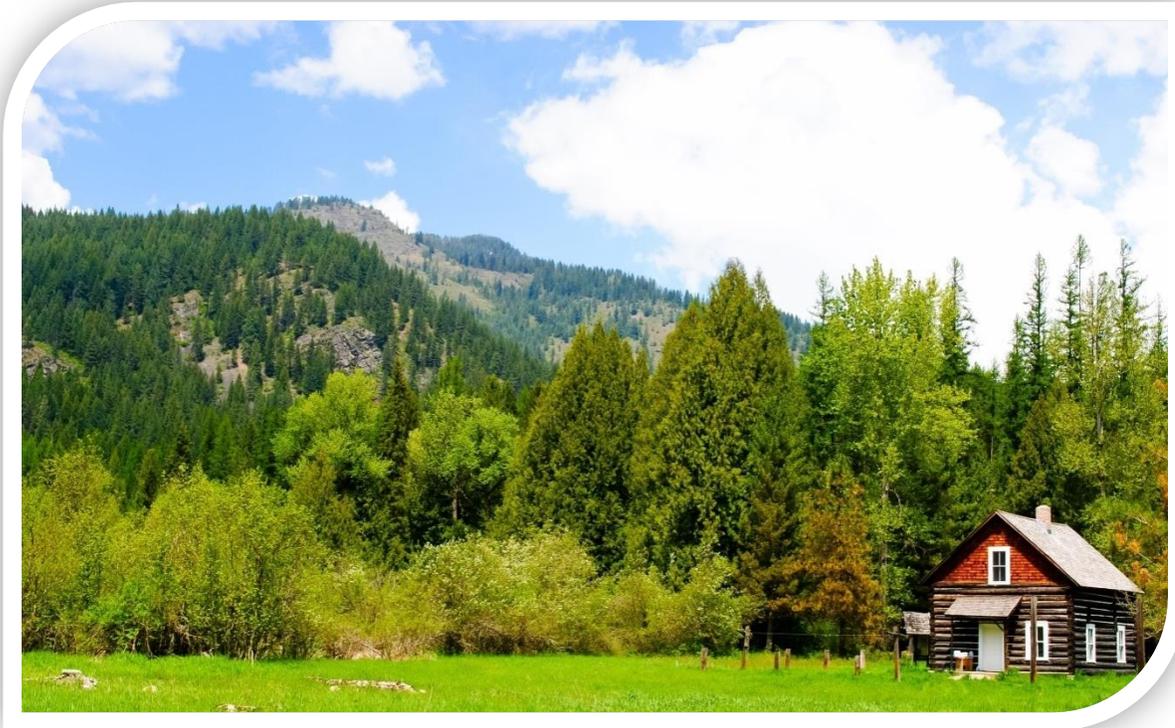


Engaging Volunteers in Montana Communities



A Disaster Readiness Toolkit

Brought to you by

Serve Montana
The Governor's Office
of Community Service

Prepared by
United Way of
Yellowstone County

Introduction

Voluntary citizen involvement is a valuable asset for communities in their efforts to prepare for, respond to and recover from disasters. Serve Montana, the Governor's Office of Community Service, in partnership with United Way of Yellowstone County and Serendipity Solutions, is pleased to offer this Toolkit to provide encouragement and support for Montana communities to effectively engage this often underutilized and even overlooked resource.

Special emphasis in the Toolkit is placed on managing spontaneous volunteers. These volunteers are not trained or affiliated with a disaster response organization but will almost certainly show up to help with or without an invitation. Several unknown factors are associated with spontaneous volunteers such as, how many will arrive, whether or not they have good intentions, what skills they bring, how will they be housed and fed. Unless properly managed, this influx of volunteers can create a disaster within a disaster.

This Toolkit may be used by any size community but it was designed with a focus on being helpful for smaller, more rural communities that do not have as many organizational and institutional resources as the largest cities in Montana. Volunteer efforts that are organized and documented can not only restore normalcy to a community in the aftermath of an emergency but can also offset the unanticipated and unbudgeted disaster costs to communities.



