



## Volunteer Management

(This is not meant to be an exhaustive list rather, a synopsis of what *may* be expected)

Effective volunteer management in emergency management involves planning, training, and coordinating volunteers to support disaster relief efforts, ensuring their safety and effectiveness, and leveraging their skills and resources to aid communities.

- **Planning and Preparation:**
  - As part of an organization's Emergency Operations Plan (EOP), a volunteer management plan details the process for managing volunteers during a disaster, including assigning responsibilities. Recognize that disaster recovery can be a long-term process, and volunteers may be needed for months or even years after the initial disaster.
- **Identify Needs:**
  - Determine the specific skills and roles needed during different phases of an emergency (mitigation, preparedness, response, and recovery).
- **Recruit and Screen Volunteers:**
  - Establish a process for recruiting and screening volunteers, ensuring they are qualified and capable of performing the necessary tasks. Establish clear communication channels to keep volunteers informed about their assignments, safety protocols, and changes in the situation. Develop a system for managing unaffiliated volunteers (those who are not part of a disaster relief organization) to ensure their activities are coordinated and effective. Work closely with established volunteer organizations, such as the [American Red Cross](#) and [FEMA.gov](#), to leverage their expertise and resources. The KCR COAD has a background check system now in place as well as an electronic record keeping system for volunteer hours.
- **Training and Education:**
  - Provide volunteers with appropriate training and education on disaster preparedness, response, and recovery, including basic skills like first aid and search and rescue.
- **On-Site Coordination:**
  - Designate a volunteer coordinator or team to manage volunteers on the ground, ensuring they are properly assigned and supervised. Match volunteers with tasks that align with their skills and experience. Prioritize the safety of volunteers by providing them with necessary equipment, training, and support. Regularly monitor volunteer activities, provide support and encouragement, and address any concerns or issues that arise.

If you are interested in joining this committee and/or would like more information, please reach out to the KCR COAD Chair, Dr. Jennifer L'Heureux at: [Jennifer.LHeureux@dmh.mo.gov](mailto:Jennifer.LHeureux@dmh.mo.gov)

*Meetings are on the third Friday of every month, 9 a.m., on Webex.*

## **The Role of Volunteer Organizations in Disasters:**

<https://training.fema.gov/emiweb/is/is288/is-0288%20downloadable%20course%20with%20exam.pdf>

## **Volunteer Management Committee (VMC)**

**As of 19Oct24**

Greetings! If you are reading this then you are the newest member of the KCRCOAD Volunteer Management Committee (VMC) team. Welcome! and thank you for volunteering to help save lives and reduce suffering of our communities and our neighbors. Your efforts and input are valued as we move forward with the KCRCOAD mission.

This committee is great opportunity to meet other EM partners and increase your skill sets in: community organization; detailed Response and Recovery mission analysis; public engagement; \_\_\_\_\_; \_\_\_\_\_; Emergency/Incident Emergency Operations Center \_\_\_\_ .

In community organization your organizational skill will help in engaging with our KCRCOAD member organization's leadership to help them understand how they fit in the Volunteer Management (VM) and Volunteer Reception Center (VRC) system. During Recovery and Response phases you'll help with distilling the community needs into specific discrete mission sets so the most effective capability could be aligned to support the mission(s). In \_\_\_\_ you would gain/enhance your skills in \_\_\_\_\_. In \_\_\_\_ you would gain/enhance your skills in \_\_\_\_\_.

In Emergency/Incident Emergency Operations you could be part of standing up (activating) our KCRCOAD Emergency Operations Center (EOC) in support of city/county Incident Commander's/EOC (IC/EOC) actual Requests For Assistance (RFA)! You could be asked to support the logistic deployment, employment, sustainment and redeployment of our volunteers.

To begin with let's discuss our VMC's dual primary focus- Response and Recovery operations. While there are the 5 phases of Emergency Management: Prevention; Mitigation; Preparedness; Response; and Recovery the KCRCOAD's VMC's dual primary focus is on Response on Recovery because General Purpose (GP) and Special Purpose (SP) volunteers are needed for both EM phase. That being said, your mission is to recruit and marshal volunteers to enable the IC/EOC's Emergency Support Function (ESF) in Response and their Recovery Support Function (RSF) in Recovery to effectively support the needs of our impacted communities. There are other Regional EM partners (MEMC, MARC, CDRN, SOC, etc.) who are working other ESF/RSFs and you'll get plenty of opportunity to meet with and synchronize with their teams.

