



**VOLUNTEER RESOURCE MANAGEMENT FUNCTION**  
**OUT-OF-JURISDICTION VOLUNTEER DEPLOYMENT GUIDANCE FOR**  
**DISASTER VOLUNTEER PROGRAM COORDINATORS**  
**April 2014**  
**Approved by SEMS Advisory Board on 3/19/2015**

Section	TABLE OF CONTENTS	
1	Scope and Applicability	3
	A. Terms Used in this Guidance	3
2	Assumptions	5
3	Disaster Volunteer Network	7
4	Integrating Volunteer Resources in SEMS	9
	A. CaliforniaVolunteers Volunteer Coordinator	9
	B. Local Jurisdiction or OA Volunteer Coordinator	9
5	Supervision	11
6	Requesting Jurisdiction Roles and Responsibilities	12
	A. Mission Request	12
	B. Logistics to Support Volunteers	13
	C. Contact Sending Jurisdiction	13
7	Sending Jurisdiction Roles and Responsibilities	15
	A. Preliminary Polling	15
	B. Matching Mission KSAs to Volunteers	15
	C. Deploying a Supervisor	16
	D. Prepare Briefing	16
	E. Roster of Deploying Volunteers	17
	F. If Mission is Cancelled	18
8	Receiving Jurisdiction Roles and Responsibilities	19
	A. Finalize Logistical Arrangements	19
	B. On-Site Supervisor	19
	C. Check-in	20
	D. Reassignment and "Mission Creep"	21
9	Demobilization, Return, and Out-processing	22
	A. Dismissing a Volunteer	22
	B. Demobilization at Receiving Jurisdiction	22
	C. Sending Jurisdiction Out-processing	23
	D. Maintain Records	23
10	Responsibilities for Reporting Injuries	25
	A. Information Requirements	25
	B. Reporting Injuries	26
11	State and Federal Policy on Reimbursement Eligibility	27
	A. Documentation Required	28
12	Reporting	30

Disaster Volunteer Deployment Guidance

<b>Attachments</b>		
A	<i>Disaster Volunteer Deployment Guidance for Volunteers</i>	31
B	SEMS Resource Request Process	52
C	Sample Volunteer Mission Request Worksheet	53
D	Excerpts from DSW Volunteer Program Guidance	59
E	References and Resources	63

## SECTION 1. SCOPE AND APPLICABILITY

This guidance document is designed to assist an individual or unit assigned the task of serving as a Disaster Volunteer Program Coordinator at a local jurisdiction involved in deploying or receiving disaster volunteers. This document does not replace local procedures for deploying disaster volunteers within a jurisdiction. This guidance addresses guiding principles for out-of-jurisdiction deployments and identifies roles and responsibilities for Volunteer Program Coordinators at both the requesting/receiving jurisdiction and the sending jurisdiction.

### *Discipline- Specific Volunteers*

Medical and health volunteers, including Medical Reserve Corps members, are deployed via the California Disaster Healthcare Volunteers (DHV) Program administered statewide by the California Emergency Medical Services Authority. The DHV has its own Deployment Operations Manual and this guidance does not replace that manual.

### *SEMS Compliant*

The process and procedures described here are compliant with the Standardized Emergency Management System (SEMS) and the National Incident Management System, California's Emergency Management Mutual Aid (EMMA) System, and California's Disaster Service Worker Volunteer Program (DSWVP) regulations and guidance.

### *Volunteer Deployment Guide*

A *Disaster Volunteer Deployment Guidance for Volunteers* has been developed for use by individuals serving in disaster volunteer programs who may be asked to respond to an out-of-jurisdiction assignment. The *Disaster Volunteer Deployment Guidance for Volunteers* is included as Attachment A (page 31) to this guidance. The principles contained in this guidance document are consistent with the information outlined in the *Disaster Volunteer Deployment Guidance*.

### **A. Terms Used in this Guidance**

The following terms are used in this guidance:

- *Requesting and Receiving Jurisdiction*: This is the city, county, or special district (such as a school district) that is requesting assistance to respond to disaster events and receives and applies assistance provided in response to the request.
- *Sending Jurisdiction*: This is the city, county, or special district providing disaster volunteer resources in response to a verified request for assistance.
- *Volunteer Program Coordinator*: This is a person designated within a local government, special district, or operational area for the purpose of coordinating disaster volunteer programs within their jurisdiction on both a day-to-day and emergency basis. This document assumes that the Volunteer Coordinator is lead within their jurisdiction and charged with coordinating volunteer personnel, disaster volunteer programs, and volunteer resource deployments.

**A. Terms Used in this Guidance (cont'd)**

- **Disaster Volunteer Programs:** Government-affiliated, organized programs that have, as at least part of their mission, training and employing volunteers to assist during emergencies or disasters. These include, but are not limited to Community Emergency Response Teams (CERT and equivalent), California Disaster Corps, Auxiliary Communications Service (California Office of Emergency Services [Cal OES] Technical Volunteer Program that includes Volunteer Communications Programs that have approved communications plans on file with Cal OES Telecommunications Branch), Medical Reserve Corps (MRC), Volunteers in Police Service (VIPS), and Fire Corps.
- **Mission Assignment:** This is the specific task or set of tasks for which the requesting/receiving jurisdiction is requesting assistance in carrying out, including the estimated duration of the assignment, and logistics associated with the assignment.

## SECTION 2. ASSUMPTIONS

This guidance is based on the following assumptions:

1. It is designed to apply to out-of-jurisdiction deployments (i.e., does not replace jurisdiction procedures for internal deployments).
2. It does not replace procedures or guidance governing the Search and Rescue (SAR), Disaster Healthcare Volunteers (DHV), including Medical Reserve Corps, or Safety Assessment Programs.
3. This document addresses the deployment of volunteers who are registered with a government-affiliated volunteer program; thus, it does not cover the issues associated with spontaneous unaffiliated volunteers.
4. Since it applies to government-affiliated volunteer programs in general, beyond just the Disaster Corps, generic disaster volunteer classifications are used rather than the Disaster Corps volunteer classification and levels.
5. Requests for disaster volunteer program assets will be made through the SEMS resource request process as outlined in Exhibit B (page 45), using the Cal OES Information Management System to formalize requests whenever possible.
6. Based on the described mission, volunteer resources may be deployed as a single resource, a team, or a task force.
7. Deployed volunteers will be provided with adequate supervision in the performance of their assigned tasks; consistent with the requirements of the DSWVP, persons acting in a supervisory capacity will have appropriate supervisory training.
8. A Volunteer Coordinator or Volunteer Coordination Unit will be established in the CaliforniaVolunteers Departmental Operations Center (DOC), the Regional Emergency Operations Center (REOC), and State Operations Center (SOC) whenever these facilities are activated for a disaster event requiring or anticipated to require deployment of disaster volunteers between Operational Areas.
9. A jurisdiction may not have a formally designated "Volunteer Program Coordinator" during "peace time" but the system will work best if the jurisdiction designates an individual(s) or unit to carry out the tasks identified here if out-of-area volunteers are requested, sent, or received in response to a disaster or emergency.

### *Matching Volunteers*

One key to a successful disaster volunteer deployment is matching the right volunteers to the requested task. As such, the process outlined in this guidance relies on the requesting jurisdiction to clearly identify the knowledge, skills, and abilities (KSAs) required and/or desirable to carry out the mission assignment. Some Volunteer Programs, such as the California Disaster Corps, have clearly defined Classifications and Typing, and these volunteers can be requested by Classification and Type.

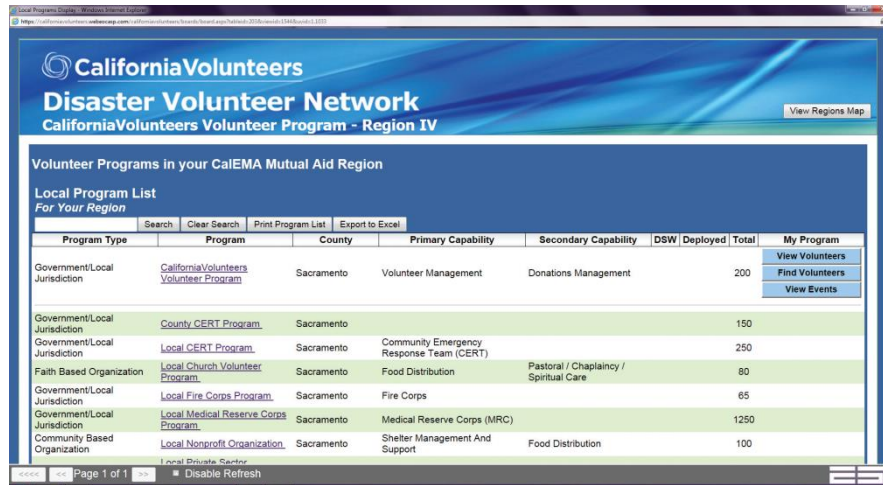
## **SECTION 2. ASSUMPTIONS (cont'd)**

### *Requirements*

It also requires the sending jurisdiction to use the specified requirements to identify the proper volunteers to deploy in response to the request. Some “required” volunteer KSAs may be clearly identifiable, such as possessing a current amateur radio operator license, while others may be less so, such as a respectful but no-nonsense attitude needed for a security assignment. Some required KSAs may be best up to volunteers themselves to identify, such as the ability to stand and direct traffic in a hot, smoky environment for a 12-hour shift.

### SECTION 3. DISASTER VOLUNTEER NETWORK

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. The DVN functions as a directory of volunteer programs, giving emergency managers up-to-date contact information and program capabilities. During a disaster, volunteer coordinators at the REOC and SOC can use the DVN to quickly locate volunteer programs with the needed volunteer resources.



Screenshot of the Local Program List View. Programs listed are fictitious. DVN Users will be able to see a list of registered programs in their Cal OES Mutual Aid Region.

#### Example

For example, during a major flood, a local jurisdiction may need to find volunteers who can assist with sandbagging operations, speak Hmong, and live within a 5-mile radius of the incident. An emergency manager will take the following steps to use the DVN to locate the specified volunteers to fill this need:

1. The emergency manager can conduct a search of the DVN database to quickly find those programs that have volunteers who match the specific criteria for skills, language, location, and availability.
2. The DVN’s “volunteer finder” feature will return a list of programs and the number of volunteers matching the requested criteria. It also lists the contact information for the volunteer coordinator of those programs, including their 24-hour emergency contact information. In this way, emergency managers will be able to quickly identify volunteer resources in any given area and the contact information for those who can access the resources.
3. When contacted, the volunteer coordinator, through the DVN, can find those exact volunteers that match the specified criteria and will have the ability to call the volunteers directly or send a mass email message to all matching volunteers asking for their availability.

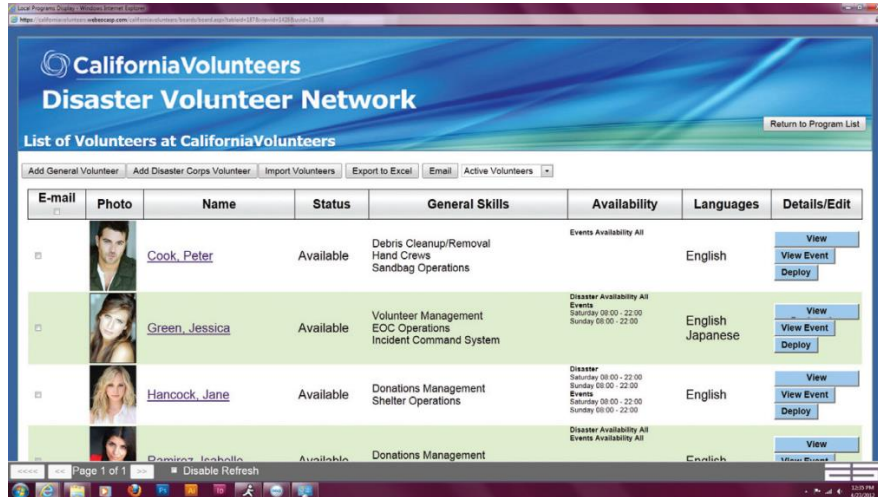
#### \*Note

The DVN serves as an informational tool only. Users are required to follow SEMS and NIMS procedures and protocols when requesting and deploying volunteer resources.