To volunteer is to choose to act in recognition of a need, with an attitude of social responsibility and without concern for monetary profit, going beyond one's basic obligation.

Special Thanks

The *Engaging Volunteers in Montana Communities: A Disaster Readiness Toolkit* was developed by a group of dedicated Montanans with years of experience in disaster preparedness, mitigation, response and volunteer coordination.



Serve Montana: The Governor's Office of Community Service

The **Governor's Office of Community Service** and the Governor-appointed Montana Commission on Community Service were created in 1993 to promote and expand national service and volunteer opportunities in Montana.



United Way of Yellowstone County

The **United Way of Yellowstone County** mobilizes the caring power of the community to improve lives.



Serendipity Solutions

Serendipity Solutions offers guaranteed grant writing services and training to nonprofit organizations throughout the United States and Caribbean.

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Points of view or opinions expressed in this document are those of the authors and do not necessarily represent the official position or policies of FEMA's Grant Programs Directorate or the U.S. Department of Homeland Security.

Design Team

Betsy Miller, Grants Coordinator – Governor's Office of Community Service
Pamela Sanderson, Volunteer Center Director – United Way of Yellowstone County
Adraine Kreglo, President – Serendipity Solutions Consulting

Disaster and Emergency Service (DES)

DES Coordinators

Carol Arkell –Stillwater County
Mary Jo Gehmert –Dawson County
Debra Gilbert –Richland County
Cheri Kilby –Fergus County
Chuck Lee –Fallon County
Duane Winslow –Yellowstone County

DES Field Officers

Jeff Gates – District IV
Charlie Hanson – District V

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Kat Liegl - Serendipity Solutions (Florida)
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Photography by:

Bob Hosea: thebobfactor.com
Chuck Lee, DES - Fallon County, MN
Tina Scott: rtkphotography.net

Some forms in this toolkit are ready to be photocopied.
Others can be customized for your individual organization and community.

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- Volunteers are a valuable resource when they are **trained** and **supervised**
- There is **economic value** in working with volunteers in disasters
- Communities benefit from developing a core group of local residents who can learn how to **manage** spontaneous volunteers
- SUVs = Spontaneous Unaffiliated Volunteers
- Volunteers need to be **flexible**, self-sufficient, and **aware** of risks
- Information is vital to successful management of unaffiliated volunteers

Types of Disaster Volunteers

Traditional Volunteers

- They are already affiliated with a voluntary agency.
- They are trained and liability insurance is covered by another agency.
- They are self-sufficient in disaster response.
- Many traditional volunteers are local; others travel to your community.

Local Volunteers

- Residents who will share special skills if asked.
- They may require training (ex: CPR, First Aid) before volunteering.
- They are typically self-sufficient.
- They can be recruited and engaged throughout the year.

Spontaneous Volunteers

- They appear in the aftermath of a disaster with good intentions.
- They may travel long distances to volunteer in your community.
- They may not be self-sufficient (no housing, no provisions).
- Without coordination, they can create a disaster within a disaster.



Volunteers can provide aid to victims of disaster (food, water, clothing, shelter, transportation); restore calm (debris removal, donation coordination); and prepare the community for future disasters (CPR/First Aid training, assembling disaster kits).

Ideally, all volunteers would be trained and affiliated with a disaster relief organization, church, or social service organization before a disaster strikes. In reality, people feel compelled to help their families, their neighbors, and their communities immediately after an event and descend upon the disaster area – **ready or not**.

The Six Groups

Researchers have identified six different groups of people that tend to flock into a community affected by a disaster. These folks come for different reasons....

