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Freedom Corps
The President's Call to Service


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 **FIRE**
CORPS


USAonwatch.org

medical
reserve
corps 


Volunteers in
Police Service

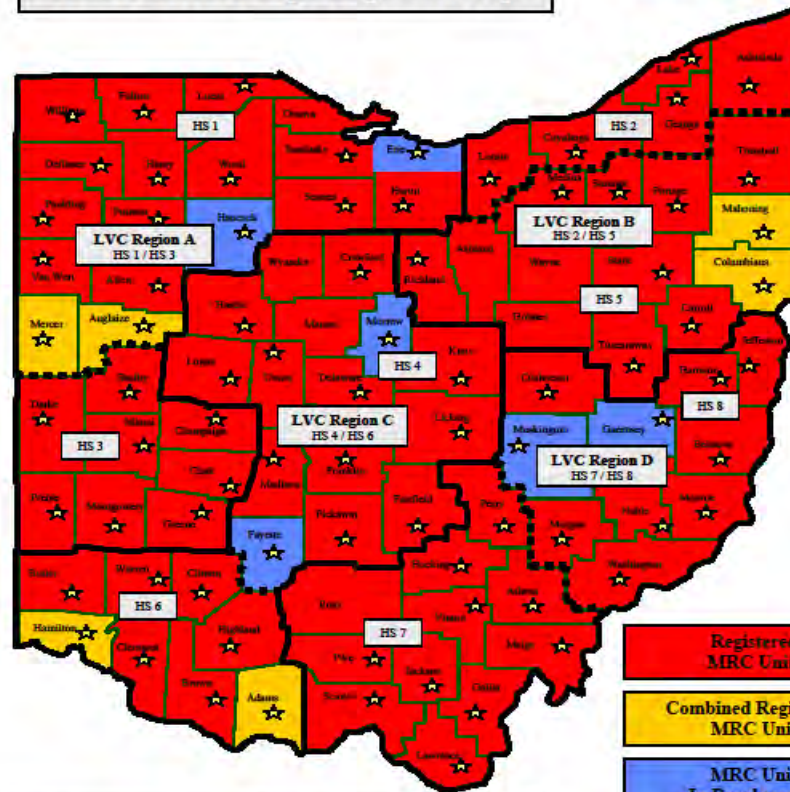
 **OHIO**
RESPONDS


CERT
COMMUNITY EMERGENCY
RESPONSE TEAM

MAKE EVERY MINUTE COUNT

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Ohio Citizen Corps Regional Map



Registered MRC Units
Combined Registered MRC Unit
MRC Unit In Development
★ = Citizen Corps Council LVC = Lead Volunteer Center HS = Homeland Security

<p>LVC A - United Way of Greater Toledo Emily Avary emily_avery@unitedwaytoledo.org Walt Tylicki wtylicki@unitedwaytoledo.org</p>	<p>LVC B - Volunteer Services Agency, Inc. Maureen Drummond madrummond@volunteerservicesagency.org Karl Roach kroach@volunteerservicesagency.org</p>
<p>LVC C - FirstLink Beth Eck beck@firstlink.org Mam Schick mschick@firstlink.org</p>	<p>LVC D - RSVP & Volunteer Network Center Susan Rogers srv_rsvp@vncvnet.com Cher Bellar cher_bellar_rsvp@vncvnet.com</p>

For more information, visit www.serveohio.org



8/14/2008

VOLUNTEER RECEPTION CENTER ACTIVITY

- Utilizing the Ohio Integrated Model
- Incorporating both Medical and non-Medical Citizen Corps volunteers

VRC Activity participant Goals

- Demonstrate a standardized process to incorporate medical professional and citizen volunteers into disaster and emergency response
- Enable citizens to meet the required criteria to be registered as Ohio Citizen Corps volunteers
- Encourage each participant to become member of a local/regional VRC Team

You will learn...