### SECTION 3. DISASTER VOLUNTEER NETWORK (cont'd)

#### Manage Volunteers

The DVN also serves as a useful tool for volunteer programs to manage their volunteers on a day-to-day basis. Volunteer programs will be able to track volunteer information and participation at their events. Personal volunteer information such as name and contact information will only be available to those program's DVN users. Aggregate information, such as the number of volunteers, skills, and language capabilities, will report upwards giving emergency managers reportable volunteer capability information.



Screenshot of the volunteer list for a local program. Users will only be able to see this information or their program's volunteers. The DVN will not allow Users to view individual contact information for volunteers outside their program.

#### DVN Access

Users can access the DVN through any computer with an internet connection and an internet browser (i.e. Internet Explorer, Safari, and Firefox). The DVN does not require any software purchase or download. To request DVN access for your volunteer program, contact CaliforniaVolunteers, Disaster Volunteering and Preparedness Program, at [citizencorps@cv.ca.gov](mailto:citizencorps@cv.ca.gov) or by phone at 916-323-7646.



## **SECTION 4. INTEGRATING VOLUNTEER RESOURCES INTO SEMS**

### **A. CaliforniaVolunteers Volunteer Coordinator**

CaliforniaVolunteers has been designated as the lead State agency for the coordination of volunteers, volunteer organizations, and disaster monetary donations (Executive Orders S-04-06 and S-02-08).

#### *Volunteer Coordinator DOC/REOC/SOC*

In order to support this mission, CaliforniaVolunteers will establish a Volunteer Coordinator or Volunteer Coordination Unit in their Departmental Operations Center (DOC), at the Regional Emergency Operations Center (REOC) and/or at the State Operations Center (SOC) whenever these facilities are activated for an emergency or disaster event requiring or anticipated to require deployment of disaster volunteers between Operational Areas (OAs).

#### *Coordinate Mission Requests*

Depending on the nature of the disaster and mission requests, the Volunteer Coordinator will be in either the Logistics or Operations Section in the REOC or SOC. One function of this position/unit will be to coordinate mission requests coming from OAs involving disaster volunteers.

Upon notification of a request or a potential request, the Volunteer Coordinator at the DOC, REOC, or SOC will use the DVN to identify jurisdictions potentially able to fill the request and may poll these potential sending jurisdictions to ascertain availability of disaster volunteers to fill a potential mission request.

The Volunteer Coordinator will also monitor incoming mission requests to identify those that may be filled by disaster volunteers and will gather input on volunteer activities for inclusion in the REOC or SOC Situation Report, Action Plan, and Advance Plan.

### **B. Local Jurisdiction or OA Volunteer Coordinator**

#### *Designate Volunteer Coordinator*

It is recommended that local jurisdictions and OAs designate a similar Volunteer Coordinator or Volunteer Coordination Unit in their Emergency Operations Center (EOC) or at the Incident Command Post. This position will receive the mission request for disaster volunteers and be able to identify volunteer resources in their community that can fulfill the mission assignment.

Placement of this position in the local ICS/SEMS organization (most commonly in the Logistics or Operations Sections) would be based on the local Emergency Plan. This position/unit should maintain a general awareness of all volunteers being utilized in their jurisdiction for the response, including communicating with those that may activate discipline-specific volunteer programs (such as medical or search and rescue). The Volunteer Coordinator should attend to specific activities identified in this guidance as well as monitor incoming mission requests to identify those that may be filled by disaster volunteers.

**SECTION 4. INTEGRATING VOLUNTEER RESOURCES INTO SEMS (cont'd)**

*Volunteer Coordinator at REOC or SOC*

The Volunteer Coordinator at the REOC or SOC 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.

*Resource Request for Cities, Counties, Special Districts*

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

## SECTION 5. SUPERVISION

It is essential that deployed volunteers be provided with adequate supervision in the performance of their assigned tasks. Supervision may be provided by a paid staff person or a trained volunteer and may be provided by either the sending jurisdiction or the receiving jurisdiction. Regardless of who provides the supervisor and whether the individual is paid or volunteer, persons acting in a supervisory capacity must have appropriate supervisory training. For those supervising DSW volunteers, the accredited Disaster Council determines the appropriate supervisory training; at a minimum, supervisors must be trained in the procedures for reporting injuries under the DSWVP (see Section 10).

In compliance with SEMS principles and regulations, the local authorities remain *in* charge of and responsible for all resources in their jurisdiction during an incident or emergency. However, some disaster volunteer programs have a policy requiring a supervisor be sent when a team of volunteers is deployed. If this is the case, the requesting jurisdiction must be informed prior to deployment and the role of the sending jurisdiction's supervisor negotiated.

If responsibilities are to be shared (e.g., the requesting jurisdiction provides task supervision and the sending jurisdiction coordinates off-shift support and provides volunteer evaluations), responsibilities should be clearly articulated. In addition, prior to departure, both parties should be aware of whether or not the requesting jurisdiction will reimburse the sending jurisdiction for overhead personnel (paid staff) that are sent with the volunteers.

### *Go-Kit*

The following is a suggested list of items to be included in a "go kit" for a supervisor (or in the absence of a supervisor, a team lead) accompanying volunteers on an out-of-jurisdiction deployment:

- 24/7 contact information for the sending jurisdiction's Volunteer Coordinator (or other personnel coordinating the deployment if the jurisdiction does not have a designated Volunteer Coordinator).
- Phone number for the jurisdiction's 24 hour public safety answering point (e.g., dispatch center).
- 24/7 contact information for the volunteers' point of contact at the receiving jurisdiction.
- A list of deploying volunteers and for each volunteer include a cell phone number and phone number for a point of contact (e.g., family member) not deploying with the team.
- Address and map/directions to the check-in location at the receiving jurisdiction.
- Address of lodging location, if available.
- A copy of DSWVP Claim Submission Instructions for Employers/Supervising Agencies (available on the California Office of Emergency Services website).\*
- Several copies of SCIF Form 3301, *Employee's Claim for Workers' Compensation Benefits*.\*
- Several copies of SCIF Form 3267, *Employer's Report of Occupational Injury*.\*
- A copy of the jurisdiction's procedures for reporting vehicle accidents and several copies of any associated forms.
- For jurisdictions not using the DSWVP, local procedures and forms for reporting injuries should be included \_\_\_\_\_

## **SECTION 6. REQUESTING JURISDICTION ROLES AND RESPONSIBILITIES**

Volunteer resources may be deployed when sufficient resources are not available locally and/or cannot be acquired through existing mutual aid or assistance agreements with neighboring counties. The Volunteer Program Coordinator in the disaster-impacted jurisdiction will receive input from the Operations or Logistics Sections (depending on local organization) at the Incident Command Post (ICP) or in the Emergency Operations Center (EOC) that locally available personnel resources to perform a specific mission or missions are at or nearing depletion or that a unique need has been identified. The Volunteer Program Coordinators may be asked to determine if the identified mission is one to which trained disaster volunteers can be applied.

### **A. Mission Request**

If the mission assignment can potentially be accomplished by trained disaster volunteers, the Volunteer Program Coordinator will gather general information on the anticipated mission, including, at a minimum:

- Type of mission and anticipated tasks
- Location
- Duration
- Anticipated field conditions
- Safety/health concerns
- Other factors that may influence the volunteer accepting the assignment

The Volunteer Program Coordinator will communicate the potential resource shortfall, via telephone or email, to the “Volunteer Coordinator” at next higher SEMS level (see diagram in Exhibit B, page 45), so they can anticipate and watch for a formal resource request (giving them a “head’s up”). Then the requesting jurisdiction’s Volunteer Program Coordinator should confirm with the Operations or Logistics Section (depending on local organization) personnel that the mission request is to be formalized.

(If there is not a “Volunteer Coordinator” at the next higher SEMS level, communication on anticipated missions should be through the Operations or Logistics Section). If there is a formal request for volunteer resources, the mission request should be processed through the SEMS compliant resource request process, which is described in Attachment B of this guidance.

### ***Required Information***

The following information must be obtained and entered with the request in the Cal OES Information Management System (blank and sample data collection forms including this information are included in Attachment B):

- Mission description and task details, including work location.
- Anticipated assignment duration.
- Number of resources or personnel needed (which could be filled by paid staff, volunteers, etc.).
- Date and time volunteers are needed to begin an assignment.

## **SECTION 6. REQUESTING JURISDICTION ROLES AND RESPONSIBILITIES (cont'd)**

### *Required Information (cont'd)*

- Required knowledge, skills and abilities (KSAs, including identification of situational aspects that could present limitations for individual volunteers).
- Desirable KSAs.
- If the volunteer would be required to have successfully completed the Department of Justice (DOJ) background check for the mission/position for which they are being requested.
- Equipment requirements, including if the volunteers are to bring this or if they will be supplied by the requesting jurisdiction.
- Supervision requirements, including if the sending jurisdiction is to provide this or if it will be supplied by the requesting jurisdiction.
- Health and safety concerns related to mission/surroundings.
- Anticipated arrival date and time.
- Check-in location, parking location for volunteers, and point of contact.
- Lodging, feeding, and transportation arrangements.
  - Any specific guidance regarding what to wear/what to bring
  - What identification will the volunteers need (agency identification, Disaster Corps identification, California Drivers License, etc)
  - Reimbursement expectations or availability
  - Debriefing process for volunteers

The Volunteer Program Coordinator will submit the request in the Cal OES Information Management System and, if possible, contact the “Volunteer Coordinator” at the next higher level, so they can watch for a formal resource request.

### **B. Logistics to Receive and Support Volunteers**

Upon submission of the formal request, the requesting jurisdiction should coordinate with the appropriate staff/units at the ICP or EOC to initiate planning for the logistics necessary to receive and support provided volunteers. This will include arrangements for housing the volunteers, if they are coming from a long distance away or if they are required for more than one shift. It will also include arrangements for feeding the volunteers and assuring they have an ample supply of drinking water. Any necessary transportation requirements or arrangements for necessary equipment and supplies should also be initiated.

### **C. Contact Sending Jurisdiction**

Once the requesting jurisdiction’s Volunteer Program Coordinator has been notified that a potential source of the requested volunteers has been identified, the Volunteer Program Coordinator should contact the sending jurisdiction’s Volunteer Program Coordinator 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 (such as a supervisor or team lead/travel coordinator).

## **SECTION 6. REQUESTING JURISDICTION ROLES AND RESPONSIBILITIES (cont'd)**

### *Brief Sending Jurisdiction Coordinator*

The requesting jurisdiction should brief the sending jurisdiction coordinator on local policy and procedures on volunteer reimbursement and provide the sending coordinator with any necessary reimbursement forms. The requesting coordinator should also coordinate reimbursement tracking requirements with local check-in and check-out procedures.

### *If Need To Cancel Mission*

If it becomes necessary to cancel a mission prior to the team's arrival at the requesting jurisdiction, the requesting jurisdiction's Volunteer Program Coordinator should immediately contact the sending jurisdiction's Volunteer Program Coordinator and notify them of the changed situation. If the sending jurisdiction's Volunteer Program Coordinator cannot be reached, the designated point of contact traveling with the team should be notified.

## **SECTION 7. SENDING JURISDICTION ROLE AND RESPONSIBILITIES**

### **A. Preliminary Polling**

#### *Determine Volunteer Availability*

The sending jurisdiction's Volunteer Program Coordinator will most likely find out about a potential mission request through a call from the Volunteer Coordinator at the REOC or SOC. This call may include a request that the sending jurisdiction's Volunteer Program Coordinator conduct preliminary polling to determine volunteer availability and interest in the potential mission assignment, based on the general mission description provided by the requesting jurisdiction.

#### *Mission Description*

The general mission description should contain sufficient information to enable the sending jurisdiction's Volunteer Program Coordinator to determine if the required skill set is within the general capabilities of their volunteers and to then reach out to specific volunteers to determine interest and availability for the possible mission. Information at this point in the request process should include:

- General description of the type of mission
- Anticipated tasks
- Location
- Duration
- Anticipated field conditions
- Safety/health concerns
- Other factors that may influence a volunteer accepting assignment

#### *Poll Results*

Results of the preliminary polling should be reported back to the requestor (or as otherwise directed by the requestor). The purpose of the polling is to determine if there is a sufficient number of volunteers available from the jurisdiction to meet the requirements of the requesting jurisdiction's mission assignment prior to formalizing the mission request. A request for polling is **not** a formal deployment request.

