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**CITY OF SPRINGFIELD EMERGENCY MANAGEMENT PLAN****24. ANNEX R: Volunteer Coordination**

→ Lead Department: Public Works  
→ Lead ICS Section: Operations

**24.1 PURPOSE**

The purpose of this Annex is to provide for the training and coordination of spontaneous volunteers who might appear at the disaster scene, and those who, in advance, may offer their assistance. Volunteers provide a great variety of skills, talents, and eagerness to assist in a disaster situation. They must be organized as efficiently as possible to insure their maximum utilization and to minimize problems with this important human resource.

**24.2 SITUATION AND ASSUMPTIONS****24.2.1 Situation**

Eugene/Springfield Citizen Corps will serve as the volunteer coordinating agency in providing an enabling resource between the volunteer and the operation.

**24.2.2 Assumptions**

- The City of Springfield will maintain a list of City employees who serve as volunteer coordinators in the Plan's Resource Guide;
- The City of Springfield will develop and maintain a process to record information on prospective volunteers;
- The City of Springfield will provide adequate telephone lines and equipment;
- The City of Springfield will maintain an on-line computer program to log in volunteers, listing their areas of expertise;
- The City of Springfield will maintain a system of self-insurance to cover potential liabilities associated with the use of volunteers;
- Public Works will continue to utilize existing contractual services for additional support (graders, plows, etc.).

**24.3 GENERAL PROCEDURES AND RESPONSIBILITIES**

Eugene/Springfield Citizen Corps will take the primary roll in developing a volunteer program, including developing a list of volunteer individuals and organizations, and coordinating volunteers and their subsequent assignments. Both Cities will assist with personnel staffing and facilities and ensure City staff will be in lead worker positions to supervise and oversee volunteers used in a disaster. City lead workers will be provided an orientation of their role in working with volunteers. The City will work in conjunction with the Citizen Corps to develop a comprehensive list of volunteers with various areas of expertise in advance of a disaster in order to create a broad volunteer base. Citizen Corps will develop a list of local organizations having a membership base that could be added to the volunteer pool.

Requests from Police and Fire for volunteers will be issued through the volunteer center.

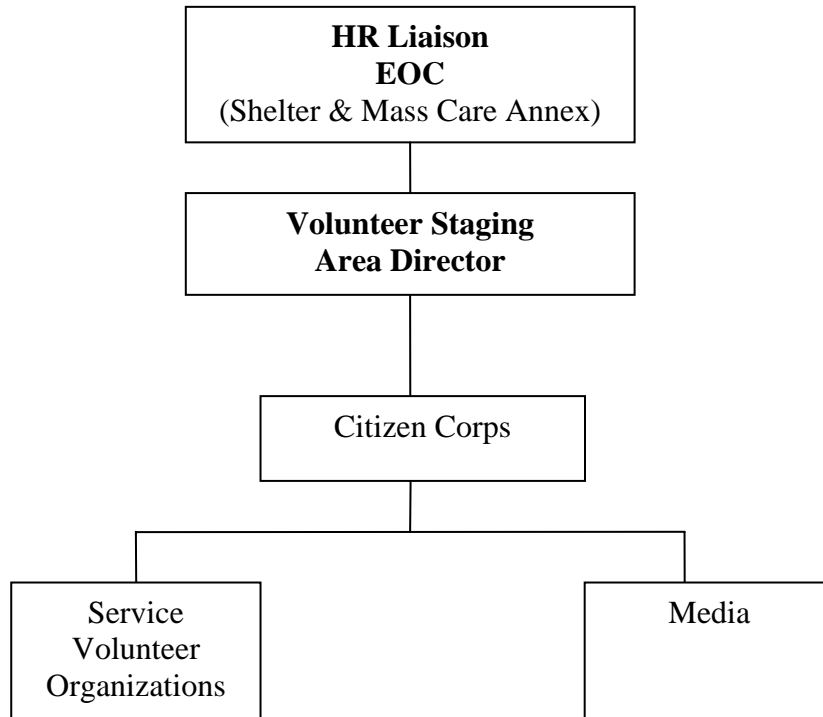
The local media will be utilized when a specific need for volunteers arises. This might include using Ham radio operators to announce information to a specific neighborhood or requesting 4-Wheel Clubs to deliver medicine or food to elderly or shut-in residents during a severe snow storm.

The Lane Chapter of the American Red Cross may provide meals to those staffing the volunteer staging area.