1. How to process Ohio Citizen Corps (OCC) volunteers, Medical Reserve Corps (MRC) volunteers and Spontaneous, Unaffiliated Volunteers (SUV)
2. Basic National Incident Management System (NIMS) and Incident Command System (ICS) principles
3. How a Volunteer Reception Center (VRC) provides structure in times of crisis

Background

- Process pioneered in Florida to incorporate volunteers into hurricane recovery
- Volunteer Florida granted permission to Ohio Citizen Corps to adapt model
- Ohio Citizen Corps uses an “integrated” model incorporating registered and non-registered citizen and medical professional volunteers

Background (cont'd)

Successful emergency management requires:

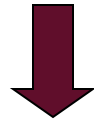
- Control
- Planning
- Practice

Background (cont'd)

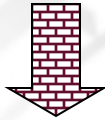
Why a VRC?

- Provides a specific location and skilled volunteer management staff
- Even first-time disaster volunteers bring a wide range of skills and professional training
- Documentation of donated services provides financial value for matching recovery funds
- Provides a positive public perception of cooperation among public and private sectors

Without Planning, Control and Practice ...



SU Volunteers Can Hinder Response/Recovery Efforts!



Potential Scenarios:

- Volunteers arrive at site with improper clothing, equipment
- Volunteers require immediate training on-site
- Volunteers report to multiple, uncoordinated locations
- Volunteers are unprepared for lack of housing/food
- Volunteers create traffic problems

The Question:

- How can these scenarios be prevented?

The Answer:

- By coordinating volunteers in disaster response using the Volunteer Reception Center process!

Before a Disaster Occurs

1. Create a strong network to involve both traditional and unique community response organizations
2. Identify and engage a key organization as the Coordinating Agency (CA)

Examples:

- Volunteer Center, RSVP
- Red Cross, United Way
- Professional Volunteer Administrator's Association
- Medical Reserve Corps

Coordinating Agency Responsibilities

- Select and train a Volunteer Reception Center Coordinator, VRC Manager and MRC Manager
- VRC Coordinator attends local EMA & Citizen Corps meetings
- Affiliate the Coordinating Agency with local Volunteer Organizations Active in Disaster (VOAD), interfaith or other local disaster coalitions
- Educate local coalitions and media to VRC process
- Continue recruiting, training and exercising new volunteers to become experienced VRC Team Members before a disaster occurs!

Coordinating Agency Responsibilities (cont'd)

- Develop and practice a volunteer referral plan
 - Prepare supplies
 - Coordinate training for activating a VRC
 - Arrange for volunteers' transportation
 - Develop a public information plan with EMA
- Engage the business community
 - Obtain funding, VRC support, volunteer supplies, etc.
- Assess the value of volunteer work
 - Establish documentation procedures to meet federal requirements

Planning for Proper Documentation

- All personnel need to know the importance of documenting volunteer hours and type of tasks
- Documentation procedures should be jointly determined by Emergency Management Agency and Coordinating Agency
- Document all training expenses and donated time

Benefits of Planning for VRC Operation

- Facilitates an efficient method of documenting registered volunteers
- Efficiently provides first responders with additional volunteers as opportunities arise
- Offers organized approach to staff VRC
- Document hours worked and expenses

Disaster Strikes!



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After the Disaster

Call to Action!

1. An elected, jurisdictional authority (county commissioner, township trustee, etc.) calls upon local CA to set up and operate a VRC
2. VRC Coordinator calls the VRC Manager and MRC Manager to alert their teams and report to designated site
DO NOT SELF-DEPLOY!!!
3. VRC Coordinator along with appropriate authorities alert the media for general volunteer mobilization and Ohio Responds is activated

Benefits of a VRC

- Economic
 - Shortens recovery time, saving money
 - Translates into disaster reimbursement matching funds
- Logistical
 - Provides specific assembly location for organizing volunteers
- Public Perception
 - Well-managed volunteer force creates positive image for response/recovery efforts

VRC Floor Plan
Sequence & Functions
Key Volunteer Positions

VRC Floor Plan

- Plan can be adapted to any site
- VRC registration differs from “normal” volunteer intake;
 - Less time to fit applicant into ideal assignment
 - Not every volunteer suited to disaster response activity
 - Need to simultaneously recruit volunteers for VRC to supplement staff

VRC Sequence/Flow

VRC management relies on principles of professional volunteer administration

- Orientation/Training
- Registration
- Personal Interviews
- Assignment/Agency Referral
- Risk Management/Documentation

14. Exit

13. All Volunteers– I.D.

12. MRC Briefing

12. Safety Briefing

C.

