<input type="checkbox"/>	Clean up your work area before you leave.
<input type="checkbox"/>	Leave a forwarding phone number where you can be reached.

## SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS

### G. Supporting Activities

#### *Key Materials*

The success of the Volunteer Coordinator operating at an ICP or EOC will be greatly enhanced by the development of key materials prior to an event. These may be developed by personnel designated to serve as a Volunteer Coordinator or by others in the emergency organization.

#### *Identify Volunteer Needs*

A key activity during the preparedness phase will be in identifying the roles and functions that volunteers currently perform in the community during disaster operations as well as identifying other roles and functions that volunteers could, when appropriately trained, perform in the community.

#### *Disaster Volunteer Network*

To help support local jurisdictions in this process, the CaliforniaVolunteers “Disaster Volunteers Network” (DVN)<sup>9</sup> on-line volunteer management tool has identified a variety of typical volunteer assignments. As appropriate, these existing and potential volunteer disaster missions would be reflected in the jurisdiction’s Emergency Operations Plan and associated resource directories.

#### *Tools*

Appropriate forms, checklists, and other tools necessary to implement volunteer disaster roles and functions, as outlined in the Emergency Operations Plan or other agreements, will need to be developed and maintained. This can include:

- Registration forms
- Assignment sign-in and sign-out sheets
- Role/assignment specific checklists
- Individual deployment checklists
- Evaluation forms

Some jurisdictions have chosen to use standardized forms available in the Incident Command System library (see Training and Information Resources section), when appropriate.

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<sup>9</sup> CaliforniaVolunteers has developed the Disaster Volunteer Network (DVN), a free statewide volunteer management tool to assist volunteer programs with the management of affiliated volunteers both during “peace time” and during disaster deployments. It can be accessed through their website [www.californiavolunteers.org](http://www.californiavolunteers.org).

## SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS

### G. Supporting Activities (cont'd)

#### *Preparedness*

Preparedness activities should also include:

- Developing and maintaining procedures for contacting volunteer organizations.
- Working with them to identify available volunteers.
- Assigning them to skill-appropriate missions.
- Tracking them while on mission assignments.
- Demobilizing them.

#### *Checklist*

A checklist or guidance could also be developed for use in gathering essential elements of information to be reported about the deployment and mission assignments of volunteers functioning in the jurisdiction during disaster operations. Volunteer Coordinators should obtain and maintain contact information for the Volunteer Coordinator(s) at the next higher level in SEMS as well as for Volunteer Coordinators in neighboring jurisdictions.

#### *Maintain Contact*

Probably the most important pre-event task needed to support successful implementation of the Volunteer Coordinator position will be maintaining routine contact with the volunteer organizations in the community. This will include keeping up-to-date on the status of the organizations, their cadre of disaster volunteers, and appropriate disaster response assignments.

#### *Enter into MOU*

If consistent with local policy, the jurisdiction may choose to enter into formal Memoranda of Understanding or similar formal agreements with key volunteer organizations that are not otherwise formally government affiliated.

#### *Worker's Compensation or Liability Coverage*

The decision of whether or not to offer government-sponsored worker's compensation or liability coverage to volunteers is a local decision, which will be made by jurisdiction management, including the Risk Manager and Legal Counsel. If the jurisdiction chooses to provide this coverage, the jurisdiction should make sure that volunteers are registered with the system. There are three general options that jurisdictions have selected for this coverage of disaster volunteers:

1. Participation in the State's Disaster Service Worker Volunteer Program (DSWVP)
2. Local self-insurance
3. Liability waivers

## **SECTION 5. VOLUNTEER COORDINATOR POSITION DESCRIPTIONS AND SAMPLE CHECKLISTS**

### **G. Supporting Activities (cont'd)**

#### *Disaster Service Worker Volunteer Program (DSWVP)*

The DSWVP covers registered volunteers involved in activities under the authority of an emergency organization during a proclaimed or declared disaster or emergency or during officially authorized training. The DSWVP Program Guidance<sup>10</sup> includes a sample registration form as well as other valuable information. Part of the registration process must include taking or subscribing to a loyalty oath, administered by an officer authorized to administer oaths. This must be done prior to the volunteer's assignment, as it is illegal to retroactively register a volunteer as a DSW volunteer.

#### *Maintain Records*

The jurisdiction should make sure that records of volunteers that have been signed up under the DSWVP are maintained in accordance with local procedures and should be aware of how to gather the required information to accompany volunteers if they are deployed out of jurisdiction.

#### *Reporting Injuries*

Individuals serving in the role of Volunteer Coordinator, particularly when assigned to an ICP, should also be familiar with the procedures for reporting injuries under the DSWVP, including required forms and timelines. For jurisdictions that are self-insured, questions should be directed to the Risk Manager (or equivalent) or Emergency Manager.