Donated goods and equipment will be transported and stored at Public Works Maintenance. Designated Citizen Corps staff will be responsible for receiving supplies.

**24.3.1 Volunteer Coordination Annex Organizational Chart**

**CHAIN OF COMMAND**  
**Volunteer Coordination Annex**  
*Organizational Chart*



**24.4 PHASES OF EMERGENCY MANAGEMENT**

**24.4.1 Mitigation**

**→ Departments Involved:**

- N/A

**24.4.2 Preparedness**

**→ Departments Involved: City Attorney, Human Resources, Public Works**

- Develop a comprehensive training program for interested residents and volunteer agencies that address basic volunteer management skills, disaster scenarios, emergency preparedness plans, media relations, and stress reduction;
- Support Citizen Corps in an effort to develop a written and widely understood plan on how to train volunteer resources to ensure their knowledge and expertise will be identified and appropriately used;
- The City of Springfield Emergency Management Program will work with Citizen Corps to develop a volunteer program to be utilized in the case of a disaster;
- The City will maintain a system of self-insurance to cover potential liabilities associated with the use of volunteers [HR];
- Cultivate knowledge of, and cordial relationships with, other volunteer groups and government agencies [Emergency Management Program] [Citizen Corps];
- Identify volunteer organizations in the City who have a pre-emergency management structure and chain of command. Obtain local Volunteer Management and Training Guidelines from officers;
- In preparation for a disaster, develop a comprehensive list of volunteers and enter information into a tracking system for volunteer management, including CERT team members;
- Prepare procedures on how to handle large amounts of volunteers that appear at the time of a disaster and want to help.

**24.4.3 Response**

**→ Departments Involved: Public Works**

<b>Position:</b>	<b>Volunteer Staging Area Director</b>
<b>Responsible Department/Division:</b>	PW
<b>Emergency Supervisor (title):</b>	Logistics Section Chief
<b>Reports to (location):</b>	Volunteer Staging Area
<b>Applicable ICS Section:</b>	Logistics

- Work with Citizen Corps to establish and staff the Volunteer Staging Area away from the EOC Command Staff;
- Set up large signs at Staging Area to attract volunteers away from other EOC functional areas;
- Coordinate with the PIO to inform the public about volunteer efforts and procedures for their assistance;
- Establish various sign-up points for new volunteers who have not previously notified the Citizen Corps of their interest (those not already logged into the computer program);
- Divide convergent volunteers into two main groups:
  - Primary volunteers: Anyone with specialized pre-emergency training (such as ham radio operators and trained Volunteer Managers);
  - Secondary volunteers: Everyone else;
- Sign in volunteers, and provide them with:
  - Incident Briefing: information about the scope of the incident, areas concerned, current progress;
  - Task Options: brief orientation to all tasks appropriate to secondary volunteers;
  - Volunteer Waivers: explanation of waiver form, review to ensure understanding;
  - Responsibilities of Volunteers: discussion of the role of volunteers in the incident, limits of responsibility, protocol, etc.;
  - Identification: name tags to officially distinguish an assigned volunteer from one who has not yet become part of the response organization;
  - Provide clipboard, jacket, hard hat, mask, or other functional items needed to match the volunteer’s particular assignment;

- Liability: Training should include legal aspects of liability. Convergent volunteers act as a representative of the local jurisdiction, so it is imperative that the volunteer understands this role and the responsibility that goes with it.
- Develop a waiting list of convergent or spontaneous volunteers who are not members of volunteer organizations;
- Be prepared to recruit volunteers for special needs;
- Maintain records of volunteers and provide statistical data to the EOC;
- Develop neighborhood self-help networks, using established CERT members;
- Maintain Unit Log.

#### **24.4.4 Recovery**

**→ Departments Involved: Human Resources, Public Works**

HR and PW will:

- Complete all documentation reports necessary for records and reimbursements and send copies to Cost Unit;
- Evaluate operations and information collected during response, and recommend necessary improvements and revisions for the EMP;
- Coordinate with maintenance staff to remove trash and garbage, and replace facility equipment in its original location;
- Send all volunteer waiver forms to City Recorder's Office for permanent retention;
- As a courtesy, list all volunteer individuals and agencies in the Register-Guard;
- Contact Information Technology staff to disconnect and remove extra installed telephone lines and/or equipment;
- Return all cellular telephones to vendors;
- Remove all signs used and move them to storage area.

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