11. Risk Management

11. Risk Management

B.

Sitting Area

10. MRC Assignment

9. Interviews & Assignment

A.

6. Credential Checking

8. MRC Registration

7. Registration

Greeters





4. Volunteer Requests
Communications
Data Processing
Supplies
Security
Medical/Prof Staff

5. PIO

3. Entrance

Greeters

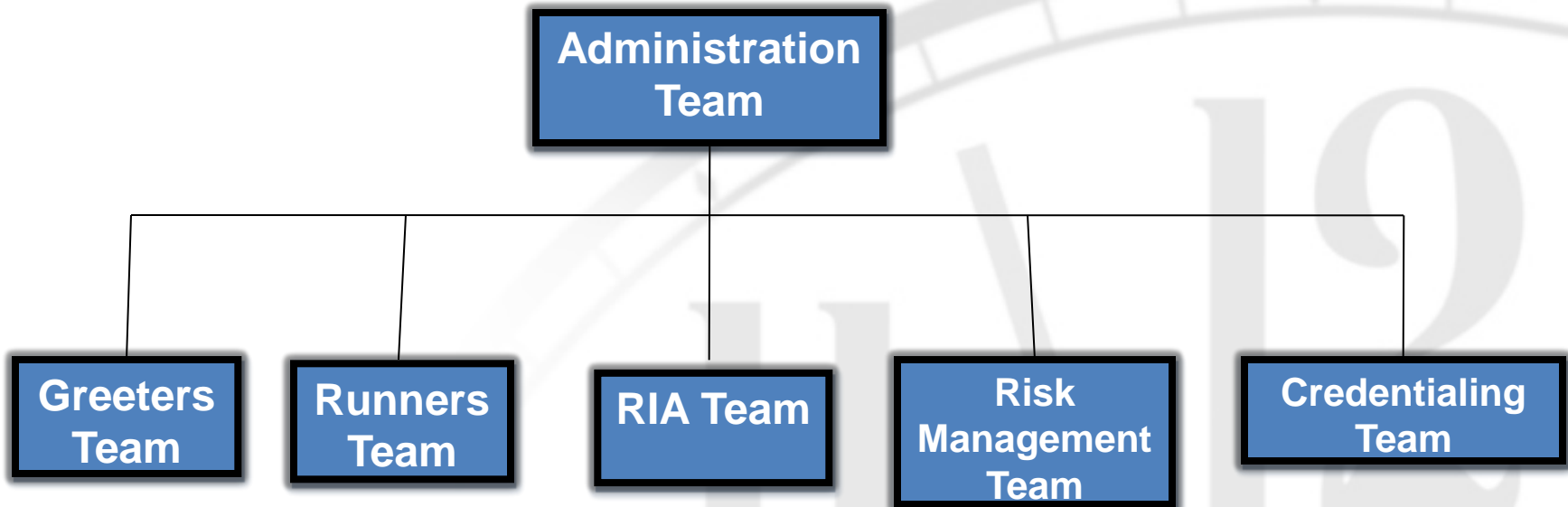
2. Orientation

-  Spontaneous Unaffiliated (SUV)
-  Registered Citizen Corps (CCV)
-  Registered Medical Reserve (MRC)
-  Unregistered Medical Volunteers