### **B. Matching Mission KSAs with Volunteers**

#### *Identify Volunteers*

If a formal mission assignment is received, the sending jurisdiction Volunteer Program Coordinator will identify specific volunteers available for deployment based on mission detail and required and desirable KSAs or program classifications. These KSAs as well as other mission details will be included in the mission request (see Attachment C, page 53). Information on confirmed availability should be reported to the requestor.

#### *Activate Volunteers*

Upon confirmation that the resource request is approved, the Volunteer Program Coordinator will identify and confirm availability of a local check-in location and determine the reporting time (if not doing direct deployment) and activate the identified volunteers.

## **SECTION 7. SENDING JURISDICTION ROLE AND RESPONSIBILITIES (cont'd)**

### *Brief Volunteers*

The Volunteer Program Coordinator (or designee) should make sure that the deploying volunteers are made aware of any basic or specialized equipment or supplies that they need to bring with them and that they are aware of the anticipated environmental conditions (including weather) and hazards at the mission location. General information on “what to bring” is included in the *Disaster Volunteer Deployment Guidance* contained in Attachment A (page 31).

### **C. Deploying a Supervisor**

#### *Determine if Need to Deploy Program Supervisor*

In conjunction with the requesting jurisdiction’s Volunteer Coordinator, determine if there is a need to deploy supervisor(s) with volunteers. The deployment of a supervisor (paid staff or trained volunteer) may be determined by your local deployment policy, but expectations must be clear on both sides.

#### *Or Appoint Team Lead*

If a supervisor(s) is not deploying with the volunteers (that is, the supervisor will be provided by the receiving jurisdiction), the sending Volunteer Program Coordinator should identify and appoint a team leader or travel coordinator that can be responsible for the volunteer team while en route to the receiving jurisdiction.

### **D. Mission Briefing**

#### *Confirm Logistics*

In conjunction with requesting jurisdiction’s Volunteer Program Coordinator, confirm logistical arrangements to support deployed volunteers. Transportation plans should also be confirmed and communicated. Directions to the receiving jurisdiction’s check-in site, applicable parking instructions, and local road-hazard conditions should be obtained.

#### *Reimbursement Policy*

The sending Volunteer Program Coordinator should confirm the requesting jurisdiction’s policy on reimbursement and obtain from requesting jurisdiction any forms needed to capture reimbursement information.

#### *Prepare Mission Briefing*

Based on the mission information provided and the information obtained from the requesting jurisdiction, the sending Volunteer Program Coordinator should prepare a mission briefing information sheet for the deploying volunteers. This should include:

- Mission description
- Information on environmental conditions (working environment, weather)
- Mission location
- Anticipated mission duration
- Anticipated shift assignments
- Receiving jurisdiction’s check-in location



## **SECTION 7. SENDING JURISDICTION ROLE AND RESPONSIBILITIES (cont'd)**

### *Mission Briefing (cont'd)*

- Expected reporting time
- Information on logistics (including housing, feeding, transportation, and reimbursement)
- 24/7 point of contact in the sending jurisdiction for volunteers and family members
- Appropriate clothing
- Any needed supplies or equipment
- Other key information

### *Point of Contact*

The supervisor(s) or team leader/travel coordinator should also be provided a point of contact at the receiving jurisdiction and be instructed to contact the sending jurisdiction's Volunteer Program Coordinator upon arrival at the check-in site.

### *Clarify Reporting*

Expectations about regular reports back to the sending jurisdiction should also be clarified (daily report, reports at the beginning and the end of each shift, or based on local procedures or requirements).

### *No Communications Capabilities*

If, due to incident impacts (such as no cell phone coverage), the supervisor team leader doesn't have communications capabilities with which to check-in at home, they should go through proper incident protocols to obtain assistance from the Communications Unit.

## **E. Roster of Deploying Volunteers**

### *Roster of Deploying Volunteers*

The sending jurisdiction's Volunteer Program Coordinator must prepare a roster of deploying volunteers. The roster should include each volunteer's name, Disaster Service Worker (DSW) status, unique skills, professional license numbers (if applicable), and emergency contact information. If possible, the roster should be faxed to the point of contact at the receiving jurisdiction immediately prior to the team's departure. A copy should also be provided to the supervisor or team leader/travel coordinator traveling with the team.

### *Swear in as DSW Volunteers*

If they are not already sworn in as DSW Volunteers, the sending jurisdiction is strongly advised to swear in deploying volunteers as DSW volunteers prior to departure so that the volunteers are covered while on authorized travel between the sending jurisdiction and the receiving jurisdiction.

## **SECTION 7. SENDING JURISDICTION ROLE AND RESPONSIBILITIES (cont'd)**

### *Brief Deploying Volunteers*

Immediately prior to departure, the sending jurisdiction's Volunteer Program Coordinator or other program official should provide the deploying volunteers with an updated briefing, focusing on the disaster situation, specifics of the mission assignment, reporting relationships, safety, code of conduct, and logistics. When the volunteers have departed, the sending Volunteer Program Coordinator should notify the point of contact at the receiving jurisdiction that the team is en route and provide them with their estimated time of arrival.

### **F. If Mission is Cancelled**

#### *Contact Sending Jurisdiction*

If it becomes necessary to cancel a mission prior to the team's arrival at the requesting jurisdiction, the requesting jurisdiction's Volunteer Program Coordinator should immediately contact the sending jurisdiction's Volunteer Program Coordinator and notify them of the changed situation. The sending jurisdiction's Volunteer Program Coordinator should contact the designated point of contact traveling with the team and arrange for the team to return home and complete the local demobilization process.

## **SECTION 8. RECEIVING JURISDICTION ROLES AND RESPONSIBILITIES**

When a jurisdiction formally submits a request for volunteer resources and has been notified that the request is being filled, this guidance now transitions into responsibilities associated with preparing to receive those resources.

### **A. Finalize Logistical Arrangements**

#### *Finalize Logistics*

One of the first tasks of the receiving jurisdiction Volunteer Program Coordinator or Volunteer Coordinator in the EOC will be to work with other Logistics Section staff to finalize logistical arrangements to support the requested volunteers. This includes:

- Making arrangements for their housing and feeding
- Identifying resources to address emotional or medical needs if they arise
- Identifying mission-related transportation and communications
- Procuring any necessary safety equipment and, mission-specific supplies and equipment.

### **B. On-Site (Mission) Supervisor**

#### *Brief Receiving Jurisdiction*

The receiving jurisdiction's Volunteer Program Coordinator or Volunteer Coordinator in the EOC should notify the ICP/EOC unit that made the initial request that it is being filled and brief them on the volunteers estimated time of arrival and other details.

#### *Identify Supervisor*

The unit should be requested to identify a supervisor for the incoming volunteers. In coordination with the identified supervisor, the Volunteer Program Coordinator should prepare to provide a briefing for incoming volunteer resources on the general disaster situation, detail of the mission tasking, and incident safety.

#### *Briefing Items*

The briefing should also address:

- Work shift sign-in and sign-out procedures.
- Local policy on maintenance of duty logs (e.g., ICS 214) or similar recordkeeping.
- Injury reporting.
- Any other information necessary for the volunteers to be comfortable, successful, and accountable in carrying out their mission.

Any required just-in-time training and/or briefing on mission-related procedures should be identified and plans made to offer that training/briefing after check-in.

## **SECTION 8. RECEIVING JURISDICTION ROLES AND RESPONSIBILITIES (cont'd)**

### *Supervisors' Shared Responsibilities*

As noted in Section 5 above, if a supervisor (paid or high level volunteer) has accompanied the volunteer team from the sending jurisdiction, the sending jurisdiction supervisor and receiving jurisdiction supervisor should agree on shared responsibilities. In compliance with SEMS principles and regulations, the local authorities remain in charge of and responsible for all resources in their jurisdiction during an incident or emergency.

#### **A. Check-in**

##### *Meet Incoming Volunteers*

The receiving jurisdiction's Volunteer Program Coordinator or a designee should plan to meet the incoming volunteers and assist them with the local incident check-in process. This should include seeing to their proper badging and other identification (such as vest), as identified in local procedures.

##### *Notify Sending Jurisdiction of Volunteers Arrival*

The receiving jurisdiction's Volunteer Program Coordinator should also contact the sending jurisdiction's Volunteer Program Coordinator or other designated point of contact to notify them of the volunteers' arrival. Pursuant to local procedures, the ICP/EOC mission coordinator and resource tracking/status unit should be notified of the resources' arrival, if this is not handled directly through the check-in process.

##### *Provide In-Briefing to Volunteers*

The incoming volunteers should be introduced to their local supervisor and any local personnel assigned to the mission. The local supervisor or other incident personnel should provide the in-briefing, including:

- General disaster situation
- Relationship of the mission to incident priorities
- Safety
- Supervision
- Individual authorities and responsibilities
- Communication procedures
- Logistics

##### *Determine Volunteer Equipment Needs*

The supervisor should also determine if volunteers have all the equipment, tools, and supplies necessary to carry out the mission. If necessary, inventory and inspect any outside equipment the volunteers have brought with them and issue any locally provided equipment, pursuant to local procedures.

##### *Volunteers Call Home*

Before commencing their mission assignment, the volunteers should be provided the opportunity to call home and notify family of their safe arrival at the disaster site. They should also be provided the opportunity to periodically call home and contact their local disaster volunteer program during the course of their deployment in the receiving jurisdiction.

## **SECTION 8. RECEIVING JURISDICTION ROLES AND RESPONSIBILITIES (cont'd)**

### *Sign-in and Sign-out*

While on site volunteers should sign-in and sign-out for each shift. These records will be retained by the jurisdiction as well as a copy provided to the sending jurisdiction's Volunteer Program Coordinator at the completion of the mission.

### *New Resource Request*

If, at the end of the agreed upon duration for the mission, the requested resource is still needed, the requesting jurisdiction may contact the sending jurisdiction to determine if that agency can provide fresh resources for the same mission. If so, a new resource request should be submitted reflecting the new mission duration. Alternately, the requesting jurisdiction should submit a new resource request to be fulfilled by a new sending agency.

### **B. Reassignment/Preventing "Mission Creep"**

#### *Reassign Volunteers*

If required by the disaster circumstances, it may be necessary to reassign volunteers to a new mission during the course of their deployment. If such reassignment is anticipated, the receiving jurisdiction's agency utilizing the volunteers or the receiving jurisdiction's Volunteer Program Coordinator should contact the sending jurisdiction's Volunteer Program Coordinator as soon as possible to provide information on the new assignment and revisit mission negotiations if needed. In particular, the sending jurisdiction's Volunteer Program Coordinator will be able to advise the receiving jurisdiction of the suitability of the deployed volunteers for the new mission assignment.

#### *Mission Creep*

As with the initial mission assignment the volunteers should be provided with any necessary training or briefing on local procedures associated with the new task and any relevant safety concerns. It is the responsibility of the receiving jurisdiction to assure that "mission creep" does not occur and that volunteers provided by the sending jurisdiction are not operating outside of their training or their physical abilities.

## **SECTION 9. DEMOBIIZATION, RETURN, AND OUT-PROCESSING**

### *Demobilization*

If the local supervisor or incident commander confirms that the assigned mission 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 demobilization process begins. If the mission is continuing, the departing volunteers should be given the opportunity to brief their replacements.

#### **A. Dismissing a Volunteer**

##### *Dismissing for Cause*

The receiving jurisdiction may also dismiss a volunteer and return them to their home program for cause, such as violation the volunteer's code of conduct, failure to properly perform mission tasks, or unauthorized absences.

If there is such an occurrence, the normal demobilization process should be followed. The receiving jurisdiction should also notify the sending jurisdiction's Volunteer Program Coordinator of the termination of the assignment, the reason for the termination, and if a replacement resource is requested.

#### **B. Demobilization at Receiving Jurisdiction**

##### *Assist Volunteer with Demobilization*

The receiving jurisdiction's Volunteer Program Coordinator should assist released volunteer resources with the local demobilization process, including the personnel check-out process and turning in locally provided equipment and supplies. (The ICS 221 is one example of a demobilization checklist). Any documentation required as part of local procedures (e.g., duty logs) should be turned in to the local supervisor.

