

Agenda

- VRC History for south Wood County
- What happens during a disaster
- Two types of volunteers in a disaster
- What is a VRC
 - Basic VRC
 - Rapid Response VRC
- VRC Tour

When A Disaster Strikes...

Affiliated vs. Spontaneous Volunteers

What Is a VRC?

The VRC Location

The Basic VRC

VRC Staff Positions

VRC Director

- ▶ Receives directions from the EOC to activate.
- ▶ Designates the entrance and exit.
- ▶ Sets up the room for efficient flow.
- ▶ Assigns tasks and instructs staff.
- ▶ Monitors the operation and makes staffing changes.
- ▶ Problem-solves any issues when they arise.
- ▶ Ensures the VRC is safe.

VRC Staff Positions

Greeter

- ▶ Controls the numbers of volunteers coming into the entrance.
- ▶ Greets and thanks SUVs
- ▶ Directs any survivors or donations to designated areas.
- ▶ If there is a long line, explain the process and ask SUVs to be patient.

VRC Staff Positions

Greeter

- ▶ Announce volunteer positions available, and/or special skills that are needed.
- ▶ Make sure anyone under 18 has a guardian
- ▶ Watch for SUVs who are symptomatic and ask them to excuse themselves.
- ▶ Listen to the chatter - looking for scams, people who aren't appropriate for volunteering.

VRC Staff Positions

Registration Coordinator

- ▶ Signs in SUVs and VRC volunteers
- ▶ Distributes applications and directs volunteers to registration area.
- ▶ Verifies that application is complete and verify identity by seeing a photo ID.
- ▶ Initials application

VRC Staff Positions

Registration Coordinator

- ▶ Communicate discreetly on volunteer application if a volunteer is behaving strangely or if you have a weird feeling about a volunteer. Agree on a code prior to opening.
- ▶ 2-3 people at registration for support and helping the line move along. Should never be alone.

VRC Staff Positions

Traffic Controller

- ▶ Greet people in a friendly and firm demeanor.
- ▶ Direct SUVs to the next station.
- ▶ Be alert and aware - Watch for unpredictable behavior.
- ▶ Interact with SUVs who are waiting. Thank them.
- ▶ Can be positioned:
 - ▣ Between registration area and interview area (holding SUVs until spaces open up).
 - ▣ In the hallway outside of the VRC

VRC Staff Positions

Interviewer

- ▶ Have SUVs wait for an interview outside/away from interview area. Raises the level of chaos in the room.
- ▶ Verify completeness and accuracy of application form.
- ▶ Use the application as a guide to inquire more about the SUVs skills - to match the SUV with a volunteer opp.
- ▶ Ask: interests, skills, health limitations (allergies, medications that need refrigeration), why volunteering? (view sample interview on pg. 136)
- ▶ Review health limitations and risks of a volunteer opp.
- ▶ Ascertain the motivation of the volunteer (ulterior)
- ▶ Watch reactions - face, body language, eyes

VRC Staff Positions

Interviewer

- ▶ Take your time; don't hurry or get distracted.
- ▶ It's okay to excuse an SUV if there is no match available - tell them you will call when one opens up.
- ▶ Okay to place SUVs in the VRC.
- ▶ It's okay to excuse an SUV if you have a bad feeling about him/her - use your judgement and listen to your "gut reaction." Ask director for back up if necessary.
- ▶ If you have questions, raise your flag for the director.
- ▶ Initial the application form and note the referral too.

VRC Staff Positions

Interviewer

- ▶ Complete a referral form. Hand one copy to the SUV and direct him/her to training.
- ▶ Raise your flag and give the other copy to a runner, who posts it on the assignment wall; then returns the referral form to the phone bank.
- ▶ Have SUV fill out a skill card if needed.
- ▶ Do NOT ask: anything personal that is not important (marital status, race, sexual orientation), age (birth date is on the application form), SSN.

VRC Staff Positions

Interviewer

- ▶ Cannot press for information. They are not obligated to reveal information that might be important. Can only ask if s/he things they can manage a particular volunteer opportunity.

