MAKE EVERY MINUTE COUNT

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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
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!
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
1. Volunteer Reception Center

2. Orientation

3. Entrance

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

5. PIO

6. Credential Checking

7. Registration

8. MRC Registration

9. Interviews & Assignment

10. MRC Assignment

11. Risk Management

12. Safety Briefing

13. All Volunteers – I.D.

14. Exit
OPERATIONAL STRUCTURE

Administration Team

- Greeters Team
- Runners Team
- RIA Team
- Risk Management Team
- Credentialing Team
ADMINISTRATION TEAM

- VRC Coordinator
  - VRC Manager
  - PIO
  - Comm. Personnel
  - Database Coord.
  - Security
  - Staff Services
- MRC Manager
GREETERS TEAM – Traffic Flow

Greeter Team Leader

- External Greeters
- Internal Greeters
- Orientation Greeter
- Floaters
- Seating Area Greeters
RUNNERS TEAM – Internal Communication

- Runners Team Leader
  - Phone Bank/Request Runners
  - Communications Runners
  - Request Board Writer
REGISTRATION, INTERVIEW AND ASSIGNMENT (RIA) TEAM

VRC Team Leader

VRC Registrar

VRC Interviewer/Assignor

MRC Team Leader

MRC Registrar

MRC Interviewer/Assignor
RISK MANAGEMENT and SAFETY EDUCATION TEAM

RM & SE Team Leader

- Oath and Waiver Administrator
- RM/Oath and Waiver Associate
- Safety Briefing Volunteer Associate
- Orientation Facilitator
DATABASE & ID MANAGEMENT; CREDENTIALING

VRC Credential Authority Leader

VRC Credential Checker

ID & Credential Issuing Volunteer

MRC Credential Authority Leader

MRC Credential Checker

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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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Important!

In order to verify you have completed this training please click on the below link and fill out the short form:

By filling out this form you are verifying that you have completed Part 4 of “Introduction to MRC”: Volunteer Reception Center Training. Thank you!

- [https://docs.google.com/forms/d/1fK5QogHbjGiFo_Xm5VSK0sT1y_4EVG9CnSP3hu1OIF4/viewform](https://docs.google.com/forms/d/1fK5QogHbjGiFo_Xm5VSK0sT1y_4EVG9CnSP3hu1OIF4/viewform)
• Slides and Presentation provided by:
  • Ohio Citizen’s Corps
  • Hands on Volunteer Network of the Valley.