##### *Exit Survey*

If part of the local process, provide the departing volunteers with an exit survey, an opportunity for a exit interview, or a performance review. (The ICS 225 is one example of a performance review format). Results of exit surveys or interviews and performance reviews should be shared with the sending jurisdiction's Volunteer Program Coordinator. At a minimum, debrief the volunteer team supervisor or team lead on the overall experience and lessons learned.

##### *Provide Briefing on Physical and Mental Health Reactions*

The departing volunteers should be provided a briefing on physical and mental health reactions to disasters and provided the opportunity to meet with local medical or mental health personnel if needed prior to departure.

##### *SCIF Form 3301*

(If a departing volunteer does consult with a local health professional, the volunteer should be given a copy of SCIF Form 3301, *Employee's Claim for Workers' Compensation Benefits*). Departing volunteers should be provided with a rest period before departing for their home jurisdiction.

## **SECTION 9. DEMOBIIZATION, RETURN, AND OUT-PROCESSING (cont'd)**

### **B. Demobilization at Receiving Jurisdiction (cont'd)**

#### *Transportation*

Transportation home should be arranged, based on pre-deployment agreements between sending and receiving jurisdictions and method of transportation used. If vehicles used to transport the volunteers from their home jurisdiction were used as part of the mission, the vehicle should receive a safety check prior to their departure for home.

### **C. Sending Jurisdiction “Out-Processing”**

#### *Notify Sending Jurisdiction of Demobilization*

The receiving jurisdiction’s Volunteer Program Coordinator should notify the sending jurisdiction’s Volunteer Program Coordinator of the demobilization plan, transportation arrangements and estimated time of arrival, and any critical issues identified during the exit briefing and health debriefing process.

#### *Prepare “Welcome Home” Out-Processing*

Upon notification of the demobilization of their volunteers, the sending jurisdiction’s Volunteer Program Coordinator should prepare for a “welcome home” out-processing to meet, debrief, and thank returning the volunteers. This post-deployment interview should include information about potential post-deployment mental and physical health concerns and resources for addressing them. It should also include information on the procedure for reimbursement of out-of-pocket expenditures, if applicable.

#### *Conduct Hot Wash*

Pursuant to the sending jurisdiction’s local procedures, conduct a disaster operations debriefing or “hot wash” for the returning volunteers to obtain their impressions on the overall experience and lessons learned.

#### *Conduct Performance Appraisal*

Conduct any volunteer performance appraisals required by local procedures. If available, review results of exit briefings and performance appraisals conducted at the receiving jurisdiction. Deploying volunteers should be encouraged to report back to their organization on their experiences during deployment, what they learned, and any suggestions that might help the organization improve their operations or prepare for future deployments. Returning volunteers and their organizations should be officially recognized for their contributions.

### **D. Maintain Records**

Maintain deployment records – including:

- Initial mission request and subsequent paperwork
- Daily sign-in/sign-out records
- Logs of equipment used or supplies expended (if applicable)
- Mileage logs and expenditure reports
- Performance appraisals, and
- Other key materials – in accordance with local record retention requirements

**SECTION 9. DEMOBILIZATION, RETURN, AND OUT-PROCESSING (cont'd)**

*Reimbursement Records*

If reimbursement of eligible expenditures is available:

- Original copies of the initial mission request and subsequent paperwork
- Daily sign-in/sign-out records
- Mileage logs
- Logs of equipment used or supplies expended
- Expenditure reports (including original receipts) will be required as part of the reimbursement process



## **SECTION 10. RESPONSIBILITIES FOR REPORTING INJURIES**

Disaster work locations can be dangerous and injuries or illnesses can occur. It is the responsibility of a volunteer to let their on-site supervisor know immediately should they be injured or become ill. It is then the responsibility of the supervisor to gather critical information on the injury or illness (or alleged injury or illness) and the circumstances under which it occurred. The Volunteer Program Coordinator or supervisor is also required to notify the injured/ill volunteer of the jurisdiction's worker's compensation coverage.

### *DSW Volunteer or Other Coverage*

For those jurisdictions that register their volunteers as Disaster Service Workers (DSWs), this coverage is provided through the DSW Volunteer Program (DSWVP) and the State Compensation Insurance Fund (Attachment D, page 59). For jurisdictions that do not use this coverage, such as being self-insured, they should follow their local worker's compensation procedures.

#### **A. Information Requirements**

##### *Document Injury*

Regardless of how worker's compensation insurance coverage is provided, the on-site supervisor is required to gather information on what happened and document it on forms provided by the insurer, within specified time frames. Generally, the following information will be required:

- Injured party's name, address, social security number, date of birth, regular job title and employer.
- Classification or job injured party was performing at the time of injury.
- Date/time injury or illness occurred.
- Date last worked and date injured party returned to work or if is still off work.
- Specific injury and medical diagnosis, if available.
- Location at which injury or exposure occurred.
- Activity injured party was performing when the injury/exposure occurred.
- How the injury/exposure occurred (sequence of events).
- Any equipment, objects, chemicals, etc. involved in the injury/exposure.
- If a physician was seen (if so, name, address, phone).
- If injured went to the emergency room and/or was hospitalized (if so, name, address, phone).
- Date the injured party was provided information/forms regarding worker's compensation coverage.
- Supervisor name and contact information; names and contact information for any witnesses to injury/exposure.

## **SECTION 10. RESPONSIBILITIES FOR REPORTING INJURIES (cont'd)**

### **B. Reporting an Injury**

#### *Steps to Take*

- The on-site supervisor should immediately report the injury or alleged injury to the ICP or EOC Safety Officer in accordance with local
- The Safety Officer or designee will refer the injured volunteer to the appropriate medical provider (if the injured party has not already received treatment) and will assist the supervisor in completing and filing the required paperwork.
- If an injury occurs or is alleged, the sending jurisdiction's Volunteer Program Coordinator should be notified as soon as possible by the receiving jurisdiction's Volunteer Program Coordinator or other appropriate official.

#### *DSW Volunteer*

In order to be provided the benefits of the DSWVP while performing disaster service including travel to and from the incident site, a volunteer must be officially registered with an accredited Disaster Council or state agency. (Additional information on the DSWVP is provided in Attachment D, page 59, to this guidance.)

#### *DSWV Registration and Oath*

If the injured volunteer is a registered DSW, the receiving jurisdiction should contact the sending jurisdiction's Volunteer Program Coordinator and ask that they fax a copy of the signed DSWV Registration form including the loyalty oath to the receiving jurisdiction, as this must accompany the filing with the State Compensation Insurance Fund and the California Office of Emergency Services. Forms required and the timeframes in which they must be completed are spelled out in Attachment C.

#### *Brief Volunteers on Injury Reporting*

Both the sending and receiving jurisdictions are responsible for briefing disaster volunteers on injury reporting procedures. The sending jurisdiction should do this as part of the routine safety training as well as providing a "refresher" as part of the pre-deployment briefing. The receiving jurisdiction should address injury reporting as part of their safety briefing for the incoming volunteers.

## **SECTION 11. STATE AND FEDERAL POLICY ON ELIGIBILITY OF VOLUNTEER-RELATED TIME AND EXPENSES**

### *Reimbursable Expenses*

Some disaster related expenses may be able to be reimbursed where the event is of such magnitude that it receives a Governor's Proclamation of a State of Emergency or a Presidential Declaration of an Emergency or Major Disaster.

### *Legal Responsibility of Eligible Applicant*

In order to be eligible for reimbursement in a declared disaster, a specific project must be the legal responsibility of an eligible applicant (generally state and local government, tribal government, special districts, and some private nonprofit agencies providing "government type" services), located within the disaster designated area, with the project work directly attributable to the declared disaster.

### *Volunteer Labor as Part of Local Match*

In some instances the value of volunteer labor may be credited as part of the local match for reimbursement of costs of eligible emergency work. This includes work that volunteers do in association with debris removal (generally limited to debris on public property) and "emergency protective measures."

### *Emergency Protective Measures*

"Emergency protective measures" can encompass a wide variety of activities that eliminate or reduce an immediate threat to life, public health, or safety, or an immediate threat to public or private property. Examples are mass care and shelter operations, search and rescue, security in the disaster area, animal rescue and care, sandbagging, emergency communications, and safety inspections. **The federal policy covering reimbursement eligibility has determined that volunteer labor associated with the permanent repair of damaged facilities is not eligible for reimbursement.**

### *Reimbursement Percentage*

In a major disaster declaration or with approval of a Fire Management Assistance Grant, the Federal Emergency Management Agency (FEMA) Public Assistance Program reimburses an eligible agency for 75 percent of eligible costs.

### *CDAA*

In California, the California Disaster Assistance Act (CDAA), when implemented in the Governor's Proclamation of a State of Emergency, reimburses 75 percent of the remaining 25 percent (or 18.75 percent of the total eligible costs.) This leaves a local share of 6.25 percent.

For a State proclaimed emergency in which the CDAA is activated that does not receive a federal emergency or disaster declaration, CDAA pays 75 percent of eligible costs and the local agency is responsible for the remaining 25 percent. In either case, hours worked by volunteers may be used as a credit against that local share.

## **SECTION 11. STATE AND FEDERAL POLICY ON ELIGIBILITY OF VOLUNTEER-RELATED TIME AND EXPENSES (cont'd)**

### **A. Documentation Required**

#### *Provide Record of Hours Worked*

In order to get credit for the volunteer hours, the jurisdiction applying for reimbursement (the jurisdiction that received the volunteer assistance, for which the mission was performed) must provide a record of:

- Hours worked
- Location where the work was performed
- Description of each volunteer's work

#### *Examples*

Daily sign-in/sign-out sheets can be used to document the hours worked. A detailed mission assignment can be used to help document the work being done, particularly if the mission is relatively straightforward (such as filling and placing sandbags at 6<sup>th</sup> Avenue and Main Street or directing traffic at 3<sup>rd</sup> Street and Elm Avenue). However, if it is a general mission assignment (such as supporting shelter operations at Central High School), individual tasks and the associated volunteers should be identified as part of the documentation.

#### *How to Accomplish*

This could be accomplished through a sign-in/sign-out sheet that includes both the volunteer's name and the task being performed (such as Jane Smith - Shelter Manager, John Smith – Intake Recorder, Dan Smith – Food Service Coordinator, etc.). Volunteer labor is valued at the same rate paid for similar work with the applicant agency's organization or for similar work in that labor market.

#### *Logistical Support*

Logistical support to eligible activities may also be eligible for reimbursement. Again, detailed records are required. For example, if meals are provided for volunteers and the jurisdiction seeks reimbursement for the cost of those meals, a list of those volunteers fed and the assignment/location to which they were assigned would be required.

#### *Out-of-Pocket Expenses*

Volunteers' out-of-pocket expenditures may also be able to be reimbursed. Verification required would include travel expense claims. As only agencies and projects located within the disaster declared area are eligible for reimbursement, the sending jurisdiction would need to submit a bill to the requesting jurisdiction documenting the volunteer out-of-pocket costs. The requesting jurisdiction would reimburse the sending jurisdiction and include those costs with other costs associated with eligible projects. Because of the need to tie eligible costs to specific projects, the supporting volunteer expense claims would need to cite the mission/work location to which they are tied.

**SECTION 11. STATE AND FEDERAL POLICY ON ELIGIBILITY OF VOLUNTEER-RELATED TIME AND EXPENSES (cont'd)**

**A. Documentation Required (cont'd)**

Since reimbursement cannot be conditioned on availability of federal or state reimbursement, documentation would need to include demonstration that the sending jurisdiction has paid the volunteer's claims and the requesting jurisdiction (applicant) has paid the sending institution's bill. This is why it is important that the sending and requesting jurisdiction have a clear understanding of reimbursement expectations up front.

## **SECTION 12. REPORTING**

### *Provide Reports*

When volunteer resources are involved in out-of-area deployments, both the sending and receiving jurisdiction Volunteer Program Coordinator should provide reports on deployed volunteers with frequency and detail as requested by the next higher level in the SEMS organization (i.e., OA volunteer coordinator/EOC to REOC volunteer coordinator).

### *Report Content*

Generally, these reports will be required once per Operational Period. Reports should include information on:

- Number of volunteers deployed
- Mission status
- Any issues or unmet needs
- Other information as requested

This reporting does not replace any normal reporting and information sharing within the sending and receiving jurisdiction emergency organization and between the sending and receiving jurisdiction and their Operational Area EOC. The Volunteer Coordinator at the next higher level in the SEMS organization should be notified when a volunteer mission is completed and the resources are demobilized.