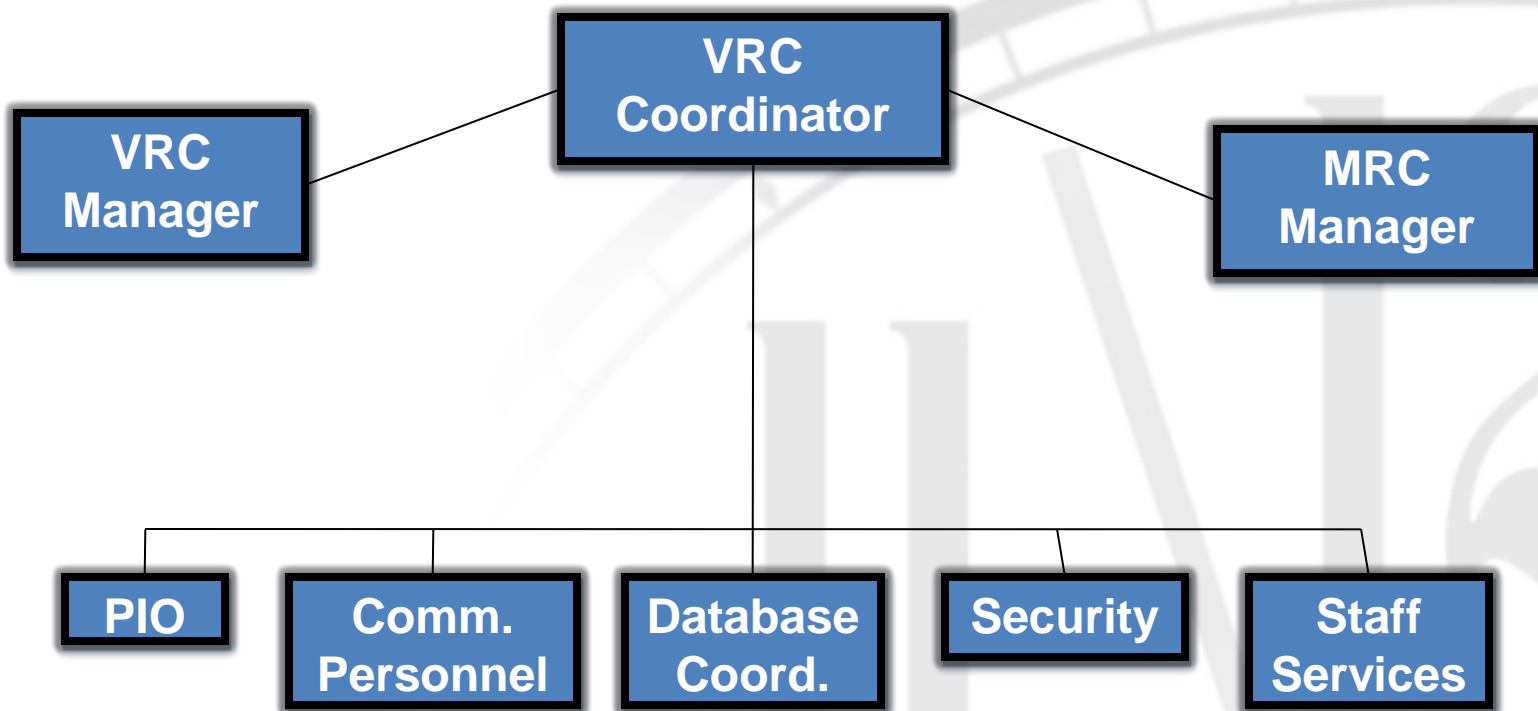


1. Volunteer Reception Center

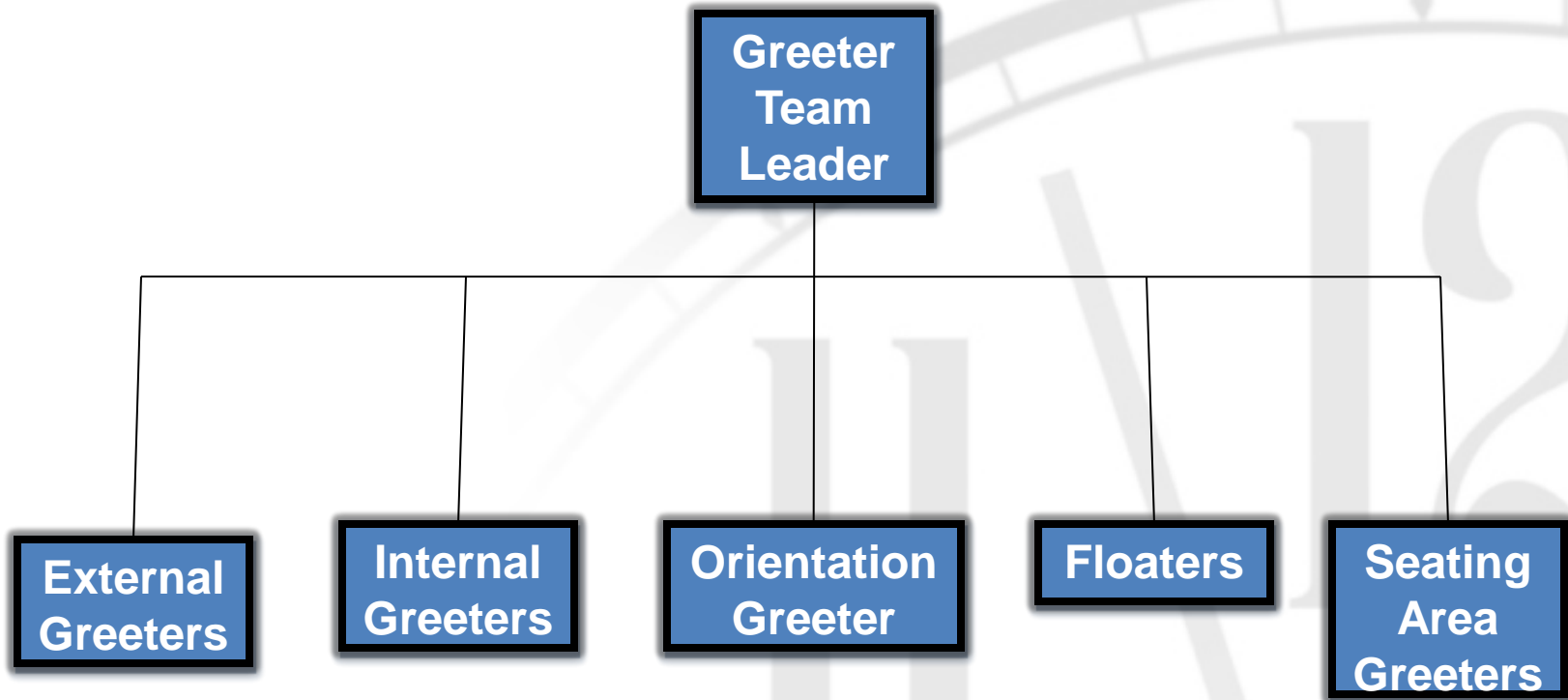
OPERATIONAL STRUCTURE



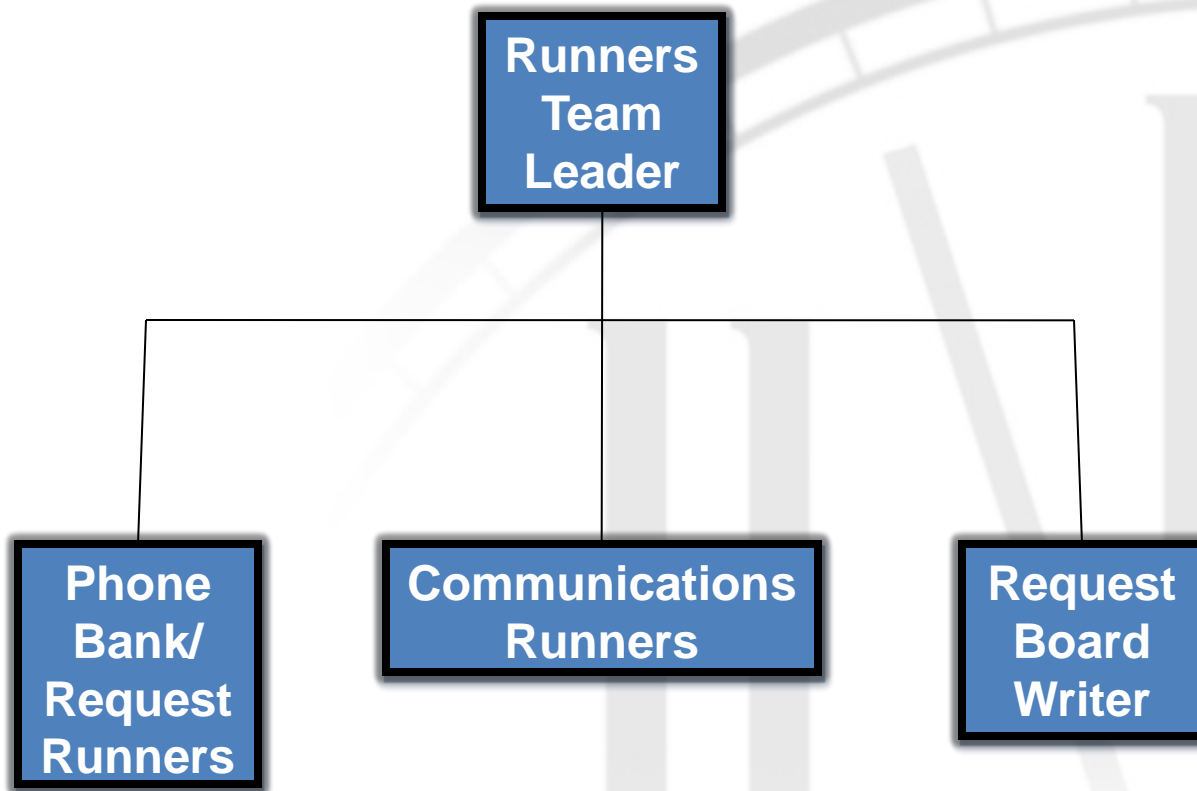
ADMINISTRATION TEAM



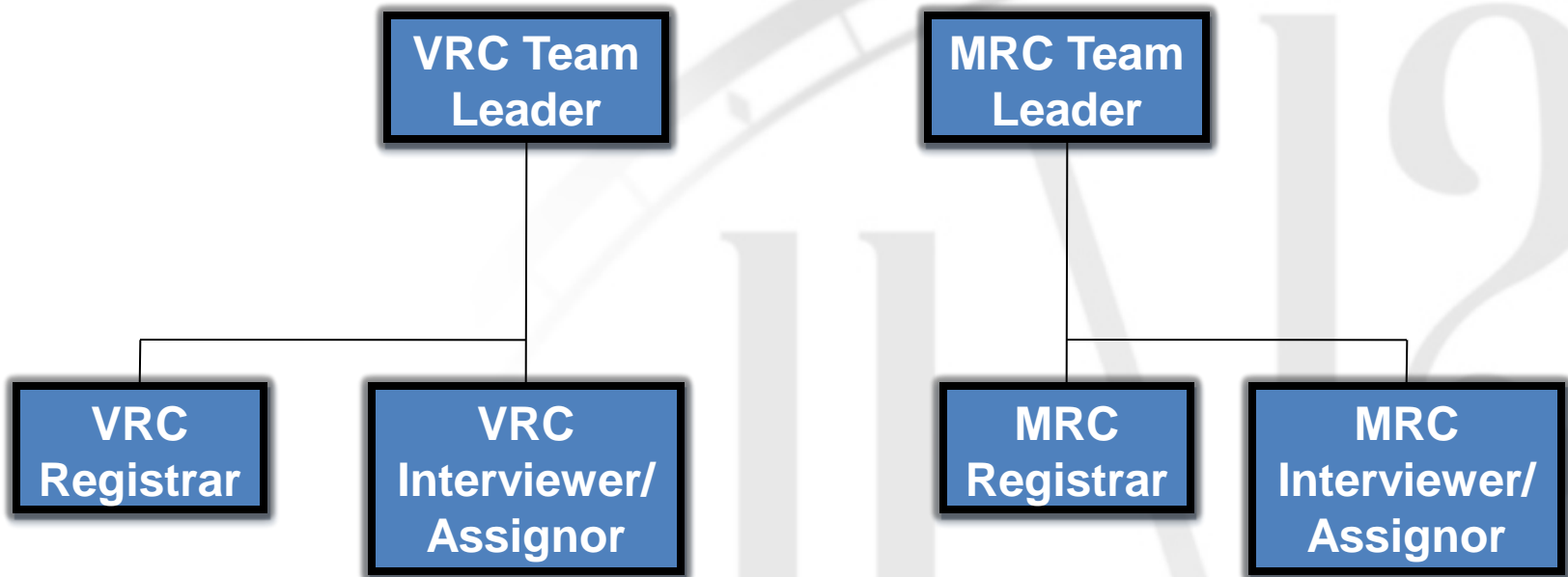
GREETERS TEAM – Traffic Flow