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<sup>10</sup> The DSWVP Guidance can be found on the California Office of Emergency Services (Cal OES) website at <http://www.caloes.ca.gov/PlanningandPreparedness/Pages/Disaster-Service-Worker-Volunteer-Program.aspx>



## **SECTION 6. FILLING THE POSITION**

### **A. Desirable Qualifications**

#### *Knowledge of Volunteer and Emergency Management Programs*

Optimally, the ideal candidate for a Volunteer Coordinator position would have an understanding of both volunteer organizations and emergency management programs in the community they are serving. At stakeholder meetings it was suggested that the position could be filled by a jurisdiction employee or by a trained volunteer.

#### *Other Government Programs*

For jurisdictions that do not have a designated Community Emergency Response Team or Volunteers in Police Service (or other program) coordinator that could step into the Volunteer Coordinator role, it was suggested that they look to other government functions that are used to working with volunteers – such as libraries or parks and recreation – or to the jurisdiction’s human resources department for a likely candidate or candidates to fill the function.

#### *Familiarity with Government-Affiliated Programs And NGOs*

With regard to managing and coordinating volunteers, individuals selected to fill the Volunteer Coordinator position at the EOC or the ICP should have knowledge of volunteer organizations active in the community, particularly of government-affiliated disaster volunteer programs and organizations typically involved in disaster operations. They should have a general understanding of what is required to recruit, retain, and motivate volunteers. They should also be familiar with the local Volunteer Organizations Active in Disasters (VOAD) or its equivalent organization, if one exists.

#### *Knowledge of ICS and EOC Operations*

With regard to emergency management, individuals selected to fill the Volunteer Coordinator position at the EOC or the ICP should have knowledge of the Incident Command System, ICP and EOC operations, the resource request process used at the ICP and EOC, and the local emergency plan. They should understand that operating at the ICP or EOC means operating in a formal system with a clear chain of command. They should work closely with their supervisor and understand the limits of their authority to operate independently in the Volunteer Coordinator position.

#### *Familiar with DSWVP*

They should also be familiar with the DSWVP or local worker’s compensation program, if the DSWVP is not used locally. They should also have an understanding of the Standardized Emergency Management System and the National Incident Management System.

## **SECTION 6. FILLING THE POSITION**

### **A. Desirable Qualifications (cont'd)**

#### *General Qualifications*

As far as general qualities that a Volunteer Coordinator should possess in order to maximize success in the position, he or she should:

- Be a team player.
- Have good oral and written communication skills.
- Be able to multi-task.
- Have good organizational and record-keeping skills.
- Have the ability to act effectively under pressure.
- Be enthusiastic about working with volunteer organizations and volunteers, capable of working the long hours typical of ICP or EOC activation.
- They should be sensitive to identifying and meeting needs of people with disabilities and others with access and functional needs.
- They should be aware of the unique communities and needs in their jurisdiction and exhibit sensitivity to those communities and needs.
- They should also be familiar with the word processing and data management software used by the jurisdiction and with computer-aided management systems used at the ICP or in the EOC (such as “Web EOC” or similar system).

### **B. Training and Information Resources**

#### *Available Training*

The following list of available training and information resources is provided to help the Volunteer Coordinator be successful in their job.

Federal Emergency Management Agency on-line training:

- IS-100a – Introduction to the Incident Command System
- IS-200a -- Incident Command System for Single Resources and Initial Action Incidents
- IS-700a -- National Incident Management System, An Introduction
- IS-800b -- National Response Framework (NRF), An Introduction
- IS-288 -- The Role of Voluntary Agencies in Emergency Management
- IS-244 - Developing and Managing Volunteers
- IS-207a -- A Citizen's Guide to Disaster Assistance

## SECTION 6. FILLING THE POSITION

### B. Training and Information Resources

#### *Available Training (cont'd)*

#### CaliforniaVolunteers resources

- Disaster Volunteer Network - [http://www.californiavolunteers.org/index.php/dvn/DVN\\_1](http://www.californiavolunteers.org/index.php/dvn/DVN_1)
- Disaster Corps Program Guide - [http://www.californiavolunteers.org/documents/DisasterCorps/DC\\_Program\\_Guide.pdf](http://www.californiavolunteers.org/documents/DisasterCorps/DC_Program_Guide.pdf)

#### California Office of Emergency Services Resources

- Disaster Service Worker Volunteer Program - <http://www.caloes.ca.gov/PlanningandPreparedness/Pages/Disaster-Service-Worker-Volunteer-Program.aspx>
- Standardized Emergency Management System (SEMS) - <http://www.caloes.ca.gov/PlanningandPreparedness/Pages/Standardized-Emergency-Management-System.aspx>
- SEMS Resource Ordering and Tracking: A Guide for State and Local Government – found at <http://www.caloes.ca.gov/PlanningandPreparedness/Pages/Documents%20and%20Publications.aspx>