### *Participate in After Action*

The Volunteer Program Coordinator should participate in after-action reviews, pursuant to local policies. Based on the results of the after-action reviews, formal and informal debriefings, and lessons learned, each Volunteer Coordinator should review and update their local volunteer management plans, procedures, and training. As requested, they should also contribute to the updating of the jurisdiction's Emergency Plan.

### *Best Practices*

If requested, the Volunteer Program Coordinator should provide information on volunteer deployment and management "best practices" to CaliforniaVolunteers or other emergency program partners. CaliforniaVolunteers will share these best practices and other lessons learned with other agencies involved in volunteer deployment.



Attachment A

**DISASTER VOLUNTEER DEPLOYMENT GUIDANCE**

*Note: This guide for disaster volunteers primarily addresses information related to deployment to disaster assignments outside of your home jurisdiction and does not replace any guidance your jurisdiction has for internal deployments.*

*Note: The Emergency Medical Services Authority manages the Disaster Healthcare Volunteer program and maintains a Disaster Healthcare Volunteers Volunteer Handbook and a DHV Deployment Guide. These documents can be found at: [http://www.emsa.ca.gov/Disaster\\_Healthcare\\_Volunteers](http://www.emsa.ca.gov/Disaster_Healthcare_Volunteers)*

Attachment A

**DISASTER VOLUNTEER DEPLOYMENT GUIDANCE**

<b>TABLE OF CONTENTS</b>		
<b>Section</b>	<b>Topic</b>	<b>Page #</b>
I	Applying This Guidance	32
II.	Activation	34
III.	What to Bring	36
IV.	Meet-Up-and-Go	37
V.	At Your Disaster Assignment	38
VI.	Deactivation and Return Home	41
VII.	If You Are Injured	42
VIII.	Code of Conduct	43
Exhibit 1	Sample Volunteer Deployment Assignment Details	44
Exhibit 2	Sample Disaster Volunteer Assignments	45
Exhibit 3	Personal Supplies	46
Exhibit 4	Family Care Plan	47
Exhibit 5	Coping with Stress	49

**SECTION I. APPLYING THIS GUIDANCE**

*Thank You*

First off, thank you for taking the time to become a trained disaster volunteer and for your willingness to respond to provide assistance when needed both within your community and to other disaster-impacted communities. We hope that the information contained in this guidance document will help you prepare for future deployments as a disaster volunteer.

*Does Not Replace Your Local Procedures*

Although many of the principles contained in this guidance are over-arching this guidance primarily addresses what you should expect when you are deployed to assist with a disaster response outside of the city or county you normally volunteer with (your home jurisdiction). This document does not replace your jurisdiction’s procedures for deployment to events within your jurisdiction.

*Government-Affiliated Volunteers*

Volunteer resources may be deployed to a disaster-impacted community when sufficient resources are not available locally and/or cannot be acquired through existing mutual aid or assistance agreements with neighboring counties. A deployment may be a short drive to another county for a few hours or a long drive to a distant disaster site for several days.

*Deployment to another Jurisdiction*

This guidance applies to government-affiliated volunteer programs. Also, it is directed primarily to a deployment to another jurisdiction within California in response to requests made through California’s Standardized Emergency Management System (SEMS) resource request process.



## **SECTION I. APPLYING THIS GUIDANCE (cont'd)**

### *Assumption: Mission Is Negotiated*

This guidance assumes that the details of the mission to which you are assigned -- including the tasks to be performed, length of assignment, required knowledge/skills/abilities, number of volunteers required, and the like -- are negotiated between the Volunteer Program Coordinators for the requesting jurisdiction and sending jurisdiction prior to your activation and deployment.

Your jurisdiction's Volunteer Program Coordinator will provide you with as much information as possible so you can make a fully informed decision as to whether you want to accept the volunteer assignment.

### *Terms Used*

The following terms are used in this guidance:

*Requesting Jurisdiction:* This is the city, county, or special district (such as a school district) that is requesting assistance to respond to disaster events.

*Sending Jurisdiction:* This is the city, county, or special district with which your volunteer program is associated (your government sponsor).

*Volunteer Program Coordinator:* This is a person designated within a local government or Operational Area for the purpose of coordinating disaster volunteer programs within their jurisdiction on both a day-to-day and emergency basis. This document assumes that the Volunteer Coordinator is lead within their jurisdiction and charged with coordinating volunteer personnel, voluntary agencies, and volunteer resource deployments.

*Mission Assignment:* This is what you will be asked to do at the disaster site, the estimated duration of the assignment, and logistics associated with the assignment.

*Mission Supervisor:* The person who will be responsible for supervising you while you are performing your mission assignment.

## SECTION II. ACTIVATION

### *Pre-activation Call*

You may get a pre-activation call from your Volunteer Program Coordinator (or someone working for them) to determine your availability or interest in deploying to a particular event. When contacted you should be provided with sufficient information about the mission assignment to allow you to make an informed decision as to whether you are interested, not interested, or possibly interested in accepting the assignment if it is formally offered.

### *Purpose of Call*

The purpose of this call is for your Volunteer Program Coordinator to determine if there is a sufficient number of volunteers available from your jurisdiction to meet the requirements of the requesting jurisdiction's mission assignment. Determination of which volunteers to call is based on matching your training and expertise to the specific knowledge, skills, and abilities that the requesting jurisdiction has identified as being critical for the successful completion of the mission.

### *Call Re Availability*

A call inquiring about availability is **not** a formal deployment request. **Do not self-deploy** based on this inquiry call; if you do so you will likely be sent home and may possibly suffer consequences from your home program. Wait for a follow-up call from your Volunteer Program Coordinator (or someone working for them) notifying you that you have been officially activated for the assignment.

### *Review Your Situation*

Before you accept or volunteer for a deployment, it is essential that you carefully review your individual situation. Consider your personal, work, or school responsibilities, financial obligations, or other commitments that may be adversely affected by your absence. You are the best judge of your obligations, workload, and personal affairs. While you are deployed in an affected area, you will not have time to manage two households or attend to two jobs. Be fair and honest with yourself in deciding if you are able to deploy. If you aren't able to completely commit your attention to your task you may become a distraction or even a danger to your team.

### *Working in the Field*

It is also critical for you to be honest with yourself about your ability to work in the field conditions anticipated with the mission assignment. If they are of particular concern to you, make sure you inquire about sleeping, eating, hygiene, and communications situation and limitations when your Volunteer Program Coordinator asks about your availability.

- Will lodging be provided in hotels, tents, a warehouse, or other setting?
- Can any special dietary restrictions be accommodated?
- What toilet and shower facilities are available?
- Is there cell phone coverage and is there electricity to charge the phones?
- Can credit cards or ATMs be used or do you need to bring cash to cover your needs?

## **SECTION II. ACTIVATION (cont'd)**

### *Get Information on Mission Assignment*

When you get a call from your Volunteer Program Coordinator (or someone working for them) officially activating you for the assignment, obtain information on the mission assignment. Common disaster volunteer mission assignments can be found in Exhibit 2 (page 45).

The following worksheet is provided to help you gather the essential elements of information about the assignment and deployment specifics. Make sure you understand what is being asked of you, and if you have any questions at all about your ability to perform the requested assignment, let your Volunteer Program Coordinator know.

No one will think less of you if you turn down an assignment. Once you have the necessary information, respond, with basic and special identification and equipment (described in the next section), to the designated local meet-up site, obeying traffic laws.

### SECTION III. WHAT TO BRING

#### *Your Go-Kit*

Based on the information provided as part of the mission deployment request, gather the necessary identification, supplies, and equipment. The following list, and the detailed supply list found in Attachment 1, should help you prepare your “go-kit”:

1. Local program ID card and CA Driver’s license.
2. Proof of professional licensure (if applicable).
3. Personal protective equipment (PPE) issued by your program (helmet, goggles, gloves, etc.).
4. Your own PPE (such as sturdy/protective shoes) and professional supplies (if applicable).
5. Identifying program clothing (shirts) or vests (if you have them for your program).
6. Equipment issued by your program (shovels, pry bars, etc) or program equipment cache (if applicable).
7. Appropriate personal clothing (long pants, hat, jacket; other weather-related items as appropriate).
8. Personal supplies and comfort items, including necessary medications (see Exhibit 3, page 46).

#### *Your Gear*

Remember that, in all likelihood, you will be responsible for carrying all the personal gear that you bring with you, so packing it in a rolling duffle bag or similar container is advisable. When you receive your initial deployment instructions, you will be asked to carry with you an adequate amount of your normal duty attire. It is recommended that clothing be rolled, not folded, and placed into zip-lock bags prior to packing to ensure that the clothes remain dry.

All items should be labeled with your name. Clothing should be of a type that can be easily laundered and hung out to dry if necessary. Avoid cotton products, which stay damp when wet; consider instead material that wicks away moisture from your skin. Take only what you *really* need.

#### *Driving Personal Vehicle*

If you have been requested to drive your personal vehicle, gas up, and make sure you have proof of vehicle insurance and any needed travel supplies (such as tire chains).

#### *Family Preparedness*

It is also important that your family is prepared for your absence and that you have your personal affairs in order. Deployment duty is physically and emotionally challenging. Hours can be long and the circumstances difficult. It will require your total and undivided attention. With the challenging tasks at hand and the absence of routine communications, you will want to ensure that your personal and financial affairs are taken care of while you are away, and that you have made arrangements for the needs of your family and others who rely on you for financial or emotional support.

Exhibit 4 (page 47) to this guidance provides a checklist for reviewing (or developing) a “Family Care Plan” to address these personal affairs and family needs.

## **SECTION IV. MEET-UP AND GO**

### *Meet-Up*

As part of your deployment instructions, you will receive direction on how to meet-up with the rest of your team members and how you will get to your disaster work location. Most often your Volunteer Program Coordinator will establish a meet-up location in your jurisdiction where all team members can check in and coordinate transportation.

### *Check-In Following Local Procedures*

It is vitally important that you check-in at the assigned location and register, following your local procedures, for your disaster assignment. Your Volunteer Program Coordinator will need to provide a roster of deployed volunteers that can be sent to the requesting jurisdiction's Volunteer Program Coordinator. At a minimum, the roster will include volunteer names, Disaster Service Worker Volunteer status, and emergency contact information. If appropriate, information on unique skills or professional licenses may also be collected and included with the roster.

### *General Briefing*

At the local meet-up site you should receive a general briefing on the disaster situation. This should be an update of the information you received with your formal deployment instructions, including any new information on the situation, overall incident priorities as established in the Incident Action Plan, mission assignment, site logistics (housing, etc.), supervision, and duration of the assignment.

### *Travel Instructions*

You will also be briefed on travel instructions or assignment, including if you will be traveling in personal vehicles, agency vehicles, or if other arrangements have been made (such as chartered buses). Directions to the designated reporting location in the requesting jurisdiction (staging area, base camp, work location) will also be provided, including parking requirements (if any).

If your Volunteer Program Coordinator or other agency staff will not be accompanying your team, a Travel Team Lead may be appointed to serve as the "point person" while you are in transit. You should all receive a briefing on any travel restrictions or travel hazards you may anticipate along the way.

### *Driving Personal Vehicle*

If you have been requested to drive your personal vehicle, obtain copies of agency accident reporting protocol/forms and keep them with your vehicle insurance, record your starting mileage, and pick up any carpoolers and their equipment. If you are traveling as part of a team, please remain together through travel and processing at the disaster site.

### *If Mission Cancelled*

When given the word, depart for your disaster assignment. If you are notified en route that the mission has been cancelled, do not continue to the disaster check-in site. Stop and contact your home program Volunteer Program Coordinator and follow their instructions; you will most likely be told to return home.

## **SECTION V. AT YOUR DISASTER ASSIGNMENT**

### *Arrival at Check-In*

When you arrive at the designated check-in spot at the requesting jurisdiction, park in the designated area. Check in or register and provide identification, as required, consistent with the jurisdiction's procedures and directions provided as part of their check-in process.