The Helpers– the spontaneous, unaffiliated volunteers who show up in varying stages of self-sufficiency, determined to assist and to do it now

The Residents– often returning to the disaster zone to realize they cannot go home so choose to help others until they are cleared to return

The Anxious– family and friends who want to find disaster victims and want access to the disaster zone

The Curious– the people who cannot resist the urge to drive through a community impacted by disaster to see the devastation

The Fans– those who drive through a community to show their support for the first responders and volunteers by shouting, clapping, and waving flags

The Exploiters– individuals and businesses who see money making opportunities in a disaster area

Identifying Stake Holders in Communities

It is a great idea to identify potential volunteers, partners and stakeholders before a disaster strikes in your community. Below is a form that you can use to distribute to groups and individuals to identify assets. Here are some groups that you might consider:

Local Businesses	AmeriCorps	Churches	Disaster Emergency Services
County Government	Hospital	Schools	Health Department
Social Service Agencies	Civic Groups	Others?	

Sample Community Survey

Name of Organization: _____

Contact: _____

Address: _____

City/County: _____ State/Zip: _____

Email Address: _____

Office Phone: _____ Cell Phone: _____

Primary Role in Disaster: _____

What could your organization provide to strengthen the Plan?

Please check all that apply.

<input type="checkbox"/>	Provide facility for a Volunteer Reception Center	<input type="checkbox"/>	Provide Information to Congregation
<input type="checkbox"/>	Host Training in Disaster Preparedness	<input type="checkbox"/>	Provide Food for Volunteers
<input type="checkbox"/>	Recruit/Provide Team of Volunteers	<input type="checkbox"/>	House Volunteers
<input type="checkbox"/>	Sponsor a Special Offering to Support Recovery	<input type="checkbox"/>	Request Food Donations for Victims
<input type="checkbox"/>	Train a CERT Team	<input type="checkbox"/>	Request Other types of donations
<input type="checkbox"/>	Operate a HAM radio	<input type="checkbox"/>	Serve as local leader offering Public Information
<input type="checkbox"/>	Provide interpreters (Spanish, sign language)	<input type="checkbox"/>	Offer pilot/aircraft
<input type="checkbox"/>	Provide laptop/computer skills	<input type="checkbox"/>	Serve as a Pet Shelter
<input type="checkbox"/>	Provide hotel rooms	<input type="checkbox"/>	Offer medical training
<input type="checkbox"/>	Provide Hygiene Kits	<input type="checkbox"/>	Other: _____

Do you have a signed Memorandum of Understanding (MOU) with _____
regarding your organization's role in disaster? _____ **Yes** _____ **No**

Planning and Preparation: Sample MOU

When you have identified Key Stakeholders, a Memorandum of Understanding (MOU) is recommended between partnering organizations to clearly understand roles and commitments when disaster strikes a community.

SAMPLE MEMORANDUM OF AGREEMENT

I. PURPOSE

This Memorandum of Understanding (MOU) provides a framework within which and _____ will cooperate with each other to carry out their respective responsibilities following a local disaster. _____ will cooperate with _____ as described in this document. _____ and _____ may agree to work to enhance cooperation in other areas without amending this MOU.

II. PARTIES

The parties to this MOU are _____ and _____ Both parties are responsible for the goals and activities contained in this agreement, and shall equally contribute to its success.

Organization # 1 Mission :

Organization # 2 Mission:

III. RESPONSIBILITIES

- A. _____ will, as resources and information are available and as is appropriate, partner and communicate with:
- a. Add the specifics of the collaboration in this section and list the corresponding bullets under the partner organization section.
- B. _____ will, as resources and information are available, and as is appropriate, partner and communicate with _____ as follows:

IV. POINTS OF CONTACT

- A. ADD ORGANIZATION REPRESENTATIVE NAME HERE WITH PHONE/EMAIL
- B. ADD ORGANIZATION REPRESENTATIVE NAME HERE WITH PHONE/EMAIL

V. OTHER PROVISIONS

- A. Nothing in this MOU is intended to conflict with current law or regulation or the directives of _____. If a term of this MOU is inconsistent with such authority, then that term shall be invalid, but the remaining terms and conditions of this MOU shall remain in full force and effect.
- B. Nothing in the MOU is intended to restrict the authority of either party to act as provided by law, statute, or regulation.
- C. Nothing in this MOU shall be interpreted as affording _____ or **ADD ORGANIZATION NAME HERE** any role in the content or programming decisions of the other entity.
- D. This MOU is between _____ and **ADD ORGANIZATION NAME HERE** and does not confer or create any right, benefit, or trust responsibility, substantive or procedural,

enforceable at law or equity, or by any third person or party (public or private) against _____, its agencies, its officers, or any person; or against or **ADD ORGANIZATION NAME HERE**, its Governing Board, or any of its staff.