## Emergency/Incident Operations

The VMC team's Emergency/Incident Operations primary efforts are focused on how, if requested, we can rapidly and effectively stand up the KCRCOAD Emergency Operations Center (KCRCOAD EOC) so we can begin to posture our KCRCOAD's membership to provide and execute the volunteer management mission.

When an Incident (either natural or man-made) occurs in the KCRCOAD region the PTEOC chair (or, if the Chair is unavailable, any PTEOC member) will **[PARTIAL ACTIVATION]** contact (via text) the KCRCOAD Executive Committee (EC) to:

1. Determine the availability of the EC members to virtually convene
2. Discuss any actual receipt of Request For Assistance (RFA) from the impacted city Incident Commander (IC) or County Emergency Management Director (CEMD).
3. Absent an actual receipt of a RFA, discuss the possibility of immediate and future RFAs that could require KCRCOAD membership support. This discussion will drive any changes to the KCRCOAD EOC posture and when/if to meet again.

The VMC Chair can consider contacting our VMC members to determine their availability to meet and their status to possible perform/support VRC mission(s).

If there is/are RFAs from the city IC and/or CEMD then the KCRCOAD EOC will **[FULL ACTIVATION]** be fully activated and if needed we will activate our EMERGE/CNY/INCIDENT OPERATIONS section (this section and below).

In **FULL ACTIVATION** the Volunteer Management Committee (VMC) team will align in the Operations Section in the KCRCOAD EOC, and will:

1. Convene our VMC members to determine their status to possible perform/support VRC mission(s).
2. Work with our KCRCOAD Operations Chief in the KCRCOAD's EOC's Initial then Detailed Mission Analysis for KCRCOAD members support to the RFA mission(s).
  - a. Initial Mission Analysis- Does the KCRCOAD have the capability in any of our member's Mission Ready Packages? Are we aware if any of our members have the capability to support the RFA missions?

- b. Detailed Mission Analysis-If YES to the Initial Mission Analysis, then the KCRCOAD Operations Section Chief will contact the member organization to get a current update on their MRP status and/or discuss options to support each actual RFA. If the Detailed Mission Analysis results in the assessment that more capability is needed can GP or SP volunteers help in support the RFA(s)?
3. If the VRC mission is needed and activated then execute the VRC mission within the KCRCOAD EOC Operations Section to:
  - a. Help the Operations Chief align KCRCOAD member organizations' capabilities with RFA(s)
  - b. Discuss and recommend full/partial virtual VRC and/or "Brick and Mortar" operation to support the RFAs.
  - c. Attend IC/EOC and CEMD meetings to provide input on mission sets that would need volunteer support.
4. Provide support to the KCRCOAD EOC Logistic Section to:
  - a. Identify deployment issues and develop solutions to move volunteers and equipment to the incident site
  - b. Follow up with "closure" or continued "open" status of RFA of volunteers
5. Work with the KCRCOAD Public Information Officer (PIO) for public consumption of:
  - a. Identifying volunteer mission sets that can be identified in the KCRCOAD Website (or partner website) for General Purpose or Special Purpose (which Specialty?) support.
  - b. Person hours in support of the incident (both at the incident site and in supporting areas -such as the VRC mission)
  - c. Estimate of material costs expended (tools, equipment, consumables, etc.)
  - d. At the end of Response and Recovery a synopsis of metrics
6. During the Operations portion of the EOC briefing, present the VRC situation update in the [CURRENT-FUTURE-ISSUE] format slide
7. Support the KCRCOAD EOC's Operations, Logistic Chiefs and Public Information Officer's mission sets.
8. Support the IC frame the triggers to transition from Response to Recover Phases
9. Support the IC to frame the triggers to reduce the posture level (frequency of meeting and standing down of the KCRCOAD EOC).
10. Support the AAR to include improvements to the KCRCOAD Response Operations Guidebook and each Committee's EMERGE/CNY/INCIDENT OPERATIONS section of their committee description