#### FIRESCOPE Resources

- ICS Forms may be used for various volunteer-related incident activities such as General Message Form (ICS 213), Activity Log (ICS 214), Check In (ICS 211), Check Out/Demobilization (ICS 221), and Performance Appraisal (ICS 225G)
- ICS Forms can be found at [http://www.firescope.org/documents/public%20searches/pub-viewer-all.php?doc\\_category=ICS+Forms&submit=Continue](http://www.firescope.org/documents/public%20searches/pub-viewer-all.php?doc_category=ICS+Forms&submit=Continue)

#### Bay Area Urban Area Security Initiative (UASI) Resources

- Regional Volunteer Management Plan can be found at <http://www.bayareauasi.org/sites/default/files/resources/Regional%20Volunteer%20Management%20Plan.pdf>

## Attachment 1 – Sample Volunteer Mission Request Worksheet

1. REQUESTING AGENCY: \_\_\_\_\_
2. Requesting agency POC (name/phone/email): \_\_\_\_\_
3. Local Mission Number (if assigned): \_\_\_\_\_
4. Description of Disaster: \_\_\_\_\_  
\_\_\_\_\_
5. Type of Mission \_\_\_\_\_
6. Statement of Work for Mission to Be Performed: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
7. What Resource Need is Being Requested? (Include any specific knowledge, skill, abilities, or training required)  
\_\_\_\_\_  
\_\_\_\_\_
8. Equipment to be brought by Responding Volunteers \_\_\_\_\_
9. Number of Volunteers Needed \_\_\_\_\_
10. Number of Overhead Personnel Needed from Responding Agency \_\_\_\_\_
11. Date and Time Resource is Needed \_\_\_\_\_
12. Requesting Agency will Provide the Following for Responding Resources:

Travel	Y	N
Fuel	Y	N
Lodging	Y	N
Meals	Y	N
Water	Y	N
Safety Equipment	Y	N
Communication Tools	Y	N
Other	Y	N
13. Location of the lodging and where meals will be provided: \_\_\_\_\_
14. Requesting Agency Will Reimburse Sending Agency for Responding Resources:

Travel	Y	N
Fuel	Y	N
Lodging	Y	N
Meals	Y	N
Water	Y	N
Safety Equipment	Y	N
Communication Tools	Y	N
Other	Y	N
15. Will on site or Just-in-time training be provided to responding volunteers? \_\_\_\_\_
16. Resource Assignment Location:
17. Site Name: \_\_\_\_\_
18. Street Address: \_\_\_\_\_
19. City: \_\_\_\_\_

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- 20. Additional Location Information [GPS, Thomas Bros., Lat/Long, etc] \_\_\_\_\_
- 21. Site POC:
- 22. Name: \_\_\_\_\_
- 23. Title: \_\_\_\_\_
- 24. 24 Hour Contact Information (mobile, bb/pager, email, etc.): \_\_\_\_\_

**RESPONDING ORGANIZATION**

- 25. Responding Organization Agrees to Provide \_\_\_\_\_ Disaster Volunteers and \_\_\_\_\_ Overhead Personnel
- 26. Responding Organization Agrees to Support the Mission and Statement of Work Activity Y N
- 27. Responding Organization will Provide the Following:

Travel	Y	N
Lodging	Y	N
Meals	Y	N
Water	Y	N
Safety Equipment	Y	N
Other	Y	N

- 28. Location of the lodging and where meals will be provided: \_\_\_\_\_
- 29. How will transportation the Site be conducted: government vehicles, contract carrier, personal vehicles, and/or rental vehicles? \_\_\_\_\_
- 30. Responding Organization Can Provide the Resources Needed by the Date and Time Needed Y N

- 31. If No, when Responding Organization Can Provide the Resources by Date: \_\_\_\_\_  
Time: \_\_\_\_\_

32. Resource POC

33. Name: \_\_\_\_\_

34. Title: \_\_\_\_\_

35. 24 Hour Contact Information (mobile, bb/pager, email, etc.): \_\_\_\_\_

36. Responding Organization POC

37. Name: \_\_\_\_\_

38. Title: \_\_\_\_\_

39. 24 Hour Contact Information (mobile, bb/pager, email, etc.): \_\_\_\_\_

## Attachment 2 – Sample Volunteer Operations Data Worksheet

Jurisdiction:

Volunteer Coordinator:

Contact Phone Number:

Contact Email:

For each volunteer organization or volunteer task assignment, collect as much of the following information as possible:

Volunteer Organization:	
Organization Point of Contact (POC):	
POC Contact Phone Number:	
POC Contact Email:	
Task Assignment Description:	
Task Location:	
Number of Volunteers Assigned:	
Estimated Total Volunteer Hours for this Organization/Task to date:	
Comments/Additional Information:	



## CONTACT

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