E. This MOU is not a fiscal or funds obligation document.

VI. EFFECTIVE DATE

The terms of this MOU will become effective on the date of the last signature by the respective parties hereto.

VII. MODIFICATION

This MOU may be modified upon the mutual written consent of the parties.

VIII. TERMINATION

This MOU will remain in effect until_____. The term may be extended by mutual written agreement of the parties. Either party may terminate this MOU upon sixty (60) days written notice to the other party.

APPROVED BY:

Date: _____

Date: _____

Funding for Managing Volunteers in Times of Disaster



When Traditional, Local, and Spontaneous Volunteers offer their assistance in disaster preparedness, mitigation, or response it costs money. Who pays for water, tools, and gloves?

Funding for disaster preparation, mitigation and response projects can come from a variety of sources. Grants may come from the government, community foundations, civic groups, human service organizations, and corporate foundations.

Did you know that Office Depot Foundation (stores in Billings, Bozeman, and Helena) **offer grants up to \$3,000 to assist with disaster projects?**

For Example: Office Depot Grant Information

Application Process

The Office Depot Foundation utilizes an on-line grant application process. Materials will only be accepted on-line through the Foundation website. Materials mailed, faxed or sent by overnight delivery will not be accepted unless specifically requested in advance by the Office Depot Foundation.

Grants awarded by the Office Depot Foundation will be a minimum of \$50 and a maximum of \$3,000 (very limited). The majority of grants issued are in the vicinity of \$1,000 and are supported by in-kind donations when inventory allows.

The Office Depot Foundation will consider proposals from organizations related to disaster relief and recovery throughout the year.

Website: <http://officedepotfoundation.org/>

Grant Application

If your organization completes the eligibility survey successfully, you will be asked to complete an online grant application. Specific information that will be requested includes:

General:

- Name of organization
- Tax ID Number
- Contact information
- Date that tax-exempt status was granted
- Chief executive's name and contact information
- Mission Statement

Proposal Information:

- Project title
- Project description
- Project budget
- Amount requested
- Program area, geographical area and population served
- Will the program be sustainable without funding from the Office Depot Foundation?
- List your organization's top five contributors.

Nonprofit organizations will also be asked to upload the following documents:

- Audited financial statement
- Board of Directors list

- IRS Exemption Letter
- Itemized project budget
- Non-SKU-specific product wish list
- Business continuity/disaster preparedness plan (if available)
- FREE [Emergency Response Plan Template](#)

Schools will be asked to upload the following documents:

- W-9 with proof of operation as a school
- Itemized project budget
- Non-SKU-specific product wish list

The online process ensures that the request meets the requirements of the Foundation's donation strategy and that the Foundation's donations are in compliance with federal laws prohibiting the funding of terrorist organizations.

Upon receipt of all of the information, the Office Depot Foundation will review the online application to determine whether the applicant and project are within the Foundation's Program Guidelines. Those that are not within the guidelines will be declined. Applications that are within the guidelines are then reviewed to determine the following:

- The priority of the proposed activity within the Foundation's goals,
- The extent to which the proposal includes collaborative efforts,
- The impact of the potential results of the activities, and
- The availability of the Foundation's funds.

When an online application reflects the Foundation's program priorities and is considered for funding, the Foundation may request additional information. This information should be submitted to the Foundation only upon request.