### *DSW Volunteer*

If you are not already sworn in as a Disaster Service Worker (DSW) Volunteer in your home jurisdiction, you most likely will be sworn in as a DSW Volunteer as part of the check-in process at the receiving jurisdiction. This is necessary to provide you with the liability and worker's compensation protection of California's Disaster Service Worker Volunteer Program.

### *Mission Supervisor*

At check-in your mission supervisor will be identified. The person fulfilling this role could be a paid staff person for your jurisdiction who travels with you, a specially trained volunteer from your jurisdiction, or a paid staff person or specially trained volunteer from the requesting agency.

Regardless of whether it is a paid staff person or a volunteer that serves as the mission supervisor, the person must be trained in their Volunteer Program liability requirements, including an understanding of the supervisor's responsibilities for maintaining routine deployment records as well as the supervisor's specific responsibilities in the event of an injury sustained by a volunteer.

The DSW volunteer program requires that volunteer supervisors receive training and understand the program's documentation and reporting requirements. You are expected to follow the directions given by your mission supervisor and are expected to let your mission supervisor know of your whereabouts at all times.

### *Receive Your Assignment*

At the check-in site you will receive your mission assignment/orders. Make sure you fully understand what is expected of you. Ask questions if it is not clear or let your mission supervisor know if you need training on local procedures or the equipment provided. Remember that you are there to carry out a specific assignment or set of tasks needed by the requesting jurisdiction; you are **not** there to do what you think is needed.

### *Become Acquainted With Supervisor and Team Members*

Become acquainted with your mission supervisor and other team members. As directed by your mission supervisor, obtain any required equipment or supplies. Identify, and strictly follow, daily sign-in and sign-out procedures at your work site, as this is necessary to document the total amount of time spent on the project and to maintain staff accountability.

## **SECTION V. AT YOUR DISASTER ASSIGNMENT (cont'd)**

### *Identify How You Will Communicate*

Identify how you will be expected to communicate with other team members and from your work site back to those responsible for your assignment (such as the staging area, incident command post, or emergency operations center). You should also receive information on sleeping and feeding arrangements.

### *Receive Updated Briefings*

Consistent with local procedures, you should receive an updated situation briefing, a safety briefing, and a briefing on any local procedures or guidance on carrying out your mission assignment. The safety briefing should include the process for reporting injuries and information on safety hazards and necessary personal protective gear (such as hard hats or dust masks) or supplies (such as insect repellent). Again, ask questions if anything is not clear and remember that they may not do things exactly the same way you do at home.

### *Report to Duty Assignment*

As directed by your mission supervisor, report to your duty station with your team. (Please note that, depending on local circumstances, this may occur before some or all of the aforementioned briefings). If, at any time during your assignment, you are concerned about safety or experience changes in situation that affect your assignment, contact your mission supervisor. Unless otherwise directed by your mission supervisor, refer any media to your mission supervisor.

### *Take Care of Yourself*

It is important that you stay well hydrated and well nourished while you are carrying out your mission assignment. While you are deployed, you should periodically check in with your home program's Volunteer Program Coordinator (how often you should do this may be spelled out in your local program operating procedures or included in your pre-deployment briefing).

Also, try to relax during your off-time and get plenty of sleep. Monitor yourself for signs of stress and fatigue. Your working and living conditions while deployed will likely add to the stress you may experience. Seek the assistance of your mission supervisor or team leader if your stress levels affect your eating, sleeping, and overall health. Access to a mental health professional or a peer trained in crisis incident management may be available at the incident command post or through other resources during deployment.

### *If You Are Reassigned*

If required by the disaster circumstances, you may be reassigned to a new mission during the course of your deployment. If you are informed that you are being reassigned and you have the ability, you should contact your home program's Volunteer Program Coordinator to provide information on the new assignment.

**SECTION V. AT YOUR DISASTER ASSIGNMENT (cont'd)**

*If You Are Reassigned (cont'd)*

During disasters, needs and priorities can rapidly change. While it is important that you notify your program of the change in assignment, it is important that available resources on-site be utilized. The home program's Volunteer Program Coordinator can then contact the receiving jurisdiction to obtain information and revisit mission negotiations if needed.

As with your initial mission assignment, if you believe the new assignment is beyond your skills and abilities, let your mission supervisor know. Ask questions if anything is unclear and make sure to be briefed on local procedures associated with the new task and any relevant safety concerns.



## **SECTION VI. DEACTIVATION AND RETURN HOME**

### *Formal Release*

You must be formally released from your assigned duties before proceeding through the process of demobilizing and returning home. If your deployment is over but the task to which you had been assigned is not yet complete, plan on providing a briefing to your replacement. The briefing should include your responsibilities, reporting relationships, and any unique “tricks” that you and your team members have learned to make the task more effective.

### *Checking Out*

Checking out from the assignment and disaster is as important as checking in. Check-out at the disaster site will be done in accordance with the work location’s deactivation procedures. At a minimum, you should sign out and return any local badges, borrowed equipment, or unexpended supplies. Identify transportation arrangements for your return home.

### *Notify Home Program Coordinator*

You should notify your home program Volunteer Program Coordinator when you have been deactivated and inform them of your return travel arrangements, your estimated time of departure, and when you anticipate arriving home.

### *Exit Briefing*

If offered the opportunity, participate in an exit briefing, complete any evaluation forms, or participate in a “hot wash” or debriefing on your experience. Be educated about potential post-deployment mental and physical health concerns and resources for addressing them.

### *Deactivation Procedures*

Upon your return home, check in with your Volunteer Program Coordinator, follow your program’s deactivation procedures (as instructed by your Volunteer Program Coordinator), and prepare a trip report if required by local procedures.

### *Out-of-Pocket Expenses*

As a volunteer, you respond to requests for your services without the expectation of reimbursement. However, you may incur some out-of-pocket expenditure while on a deployment and some of these may be reimbursable. If you do have expenditures (for such things as gasoline, meals en route, and the like) it is essential that you keep all receipts. If full or partial reimbursement is available, you will be instructed by your Volunteer Program Coordinator in the proper procedure for filing of such claims, including attaching original receipts.

## **SECTION VII. IF YOU ARE INJURED**

### *Notify Supervisor*

As with all activities relating to disaster and emergencies, there is the risk of injury. You should immediately notify your incident supervisor and team leader when an injury occurs. This action is your responsibility. STOP and TELL the supervising authority whenever anyone is injured during a training event or actual emergency response. All injuries should be reported as soon as practical to your jurisdiction's Volunteer Program Coordinator.

### *Your Responsibility as a Registered DSW Volunteer*

As a registered Disaster Service Worker Volunteer, you will be provided with an *Employee's Claim for Workers' Compensation Benefits* form and DSW instructions for completion. It is your responsibility to complete this form and return it to your supervisor within three days of receiving the form. The supervising authority is required to collect information, such as interview the injured volunteer, other volunteer(s), victim(s) and request the actions of the injured party leading up to the injury. You must provide this information, comply with all documentation requests, and complete injury reports in a timely manner.

### *If You Witness an Injury*

If while on deployment you witness an injury, you should render medical aid if necessary and within the scope of your training and notify a supervising authority as soon as possible.

### *Be Aware of Impacts of Stress*

You should also be aware of the impacts of the stress of your deployment on your health and well-being. It is common for people who have experienced traumatic situations to have very strong emotional reactions.

Understanding the normal responses to these abnormal events can aid you in coping effectively with your feelings, thoughts, and behaviors. They can also help you along the path to recovery. As a volunteer, it is very important for you to recognize that assisting in a disaster can be a very difficult and trying task on your overall physical and mental health.

Proper personal protection and vigilance to good safety practices will reduce injury. Some of the same "attention to detail" practices will be needed to prevent any long-term trauma to your mental well-being. Additional information on coping with stress is found in Exhibit 4 (page 47).

## **SECTION VIII. CODE OF CONDUCT**

### *Comply With Volunteer Code of Conduct*

Throughout your deployment it is imperative that you conduct yourself in a manner that supports the mission. You are responsible for complying with your volunteer program's Code of Conduct. Specific concerns that address the behavior of volunteers include the following:

- You are expected to be assigned to a supervisor and are expected to follow the direction given by that supervisor.
- You are expected to let your supervisor know of your whereabouts at all times.
- Unless it is explicitly made part of your duty, you are expected to refrain from speaking with members of the media or giving details related to the mission to the public.
- You are expected to refrain from proselytizing and political activity during a deployment.
- You are expected to refrain from substance use or abuse during a deployment (including, alcohol, marijuana, or illicit drugs).
- You will not bring children, pets, or friends with you on a deployment.
- You will not be in possession of any weapon during a deployment.

### *Subject to Dismissal*

You may be subject to dismissal from a volunteer assignment for any reason as determined your incident supervisor, requesting jurisdiction's Incident Commander, first responders, Director of Emergency Services or Volunteer Coordinator. Dismissal from a volunteer assignment may result in dismissal from your home program, as determined by your Volunteer Program Coordinator, program code of conduct, and local procedures.

### *Examples*

Some examples of actions that could cause dismissal from an assignment are:

- Self-deployment to an incident or scene.
- Failure to follow the direction of the supervisor or local authorities.
- Unprofessional or aggressive behavior toward other volunteers, residents, first responders, or other authorities.
- Committing a crime.
- Taking unauthorized pictures/video
- Unauthorized communications (such as Facebook posts, emails, Tweets) about the disaster or mission assignment
- Unauthorized use of volunteer program or jurisdiction signage or logos.

### *Complete Deactivation*

If you have been removed from an assignment, you must complete the deactivation process, including check-out, and returning all equipment provided by the requesting jurisdiction. You or your volunteer program may be charged for non-returned items.

**Exhibit 1 - Sample Volunteer Deployment Assignment Details You Should Receive**

Incident location: \_\_\_\_\_

Incident type (earthquake, flood, etc): \_\_\_\_\_

Mission description (what you are being asked to do):

\_\_\_\_\_  
-  
\_\_\_\_\_

Anticipated hours of operation: \_\_\_\_\_

Anticipated assignment duration (how long you are expected to be away from home):

\_\_\_\_\_

Who will you report to at the disaster site:

\_\_\_\_\_

Fitness requirements (stand at a check point for 12 hours, etc): \_\_\_\_\_

Local weather and operating environment (rain, cold, smoky, etc):

\_\_\_\_\_

On-site logistics (such as sleeping and feeding arrangements): \_\_\_\_\_

Any necessary/special equipment/supplies required: \_\_\_\_\_

Local meet-up site and arrival time (for deployment): \_\_\_\_\_

Will I need to drive my personal vehicle or are there other travel arrangements (how you will be getting to the disaster): \_\_\_\_\_

Emergency contact information (local 24/7 contact for you and your family): \_\_\_\_\_

\_\_\_\_\_

Exhibit 2 - **Sample Disaster Volunteer Assignments**

Volunteer Assignment	Description
<b>First Aid</b>	Provide disaster first aid to victims with injuries classified as minor to moderate in designated locations.
<b>Registration of Other Volunteers</b>	Assist the receiving agency with the coordination of arriving/departing volunteers. Administrative and organizational skills are helpful.
<b>Runners</b>	Assist in communications between the ICS organization, the Emergency Operations Center, and Disaster Recovery Centers. Physically take messages from area to area. Good communication skills and fast feet are required.
<b>Scribe</b>	Skilled in taking notes and a quick thinker. Able to listen and write at the same time. Must be able to write legibly and spell properly.
<b>Damage Assessment</b>	Able to identify light, moderate, and severe damage. Knowledge of utility shut off procedures and knowledgeable in building and construction.
<b>Shelter Operations</b>	Able to assist in the coordination of resources at an evacuation site for victims of the emergency. American Red Cross shelter course recommended. People skills a plus. Experience in working with the elderly and children helpful. Bilingual skills are useful.
<b>Communications</b>	Amateur Radio Operator or skilled communicator is a plus.
<b>Security/Safety</b>	Experience in security or safety-related field useful. Command presence and no-nonsense attitude are desired.
<b>Donations Management</b>	Collect, categorize, and distribute donations collected or dropped-off from organizations and the general public. Organization and detail oriented person(s) a plus.
<b>Point of Delivery (POD) Support</b>	Support drop-off locations for disaster relief supplies. (Similar to donations management position).
<b>Call Taker</b>	Receive calls from the public or others and relay information. Good communication skills, translation, and note taking skills useful.
<b>Distribution</b>	Support the delivery of supplies and materials where needed. Organization, strong back. and full range of motion needed.