VRC Staff Positions

Safety Trainer

- ▶ Have each SUV sign in.
- ▶ Begin the training when there are enough SUVs at the table.
- ▶ Hand each volunteer a basic safety training handout and read it over slowly with them.
- ▶ Emphasize the importance of following the supervisors' instructions at the worksite.
- ▶ Review the risks of the job. Verify that the SUVs are physically capable of doing the job. If you see hesitation, send them back to the interviewer for another match.

VRC Staff Positions

Safety Trainer

- ▶ Ask the SUVs to attend any debriefings at the end of their shifts
- ▶ Sign each SUV's application form, signifying they completed the training.
- ▶ Also sign the training sign-in sheet.
- ▶ Direct the SUVs to Verification.

VRC Staff Positions

Verification

- ▶ Asks SUV for application form and referral form.
- ▶ Verify that application form has been initialed by everyone.
- ▶ Using the referral form, write on the wristband:
 - ▶ Name of volunteer
 - ▶ Date(s) s/he will be working
- ▶ Place wristband on SUV's wrist. (SUV does not do this him/herself!)
- ▶ Explain the wrist band is only "good" for the date written on it.

VRC Staff Positions

Verification

- ▶ Authorities will not permit them to enter the field on any other day.
- ▶ Provide directions to worksite.
- ▶ Initial the application form.
- ▶ Keep the application form.
- ▶ Direct SUV to the exit or transportation to the work site.
- ▶ Give application forms to Runner to be filed by the Phone Bank Operator.

VRC Staff Positions

Phone Bank Operator

- ▶ Responsible for the clear and accurate transmittal of information to and from agencies needing SUVs.
- ▶ May get calls from people wanting to volunteer (tell them they **MUST** come in to the VRC to register).
- ▶ May get calls from people wanting to donate items (direct them to a designated area).
- ▶ Calls volunteers with recorded special skills that are now needed.
- ▶ Records information about each call.

VRC Staff Positions

Phone Bank Operator

- ▶ Files and secures application forms, referral forms and skilled volunteer forms.
- ▶ Ask runner to retrieve application forms from Verification. File them in an A-Z form and keep SECURED in a box. Ensure it is supervised at all times.
- ▶ Should a situation occur in the field, someone in the field will call the EOC to get emergency contact info.

VRC Staff Positions

Phone Bank Operator

- ▶ File skill cards.
- ▶ Information is later entered into the computer by the Data Coordinator
- ▶ Forms are confidential and can only be shared with the Director or the EOC.
- ▶ All forms are turned over to the EOC for filing.

VRC Staff Positions

Liaison to the EOC

- ▶ Responsible for direct and accurate transmittal of information to and from the VRC and the EOC. Includes:
 - ▶ briefing updates
 - ▶ approval of volunteer jobs
 - ▶ guidelines and rules for SUVs and the VRC
 - ▶ requests for additional assistance
 - ▶ offers of special skills
 - ▶ changes in VRC operations (convert from Rapid Response to Basic, etc.)
 - ▶ changes in VRC volume
 - ▶ Any problems

VRC Staff Positions

Assignment Coordinator

- ▶ Collects “Requests for volunteers” forms from the phone bank.
- ▶ Transfers information to a poster sheet paper, using the example located in the kit.
- ▶ Post the assignment poster on the assignment wall.
- ▶ Remove completed assignment posters and return to phone bank.
- ▶ Try to organize by skill level
- ▶ Try to photograph the assignment wall every hour

VRC Staff Positions

Runner

- ▶ Move between assigned areas with current information.
- ▶ One runner responds to interviewers and posts volunteer matches on the assignment wall, returning the referral forms to the phone bank.
- ▶ One runner collects application forms from Verification and turns them in to the phone bank.
- ▶ One runner takes information from the Director to the Greeter/Registration (announcements).

FORMS

The background features a dark blue-grey field on the left and a complex, layered composition of green and yellow-green geometric shapes on the right. These shapes include overlapping triangles and polygons, creating a sense of depth and movement. The overall aesthetic is modern and minimalist.

The Rapid Response VRC

The Go Kit

- ▶ Go Kit
 - ▶ Example on page 61
 - ▶ Updated to fit our needs
 - ▶ Broken down by station