**YOU CAN ONLY SUBMIT ONE APPLICATION PER CALENDAR YEAR (EX: JAN 01-DEC 31).
DUPLICATE/MULTIPLE APPLICATIONS WILL NOT BE CONSIDERED.**



Managing Risk When Utilizing Volunteers



- **Create a volunteer position description (see page 18).** List skills and abilities necessary to complete task and make certain the volunteer understands the position description before signing form.
- **Register the volunteer (see page 19) using an application.** Basic information can be gathered, even in disasters, to identify volunteers and track their contact information, skill set, etc. **Interview the volunteer (see page 21)** to determine special skills and talents.
- **Document/track the volunteer (see page 54) by requiring sign in/sign out forms.** Volunteers may not live in your community and you, as the coordinator, may be the only person who knows where they are volunteering at any particular time.
- **Provide a safety briefing (see pages 58 and 59)** and ensure that the volunteer signs a form indicating that was read and understood.
- **Check with your county government** to ensure correct verbiage on all forms.

Sample Volunteer Position Description

Volunteer Position Description

Position Title _____
Reports to _____

Overview of Position

Specific Tasks:

- 1.
- 2.
- 3.
- 4.
- 5.

Time Required: _____

Qualifications: _____

Physical and Age Requirements: _____

Skills and Education: _____

Experience: _____

Training: _____

I have read and I understand the Position Description for this volunteer opportunity.

Volunteer's Signature

Date

Sample Volunteer Registration Form – From United Way of Yellowstone County

Volunteer Application (with references)



I. General Information

Date: _____

Applicant's Name: _____
Last First M.I.

Address: _____ City: _____ ST: _____ Zip: _____

Day Phone: _____ Age if under 18: _____ (Parent signature required if under 18)

Evening Phone: _____ E-mail: _____

II. Volunteering

If you are applying for a specific position, please specify: _____

Please state why you wish to be a volunteer with this organization. _____

How did you learn about the volunteer program(s) of the United Way of Yellowstone County?

- Newspaper/Radio/TV
- YouCanVolunteer.org
- Friend/Colleague/Family
- Staff at the United Way or Volunteer Center
- Group Presentation
- Other _____

Do you prefer short-term long-term special projects flexible

III. Employment History

Current Employer: _____ Phone #: _____

Title or Job Description: _____

Start Date: ___/___/___ (mo/yr) End Date: ___/___/___ (mo/yr)

Describe types of previous employment: _____

IV. Education, Skills and Interests

	Name of School	# of years	Degrees	Applicable Coursework
High School:	_____			
College:	_____			
Other:	_____			

Are you currently attending school? Yes No (circle one) What grade/level? _____

Please list any hobbies, interests, or special skills you feel will be beneficial to this position. _____

Please list and describe any community-based organizations you currently belong to or have belonged to in the past relevant to this position. _____

V. References Request (Please fill out if not crossed out)

A release of information is included. Please provide the names and addresses of two non-family member references preferably those familiar with your work.

1. Name: _____ Relation: _____
Address: _____ Phone: _____
City: _____ State: _____ Zip code: _____
Email: _____

2. Name: _____ Relation: _____
Address: _____ Phone: _____
City: _____ State: _____ Zip code: _____
Email: _____

VI. Disclaimer

I, _____, certify that all answers on the application and any attachments are true and complete to the best of my knowledge. I also certify that I have not withheld any pertinent information. I hereby give my permission for United Way of Yellowstone County to verify any information included in this application and authorize the United Way of Yellowstone County to obtain information from the individuals above for the purpose of a personal reference if required for this position. I further agree to release and hold harmless the United Way of Yellowstone County, institutions and any references listed above and any law enforcement agency from all liability and any damage that may result from furnishing this information to you.

I understand that I may be asked to give a background check and other personal information needed depending on the volunteer position and will abide by the program's policies and procedures.

Signature: _____ Date: _____

PARENT or GUARDIAN SIGNATURE if applicant is a minor:

I understand that my signature indicates my approval of my child's participation as a volunteer with your organization.