### Exhibit 3 - Suggested Self Sustainment Supplies List

List of items in kit (put near top)

- Rolling duffel bag or Backpack
- 3-N95 Medical mask (put at top)
- Mini First Aid Kit (update every 6 months) (put near top)
- Small flashlight like a Maglite and batteries for flashlight (put in separate baggie with the flashlight near top)
- Important telephone and contact numbers
- Travel map of California
- Cell phone, cell phone charger, and spare battery
- Rain gear
- At least three changes of clothing – program logo shirts (or other message-free shirts), sturdy long pants (such as jeans), underwear and socks appropriate to the weather and disaster environment
- Jacket appropriate to the weather and disaster environment
- Swimsuit and flip-flops if it is anticipated showers will be communal or outdoors
- Heavy duty footwear/boots
- Sturdy water bottle
- Pain reliever, Acetaminophen/Ibuprofen
- Special or prescription medications sufficient for length of deployment
- Pencil and small notebook
- Small comb or brush
- Antibacterial hand wipes or hand sanitizer
- Pocket facial tissues
- Lip balm
- Sunscreen, packed in zip-top bag
- Insect repellent, packed in zip-top bag
- Sunglasses
- Spare eye glasses and/or contact lens supplies
- Toilet paper roll
- Wash cloth for sponge bath
- Travel-sized toothpaste, toothbrush, liquid body soap, shampoo/conditioner, deodorant, lotion, packed in zip-top bag
- Razor (if needed)
- Personal sanitary items
- 3 large trash bags
- Sleeping bag and ground tarp and small pillow
- Copies of personal papers & documents (such as Medical Insurance information, durable power of attorney)
- Cash
- Favorite snack foods
- Book, playing cards, puzzles, etc., for relaxation during down time

#### Exhibit 4 - Family Care Plan Guide

There are things that you and your family should check on and know about before you deploy. We suggest that you review your family care plan with your spouse or other family members (and update as necessary) before you deploy. Your family affairs planning should include:

##### Medical & Health:

- Names and contact information for current medical providers.
- Medical Insurance policy numbers for all family members.
- Information for caregiver for children or other family members on who to contact in a medical or other emergency.
- If you are a single parent, have you provided your caregiver a power of attorney to authorize medical treatment of your child in your absence if you cannot be contacted?
- If you have pets, contact information for your regular and emergency veterinarian.

##### Finances:

- How your family will access cash if needed while you are gone.
- Information on any direct deposits to your financial accounts.
- If your family has one, the location of a safety deposits box and the key.
- What payments must be made, when, and to whom? (Consider all of the following, as appropriate: Mortgage/rent; utilities; auto payment; insurance; credit cards; child care; taxes; other routine payments).

##### Home:

- Does your family know where and how to use the following?
  - The electrical control box (fuse or breaker box).
  - The water control valve for shutting off the water.
  - The gas control valve for shutting off the gas.
  - Intruder alarm/detection systems.
  - The name and telephone numbers of someone to call in case repairs are needed (including utility companies).
  - Location of duplicate set of house keys.

##### Transportation/Automobile:

- Routine maintenance requirements for your automobile(s).
- Location of duplicate set of keys.
- Who can be called for emergency transportation?
- Information on towing or emergency road service.

Exhibit 4 - **Family Care Plan Guide (cont'd)**

**Key Paperwork:**

Key paperwork should be kept in a secure location and family members should know how to access this information if needed. Consider all of the following:

- Birth certificates, Adoption papers
- Social Security Cards or a list of Social Security Numbers for all family members
- Marriage Certificate, Divorce decrees
- Automobile/tag registrations, Vehicle titles
- Wills, Powers of Attorney
- Insurance policies (auto, home, health)
- Passports
- Bank Books or list of bank account numbers
- Copies of mortgage/lease
- Stocks, bonds, and other securities
- Credit card numbers and associated company phone numbers in case of loss

**Note**

There are many factors involved regarding preparation of legal documents such as wills, powers of attorney, etc. If you do not already have these prepared, or they need to be reviewed and updated, you should contact an attorney or other legal service and discuss your particular situation with a legal expert.

**Emergency Notifications**

The families of deployed staff should always know emergency telephone numbers of the ambulance, police, fire department, poison control center, and family practice clinic or doctor. They should also know your specific work organization, your supervisor's telephone number, your local program's Disaster Volunteer Coordinator's contact information, and an emergency contact number where you may be reached during your deployment.



## Exhibit 5 - Coping with Stress

### What happens to people after a disaster or other traumatic event?

Shock and denial are typical responses to disasters and other kinds of trauma, especially shortly after the event. Both shock and denial are normal protective reactions. Shock is a sudden and often intense disturbance of your emotional state that may leave you feeling stunned or dazed. Denial involves your not acknowledging that something very stressful has happened, or not experiencing the full intensity of the event. You may temporarily feel numb or disconnected from life.

As the initial shock subsides, reactions vary from one person to another. The following are normal responses to a traumatic event. Feelings become intense and sometimes are unpredictable. You may become more irritable than usual, and your mood may change back and forth dramatically. You might be especially anxious or nervous, or even become depressed.

Thoughts and behavior patterns are affected by the trauma. You might have repeated and vivid memories of the event. These flashbacks may occur for no apparent reason and may lead to physical reactions such as rapid heartbeat or sweating. You may find it difficult to concentrate or make decisions, or become more easily confused. Sleep and eating patterns may also be disrupted.

Recurring emotional reactions are common. Anniversaries of the event, (such as one month or one year), as well as reminders (such as aftershocks from earthquakes or the sounds of sirens), can trigger upsetting memories of the traumatic experience. These 'triggers' may be accompanied by fears that the stressful event will be repeated.

Interpersonal relationships often become strained. Greater conflict, such as more frequent arguments with family members and coworkers, is common. On the other hand, you might become withdrawn and isolated and avoid your usual activities. Physical symptoms may accompany the extreme stress. For example, headaches, nausea, and chest pain may result and may require medical attention. Pre-existing medical conditions may worsen due to the stress.

### How do people respond differently over time?

It is important for you to realize that there is not one "standard" pattern of reaction to the extreme stress of traumatic experiences. Some people respond immediately, while others have delayed reactions; sometimes months or even years later. Some have adverse effects for a long period of time, while others recover rather quickly.

Reactions can change over time. Some who have suffered from trauma are energized initially by the event to which helps them with the challenge of coping, only to later become discouraged or depressed. A number of factors tend to affect the length of time required for recovery, including the degree of intensity and loss. Events that last longer and pose a greater threat, and where loss of life or substantial loss of property has occurred is involved, often take longer to resolve.

Exhibit 5 - Coping with Stress (cont'd)

[How do people respond differently over time? \(cont'd\)](#)

Also, a person's general ability to cope with emotionally-challenging situations will affect the outcome. Individuals who have handled other difficult, stressful circumstances well may find it easier to cope with the trauma.

[What about other stressful events preceding the traumatic experience?](#)

Individuals faced with other emotionally-challenging situations, such as serious health problems, family-related difficulties, legal or financial stresses, or have another mental health conditions may have more intense reactions to the new event and need more time to recover. The more stress in a person's life, the fewer resources they have to cope with a critical incident.

[How should I help myself and my family?](#)

There are a number of steps you can take to help restore emotional well being and a sense of control following a disaster or other traumatic experience, including the following:

- Give yourself time to heal. Anticipate that this will be a difficult time in your life. Allow yourself to mourn the losses you have experienced. Try to be patient with changes in your emotional state.
- Ask for support from people who care about you and who will listen and empathize with your situation. But keep in mind that your typical support system may be weakened if those who are close to you also have experienced or witnessed the trauma.
- Communicate your experience in whatever ways feel comfortable to you, such as by talking with family or close friends, or keeping a journal.
- If your organization or a professional in your community offers post-deployment mental and physical health resources, take advantage of them if needed. Try to find groups led by appropriately-trained and experienced professionals. Group discussion can help people realize that other individuals in the same circumstances often have similar reactions and emotions.
- Engage in healthy behaviors to enhance your ability to cope with excessive stress. Eat well-balanced meals and get plenty of rest. If you experience ongoing difficulties with sleep, you may be able to find some relief through relaxation techniques. Avoid alcohol and drugs.
- Establish routines such as eating meals at regular times and following an exercise program. Take some time off from the demands of daily life by pursuing hobbies or other enjoyable activities.
- If possible, avoid major life decisions such as switching careers or jobs. These activities tend to be highly stressful.

Exhibit 5 - Coping with Stress (cont'd)

[When should I seek professional help?](#)

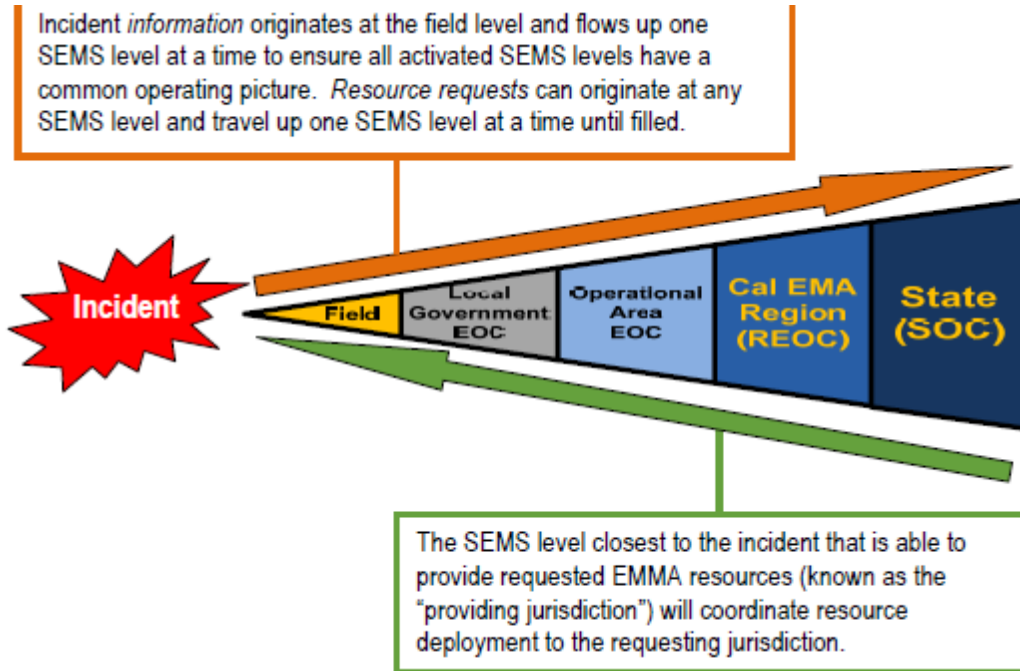
Individuals with prolonged reactions that disrupt their daily functioning for more than one month should consult with an experienced mental health professional trained in post-deployment mental and physical health concerns and resources. These professionals work with individuals affected by trauma to help them find constructive ways of dealing with traumatic impact.

*\*\*Adapted from the American Psychological Association: Practice Guidelines for Traumatic Stress.*

## Attachment B – SEMS Resource Request Process

### SEMS

As outlined in the [Emergency Management Mutual Aid Plan Annex B](#), the SEMS information management and resource request process is demonstrated in the figure below.



### Resource Requests

Resource requests for disaster volunteers should be submitted through the Cal OES Information Management System whenever possible.

The following Disaster Volunteer Resource Request Worksheet has been developed to assist requesting jurisdictions in gathering all of the information necessary to successfully match volunteer resources to a specific disaster mission. In addition to the blank worksheet, a sample, reflecting a request for volunteers to support a shelter mission, is provided.