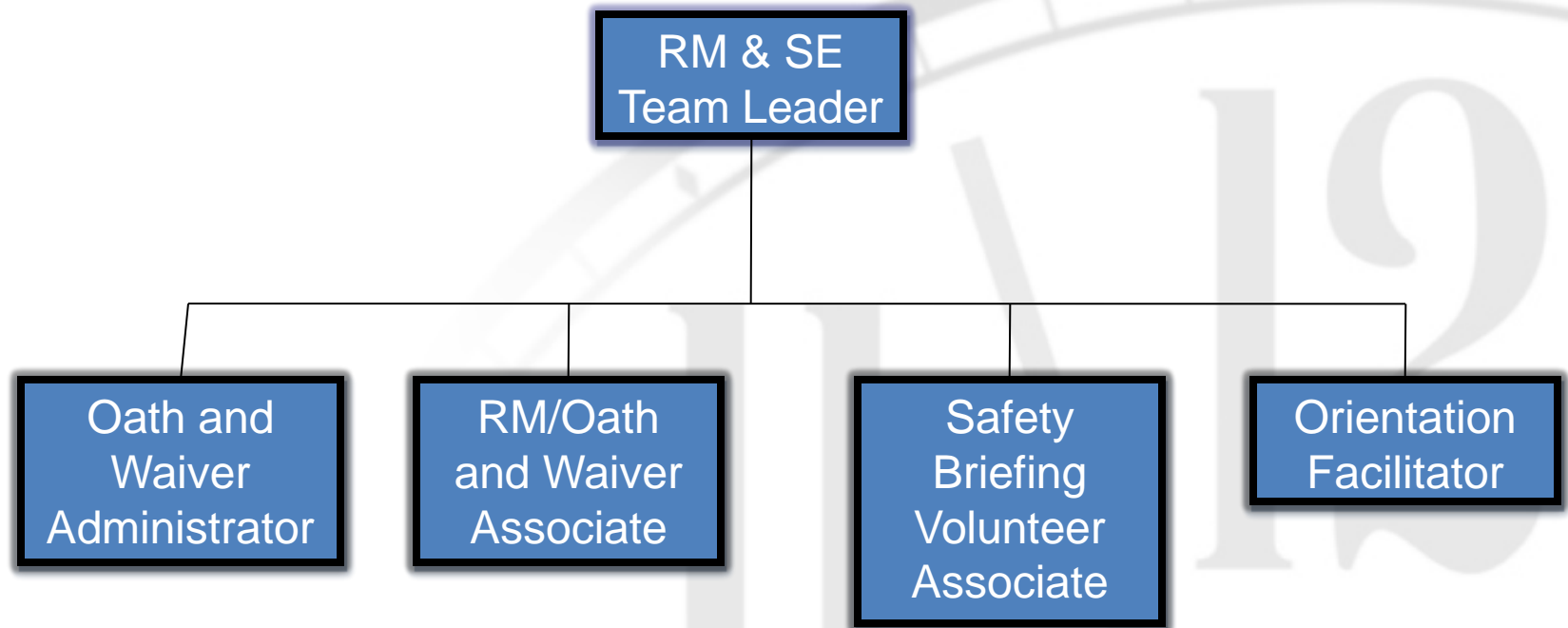
RUNNERS TEAM – Internal Communication



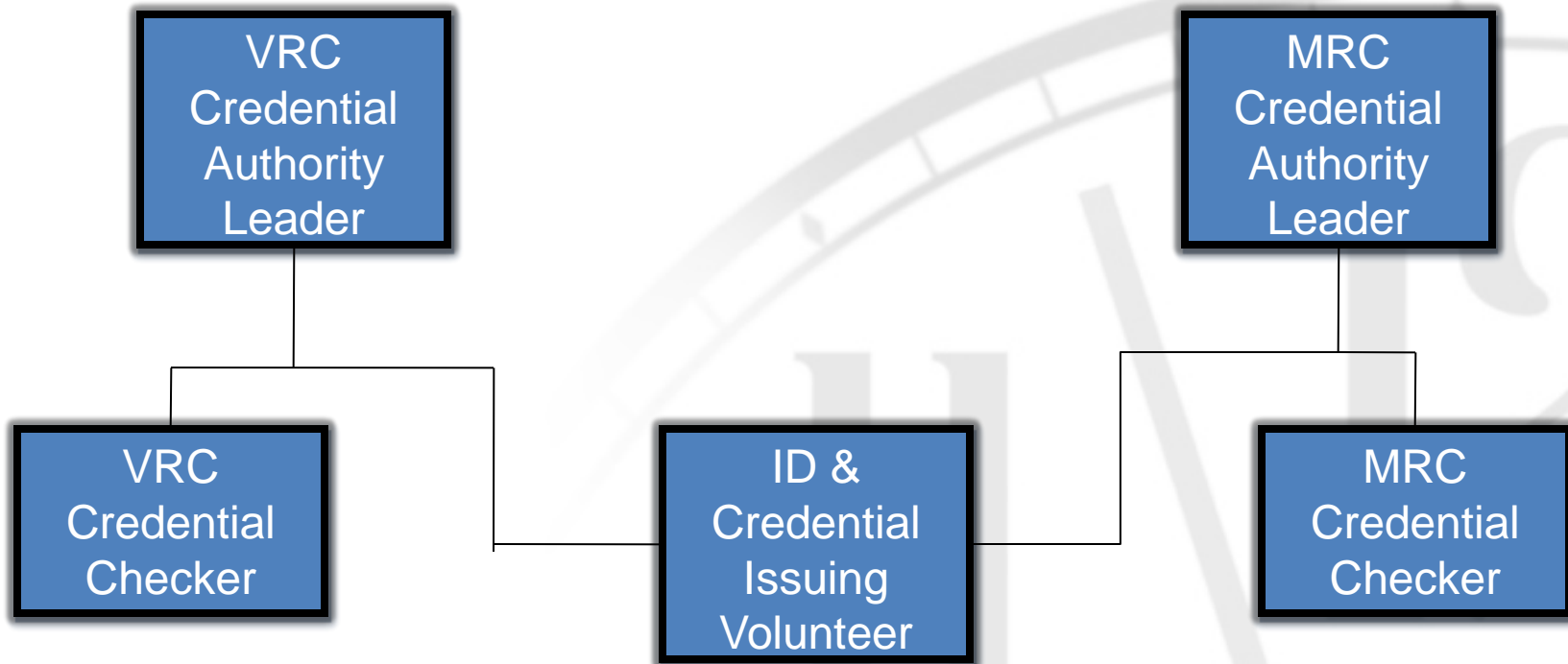
REGISTRATION, INTERVIEW AND ASSIGNMENT (RIA) TEAM



RISK MANAGEMENT and SAFETY EDUCATION TEAM



DATABASE & ID MANAGEMENT; CREDENTIALING



Next Steps

Following Registration as a trained VRC/MRC Reception Center volunteer:

- CA, in conjunction with LVC Regional Supervisor and/or Coordinator, formalizes the VRC process for a designated jurisdiction
- Leadership Team (VRC Coordinator; VRC Manager and MRC Manager) is named
- Registered, trained VRC volunteers are organized into Teams (ie: Runners, Greeters, etc.)
- Team Leaders are selected; as a group they are the Operations Team
- Sites are identified; Teams practice and exercise
- Optimum opportunity: Activate and exercise an operational Volunteer Reception Center in cooperation with a scheduled emergency exercise

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HEROES AREN'T BORN, THEY VOLUNTEER



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- Slides and Presentation provided by:
 - Ohio Citizen's Corps
 - Hands on Volunteer Network of the Valley.