Please print name: _____

Signature: _____ Date: _____

STAFF USE ONLY:

- | | | |
|--------------------------------------|---|---|
| <input type="checkbox"/> Application | <input type="checkbox"/> Placement | <input type="checkbox"/> Background Check |
| <input type="checkbox"/> References | <input type="checkbox"/> Orientation | <input type="checkbox"/> Position Specific Training |
| <input type="checkbox"/> Interview | <input type="checkbox"/> Copy of Photo ID | |

Additional Comments: _____

Interview Potential Volunteers

Voluntary and Community Action

Volunteer Interest Interview

Title
First Name:
Family Name: **Male/Female** (please circle)

Address:

 Zip code:
 Daytime Telephone: Evening Telephone:
 Mobile
 Email:

How did you hear about this Volunteer Service?

Areas of interest	Type of Activity
Please tick any of the following that interest you	Please tick any following that you would like to do

Animals	<input type="checkbox"/>
Art and Culture	<input type="checkbox"/>
Children	<input type="checkbox"/>
Disability	<input type="checkbox"/>
Disaster Relief	<input type="checkbox"/>
Domestic Violence	<input type="checkbox"/>
Drugs and Addictions	<input type="checkbox"/>
Education and Literacy	<input type="checkbox"/>
Elderly	<input type="checkbox"/>
Employment	<input type="checkbox"/>
Environment	<input type="checkbox"/>
Families	<input type="checkbox"/>
Gay, Lesbian Bi and Transsexual	<input type="checkbox"/>
Health, Hospitals and Hospices	<input type="checkbox"/>
Heritage	<input type="checkbox"/>
Homeless and Housing	<input type="checkbox"/>
Human and Civil Rights	<input type="checkbox"/>
International Aid	<input type="checkbox"/>
Legal Aid and Justice	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>
Mentoring	<input type="checkbox"/>
Millennium Volunteers (16-25yr)	<input type="checkbox"/>
Museums	<input type="checkbox"/>
Music	<input type="checkbox"/>
Politics	<input type="checkbox"/>
Prisoners and Ex-offenders	<input type="checkbox"/>
Race and Ethnicity and Refugees	<input type="checkbox"/>
Religion	<input type="checkbox"/>
Sport and Outdoor Activities	<input type="checkbox"/>
Women's Group	<input type="checkbox"/>
Youth	<input type="checkbox"/>

Administrator	<input type="checkbox"/>
Advice Work	<input type="checkbox"/>
Architecture and Building Work	<input type="checkbox"/>
Art	<input type="checkbox"/>
Befriending	<input type="checkbox"/>
Business and Management	<input type="checkbox"/>
Campaigning and Lobbying	<input type="checkbox"/>
Caring	<input type="checkbox"/>
Catering	<input type="checkbox"/>
Community Work	<input type="checkbox"/>
Computers and Technology	<input type="checkbox"/>
Website Design	<input type="checkbox"/>
Counselling	<input type="checkbox"/>
Driving	<input type="checkbox"/>
Entertainment	<input type="checkbox"/>
Finance Work	<input type="checkbox"/>
Fundraising	<input type="checkbox"/>
Hostel Work	<input type="checkbox"/>
Languages	<input type="checkbox"/>
Legal Work	<input type="checkbox"/>
Marketing, PR and Media	<input type="checkbox"/>
Music	<input type="checkbox"/>
Practical Work and DIY	<input type="checkbox"/>
Retail and Charity Shops	<input type="checkbox"/>
Teaching and Training	<input type="checkbox"/>
Trusteeship	<input type="checkbox"/>
Under 16 Volunteering	<input type="checkbox"/>
	<input type="checkbox"/>
One Off Volunteering	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

Aç Please tick the boxes below to show the days and times when you are available.

	Mon	Tues	Wed	Thur	Fri	Sat	Sun
AM	<input type="checkbox"/>						
PM	<input type="checkbox"/>						
EVE	<input type="checkbox"/>						

One off events: Would you be interested in attending on-off volunteering events? Yes No

In which area do you want to volunteer?