**Attachment C -- 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  
\_\_\_\_\_

**Attachment C -- Sample Volunteer Mission Request Worksheet (cont'd)**

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: \_\_\_\_\_

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.): \_\_\_\_\_

\_\_\_\_\_

**Attachment C -- Sample Volunteer Mission Request Worksheet (cont'd)**

**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.): \_\_\_\_\_

**Sample Volunteer Mission Request Worksheet**

**REQUESTING AGENCY:** [Coastal City Department of Parks and Recreation](#)

Local Mission Number: C-PR-4-4/30/2012

Description of disaster: [Prolonged flooding causing evacuation of several neighborhoods adjacent to Coastal River](#)

---

Type of Mission: [Shelter support](#)

Statement of work for mission to be performed: [Personnel are needed for the following tasks at the shelter located at Coastal City Community Center: Shelter manager, shelter workers, intake, day care manager and workers. At this time approximately 50 adults and children are housed in the shelter overnight with an additional 50 children of disaster workers at daycare during the day. Some local personnel are available to staff some of the day care positions and a local shelter manager is available.](#)

Environmental conditions impacting working environment: [Workers will be housed and fed at the shelter location \(in a room separate from the community shelter\)](#)

Any Disaster Declaration/Proclamation:

Local	<u>Y</u>	N
State	<u>Y</u>	N
Federal	N	<u>Requested</u>

What resource need is being requested? (Include any required knowledge, skill, abilities, or training): [At a minimum, shelter workers should have completed ARC shelter coordinator training. Shelter manager must have previous shelter management experience. Intake worker must speak Spanish.](#)

Any additional desired knowledge, skill, abilities, or training: [Experienced day care workers preferred](#)

Number of Volunteers needed: [1 shelter manager, 10 shelter workers, 1 shelter intake, 8 day care workers](#)

Supervisory Personnel needed from Responding Agency:

Supervisor (paid)	Y	N	If Yes number: _____
Supervisor (volunteer)	Y	N	If Yes number: _____
None Required	Y	N	

**Sample Volunteer Mission Request Worksheet (cont'd)**

---

Date and time resource is needed: [Monday May 1, 2012 1500 hours](#)

Anticipated work hours: [Day care workers 0600 to 1800; shelter workers 1200 to 2400](#)

Anticipated duration of assignment: [7 days](#)

Any specialized equipment required: [none; identifying vests will be provided](#)



**Sample Volunteer Mission Request Worksheet (cont'd)**

Any special clothing or identification requirements: [Long pants required \(jeans ok\). Bring Driver's license and program ID](#)

Are volunteers required to have successfully completed DOJ background checks? Y N

Requesting Agency will provide the following for responding resources:

Travel	Y	<u>N</u>
Lodging	<u>Y</u>	N
Meals	<u>Y</u>	N
Water	<u>Y</u>	N
Safety Equipment	Y	<u>N</u>
Other	Y	N

Location of the lodging and where meals will be provided: [At Coastal City Community Center](#)

Requesting Agency will reimburse Sending Agency for the following for responding resources:

Paid Supervisor	Y	<b>N</b>
Travel	<u>Y</u>	N
Lodging	Y	<u>N</u>
Meals	Y	<u>N</u>
Water	Y	<u>N</u>
Safety Equipment	Y	<u>N</u>
Other	Y	N

Resource Assignment Location:

Site Name: [Coastal City Community Center](#)

Street Address: [800 Main Street \(corner of 8th Avenue\)](#)

City: [Coastal City](#)

Additional location information [GPS, Thomas Bros., Lat/Long, etc]: \_\_\_\_\_

**Sample Volunteer Mission Request Worksheet (cont'd)**

---

Site POC:

Name: [Sue Smith](#)

Title: [Recreation Supervisor/Shelter Manager](#)

24 Hour Contact Information (mobile, bb/pager, email, etc.): [530-555-9876 \(cell\)](#);  
[ssmith@coastalcity.ca.gov](mailto:ssmith@coastalcity.ca.gov)

Requesting Agency Representative:

Name: [Joe Jones](#)

Title: [Coastal City Volunteer Program Coordinator](#)

24 Hour Contact Information (mobile, bb/pager, email, etc.): [530-555-6543 \(cell\)](#);  
[JJones@coastalcity.ca.gov](mailto:JJones@coastalcity.ca.gov)

**Sample Volunteer Mission Request Worksheet (cont'd)**

**RESPONDING AGENCY:** [Mountain County OES](#)

Responding Agency agrees to provide 20\_\_ Disaster Volunteers and 1 Overhead Personnel

Responding Agency agrees to support the Mission and Statement of Work Activity Y N

Responding Agency will provide the following:

Travel	Y	<u>N</u>
Lodging	Y	N
Meals	Y	N
Water	Y	N
Safety Equipment	Y	N
Other	Y	N

Location of the lodging and where meals will be provided: [Provided by Requesting Agency](#)

How will transportation the Site be conducted: county vehicles, contract carrier, personal vehicles, and/or rental vehicles? [Mountain County School District bus](#)

Responding Agency Can Provide the Resources Need by the Date and Time Needed Y N

If No, when can Responding Agency provide the resources by Date:\_\_\_\_\_ Time:\_\_\_\_\_

Resource POC

Name: [Ann Adams](#)

Title: [Mountain County CERT Coordinator](#)

24 Hour Contact Information (mobile, bb/pager, email, etc.): [707-555-2468 \(cell\)](#)

Responding Agency Representative

Name: [Nancy North](#)

Title: [Mountain County OES/Acting Volunteer Program Coordinator](#)

24 Hour Contact Information (mobile, bb/pager, email, etc.): [707-555-3579 \(cell\)](#),

[nancy.north@mountaincounty.org](mailto:nancy.north@mountaincounty.org)

## **Attachment D -- Disaster Service Worker Volunteer Program (DSWVP) Guidance**

### *Excerpts*

The following information has been excerpted from “Disaster Service Worker Volunteer Program (DSWVP) Guidance,” prepared by the California Office of Emergency Services. The complete document is available on their website and should be reviewed by Volunteer Program Coordinators and individuals involved in supervising disaster volunteers.

### *Register with Accredited Disaster Council*

In order to be provided the benefits of the DSWVP, a volunteer must be officially registered with the accredited Disaster Council and not receive any pay for the service being provided (although personal expenses incurred while performing disaster service may be reimbursed). The volunteer must also be involved in “disaster service,” which includes activities under the authority of an emergency organization during a declared disaster or emergency or during officially recognized training. It does not include day-to-day emergency response activities.

As noted in the guidance, DSW volunteers are registered in order to:

- Assist the emergency organization in advance disaster planning.
- Assist in the dispatch and management of resources.
- Facilitate administration of the loyalty oath, as required by law.
- Protect the interests of volunteers who provide direct services to government agencies.
- Provide documentation required for workers’ compensation coverage under the DSW Program.

### *Loyalty Oath*

It is important to understand that no workers’ compensation benefit or reimbursement of expenses incurred may be paid to any DSW volunteer unless the loyalty oath has been taken or subscribed to. The oath is to be administered only by an officer authorized to administer oaths.

### *Registration Form*

The aforementioned DSWVP guidance includes a sample registration form. Volunteers, as well as the emergency authority administering the oath, should sign and date the registration form. When signing the registration form, a person having the delegated authority to do so must administer the loyalty oath, and the form signed and dated by that authorized official. If the volunteer is under 18 years of age, the signature of a parent or legal guardian is required.

It is illegal to retroactively register a volunteer as a DSW volunteer.

## **Attachment D -- Disaster Service Worker Volunteer Program (DSWVP) Guidance (cont'd)**

### *DSW Volunteer Classification*

One element required on the registration form is the “DSW volunteer classification.” The following is a list of the DSW Volunteer classifications as outlined in the Draft DSWVP Regulations, dated April 2012:

- Animal Rescue, Care & Shelter
- Communications
- Community Emergency Response Team Member
- Emergency Operations Center/Incident Command
- Human Services
- Fire
- Laborer
- Law Enforcement
- Logistics
- Medical & Environmental Health
- Safety Assessment Program Evaluator
- Search & Rescue
- Utilities

### *Documented Proof*

Documented proof of the oath or affirmation on the registration form of any Disaster Service Worker volunteer is an integral part of an injury claim for workers’ compensation.

### *Retain Records*

Records should be retained in an official file, and a copy of the original registration with oath must be submitted with any DSWVP claim. File retention should follow the same rules as other public agency personnel records. The Registration form with oath or affirmation shall be filed within 30 days of the date it was taken or subscribed.

### *Training*

Since volunteers are important assets in a major response, DSW volunteers should be trained and prepared for disaster service assignments. Registered DSW volunteers are provided workers’ compensation insurance coverage while participating in training activities that are pre-approved and documented by the supervising authority.

All DSW volunteers should be given basic safety instruction commensurate with the environment in which they may be providing services. Each registered DSW volunteer should have training prior to being dispatched to a disaster event. Training must be documented.

## Attachment D -- Disaster Service Worker Volunteer Program (DSWVP) Guidance (cont'd)

### *Official Activation*

All registered DSW volunteers should wait for official activation from their supervising authority before carrying out volunteer work. Official activation ensures the DSW volunteer the benefits and protections of the Disaster Service Worker Volunteer Program. Activation of DSW volunteers should be documented by the authorizing agency or organization, such as through official activation sign-in rosters or similar documentation developed through the jurisdiction's check-in process.

### *Claim for Injuries*

As noted in the Guidance, registered DSW volunteers may file a claim for injuries sustained while engaged in the following activities:

- Performing disaster service, including travel to and from the incident site, when called to duty during an emergency or disaster, or while participating in a search and rescue operation.
- Participating in an authorized and documented, planned disaster training activity or disaster exercise. Coverage for these activities does not include travel to and from the training site.

### *Supervising Agency Responsibility*

The supervising agency is responsible for briefing registered DSW volunteers on injury reporting procedures. This should be done as part of the initial safety training. If an injury occurs, State Compensation Insurance Fund (SCIF) forms 3301 and 3267, a brief and clear written narrative of the incident, and a copy of the signed DSWV Registration form including the loyalty oath must be submitted to properly initiate a claim. Copies of these forms should be submitted to both SCIF and the California Office of Emergency Services (Cal OES).

### *Time Requirements*

Very specific time requirements are associated with the provision of the forms to the injured volunteer and for reporting to SCIF and Cal OES; these are described below:

- SCIF Form 3301, *Employee's Claim for Workers' Compensation Benefits*. This form must be provided to the DSW volunteer *within 24 hours* of the supervising agency receiving knowledge that an injury occurred or is alleged. The injured DSW volunteer should fill out and sign the form, returning it to the supervisor within 3 days (72 hours) of requesting the form.
- SCIF Form 3267, *Employer's Report of Occupational Injury*. This completed form must be sent to SCIF *within 5 days* of the supervising agency receiving knowledge that an injury occurred or is alleged.

**Attachment D -- Disaster Service Worker Volunteer Program (DSWVP) Guidance (cont'd)**

*When an Injury Occurs*

When an injury occurs, the DSW volunteer must be referred to a medical provider for evaluation and treatment. If the injury requires emergency care, the supervising agency can select the most appropriate medical provider. If a non-emergency injury occurs, the DSW volunteer can be referred to his or her personal medical provider.

*SCIF Decision*

SCIF has the obligation to make a final decision to accept or deny the claim within 90 days of the supervising agency's knowledge of an alleged claim. The claimant and supervising agency would be notified upon determination. This process of determination may involve arranging for medical evaluations and conducting investigative interviews to properly assess the claim.

Attachment E  
**Resources and References**

Emergency Management Mutual Aid System, California Office of Emergency Services, found at:  
<http://www.calema.ca.gov/PlanningandPreparedness/Pages/Documents-and-Publications.aspx>

Disaster Service Worker Volunteer Program Guidance, California Office of Emergency Services, found at:  
<http://www.calema.ca.gov/PlanningandPreparedness/Pages/Documents-and-Publications.aspx>

Links to SCIF forms and other Disaster Service Worker Program information can be found on the Cal OES website at:

<http://www.calema.ca.gov/PlanningandPreparedness/Pages/Disaster-Service-Worker-Volunteer-Program.aspx>

Disaster Healthcare Volunteers Deployment Operations Manual, California Emergency Medical Services Authority  
[http://www.emsa.ca.gov/disaster/Health\\_Care\\_Volunteers/documents/pdf/DHV\\_DOMRevisionFebruary21-2012.pdf](http://www.emsa.ca.gov/disaster/Health_Care_Volunteers/documents/pdf/DHV_DOMRevisionFebruary21-2012.pdf)

Public Assistance Policy on Donated Resources, Federal Emergency Management Agency  
[http://www.fema.gov/government/grant/pa/9525\\_2.shtm](http://www.fema.gov/government/grant/pa/9525_2.shtm)