Give brief details of any skills you would like to use:

Data Protection:
 At no time will we provide any of your details to a third party, e.g. volunteering organization without your permission. You have the right to see any information about you that we hold in a retrieval system such as a computer database or paper index system. You have the right to challenge us about any information relating to you that we hold in a retrieval system and to have this information changed. You have the right for your details to be removed from a retrieval system. We may compile statistical data from time to time but this will never include references to a particular individual. In order to keep you up to date with information and events we may include you in our mailing list or email list. We never sell or give mailing lists to a commercial third party.

If you have decided which organization(s) you would like to make contact with please indicate below and we will pass your contact details to them. If you need further help and guidance and would like an interview with volunteer services please tick this box

Organization	Opportunity	Date contacted

Print Name _____ Signed _____
 Date _____

Training Opportunities for Volunteers



The **Federal Emergency Management Agency (FEMA)** offers a variety of online courses to prepare volunteers for disaster preparedness, mitigation, and response.

<https://www.fema.gov/training-1>

The **American Red Cross (ARC)** offers online training courses for volunteers.

CPR/AED First Aid Bloodborne Pathogens
<http://www.redcross.org/take-a-class>

Domestic Preparedness Consortium offers online training at no cost.

<https://www.ruraltraining.org>

Volunteer Management Toolkit offers templates and forms for coordinating volunteers.

<https://www.serve.mt.gov/volunteer-mgmt-toolkit/>

You may find other local resources to provide excellent training, such as:

County Health Department

The American Heart Association

Fire Department

Community Emergency Response Teams (CERT)

Keeping Volunteers Engaged Year Round

Imagine what would happen if enthusiastic volunteers were trained, skilled, and ready to share their time and talents.....but there are no disaster or emergency events for months ...even years. Those volunteers will affiliate with organizations that can utilize them year round! Here are some project ideas to effectively utilize volunteers in disaster preparation and mitigation activities.

More Mitigation Project Ideas can be found at www.fema.gov

Property Maintenance for Senior Citizens

Many older residents cannot afford, physically or financially, to make minor repairs. Volunteers can assist with minor repairs, building handicap accessible ramps, etc.

Winter Snow and Ice Removal

Volunteers can clear sidewalks and driveways for folks unable to do it themselves.

Computer Lessons/Social Media Training

Volunteers can teach residents to use technology. Navigating social media (Twitter, Facebook) is essential in times of disasters. Volunteers can help set up accounts and teach the basics to residents in a community.

Faith Based Community Liaison

Understanding the resources available from every church in the area is crucial in times of disaster. Volunteers can gather the information, design a web site dedicated to disasters, and connect the resources with the community through social media. Perfect for youth volunteers!

Debris Removal/Razing Properties

Clearing debris and razing properties can eliminate hazards in a community. "Tipping fees" from local landfills may be waived if volunteers offer to clean properties.

Planting and Landscaping

Common areas (parks, roadways, fields) can be cleaned, trees can be planted, areas can be landscaped. Farm Service Agency (FSA) offices might donate saplings or seeds.

Transportation Service

Seniors and persons with disabilities often find it difficult to get to and from appointments or go grocery shopping. Volunteers can offer to do shopping or take them along.

Evening Meal Preparation and Delivery

Meals on Wheels serves many communities with hot lunches. Evening meals could be prepared by volunteers, frozen, and delivered weekly to vulnerable residents.

Facilitate Trainings

Host training opportunities and tabletop exercises ([see page 25](#)) to engage volunteers and increase skills and knowledge regarding disaster preparation, mitigation, response and recovery.



Chuck Lee –DES - Fallon County, shared:

“This is from a BNSF derailment that happened on 8-5-12 in Plevna. Plevna is 12 miles West of Baker, in Fallon County, Montana. There were many derailed cars, and 4 Ethanol Tank cars exploded. The derailment was caused by extreme heat that day which separated the tracks.”

Disaster Exercises

Tabletop exercises and conversations with colleagues (staff, volunteers) are a great way to brainstorm ideas on effective utilization of volunteers. What roles are possible for volunteer involvement?

A good way to start is with a scenario for which response actions can be discussed.

Cheri Kilby, Disaster Emergency Services (DES) Coordinator from Fergus County, created a card game to engage members of the Local Emergency Planning Committee (LEPC).

Discussion Cards

Instructions: Make two sets of cards, information below. Draw one card from the “incident” set and one from the “problem” set. This gives you the basis to begin a discussion. For example:

- The incident card selected was **abduction**. Group chose to focus on a baby abduction from a hospital. The problem card selected was **communications**. Discussion focused on internal hospital protocol and then external communications—who is notified, when, how.
- Selection of **Flooding** as the incident and **Volunteers (excessive)** could lead to considering what would you do with them, how would you handle the overwhelming numbers—how do you feed, house them and make them part of a solution not part of the problem.
- One way **collection of resources** could be defined is that too many or too few resources have responded. No one answers a page so how is that handled? Do we have the right protocol for ordering or cancelling resources.

The combination of possibilities provides avenues for many considerations.

You may add your own problems and/or incidents. Make the cards work for your community.

First set of card back is labeled: **INCIDENT**

Evacuation of _____ (I put in a larger nursing home, a state nursing home, school, etc)

Tornado

Flooding

Terrorism Event

Multiple Vehicle Accident

Evacuation of Hospital

Hazmat in _____ (Spring Creek)

Epidemic

Mass Casualty

Bank Robbery

School Fire

Evacuation of City

Hostage Situation

VIP Situation

Main Street Structure Fire

Dam Failure

Aircraft Accident

Fire in Apartment Building

Armed Intruder in School

Military Aircraft Accident

Bleacher Collapse

Utility Failure

Active Shooter

Bus Crash

Bomb Threat

Confined Space Rescue

Animal Disease at Auction Yard

Wildfire

Severe Storm

Evacuation of Town

Earthquake

Semi Hazmat

Severe Winter Storm

Large Planned Event

Abduction

Second Set of Cards on the Back: **PROBLEM**

Collection of Resources

Coordination of Transportation

Congestion

Communication

Major Transportation Routes Closed

Volunteers (lack)

Volunteers (excessive)

Acknowledging Volunteers

Thanks, Volunteers!

Recognize Outstanding Contributions

In addition to recognizing volunteers for the hours that they work, you can also implement a formal rewards program for outstanding contributions. Who went above and beyond during the disaster relief effort? Surprise them at their place of employment or at their church with balloons or flowers or both!

Spotlight a Volunteer

Write a story about a volunteer's efforts and send it to your local newspaper. Send photos, too!

Volunteer Appreciation Events

Holding a volunteer appreciation event of some type can be an excellent way to demonstrate to volunteers that their generosity is valued. If your community survived a major disaster and many volunteers shared their skills in response, an event is warranted. Many organizations hold a luncheon or reception that all active volunteers are invited to attend. Awards and recognition for outstanding achievements and service hours are often presented at these types of events. If your budget doesn't include funding for this type of volunteer appreciation event, you may want to seek a sponsor to help fund at least an annual gathering for those who help your organization accomplish its mission without any expectation of payment for their efforts.

Thank You Notes

One of the most simple and inexpensive, yet often overlooked, way to express appreciation to volunteers is with personal thank you notes. Hand written thank you notes can be a very meaningful way to let volunteers know that their efforts are truly appreciated. Make sure that the notes are personalized and express sincere thanks for time contributed and a job well done. If you send notes that seem like form letters, your efforts can actually backfire.

The President's Volunteer Service Award

The PVSA is the premier volunteer awards program, encouraging citizens to live a life of service throughout presidential gratitude and national recognition. The awards range from \$2.25 to \$8.00 per volunteer.

Learn more: www.presidentialserviceawards.gov