



# VOLUNTEER RECEPTION CENTER

Incorporating citizen volunteers and  
medical professionals in disaster and  
emergency response

For additional information contact  
Ohio Citizen Corps at: [gloria.davis@ocsc.state.oh.us](mailto:gloria.davis@ocsc.state.oh.us)  
(614) 995-1797 or visit the Web site at: [www.serveohio.org](http://www.serveohio.org)

VRC Manual authored by Rusty Groselle, Ohio Citizen Corps, Co-Project Director

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# VOLUNTEER RECEPTION CENTER

## INCORPORATING CITIZEN VOLUNTEERS AND MEDICAL PROFESSIONALS IN DISASTER & EMERGENCY RESPONSE

**“If you plan for volunteers they will come –  
If you don’t plan, they will come!”**

### Introduction

Through participation in the development of Citizen Corps’ volunteer disaster response during the past three years, Ohio’s emergency management leadership has embraced the benefits of a planned, systematic and professional approach to incorporating spontaneous, unaffiliated volunteers into disaster response. Patterned after a successful volunteer management process initiated by Volunteer Florida in response to hurricane disasters, Ohio Citizen Corps tailored the Volunteer Reception Center concept to meet needs identified in Ohio.

This revised edition of the operations process of the Volunteer Reception Center, (VRC), demonstrates the integration of three additional categories of response volunteers. Originally designed to incorporate unaffiliated volunteers responding to a natural or manmade disaster, this integrated VRC will also be the site to process pre-registered, task-identified Ohio Citizen Corps volunteers, pre-registered professional medical volunteers who are members of the Ohio Medical Reserve Corps, and, where possible, through rigid documentation, medical professionals who are not pre-certified.

Through the statewide Citizen Corps database, on the web at [www.serveohio.org](http://www.serveohio.org), prospective volunteers – both medical and non-medical - register online, learn about and participate in a variety of approved disaster-response trainings and become involved in exercises and drills. They can be notified in the event of an emergency declaration, and interviewed and assigned at an authorized VRC.

Ohio Revised Code (ORC) Section 121.404, signed into law in April 2006, permits limited liability protection for registered Citizen Corps volunteers under specific situations. See page 7

A spontaneous or unaffiliated volunteer can become a volunteer registered in the statewide volunteer database upon completion of the registration process at the VRC. Only then will a spontaneous, unaffiliated volunteer be provided the limited liability protection described in ORC Section 121.404.

Ohio Citizen Corps, a program of the Ohio Community Service Council, (OCSC), is represented on the State of Ohio Security Task Force. State of Ohio agency partners include Emergency Management, and the Departments of Health, Public Safety, Fire Marshal, Agriculture, and National Guard. Ohio’s volunteer community is represented by the Ohio Volunteer Center Association, (OVCA,) RSVP (Retired and Senior Volunteer Program,) Directors Association and the Ohio Voluntary Organizations Active in Disasters, (OhVOAD.)

Ohio Citizen Corps extends special acknowledgement and appreciation to Volunteer Florida for pioneering the concept of a VRC to incorporate unaffiliated volunteers in disaster response and recovery. Permission has been granted to utilize the concepts and language of Volunteer Florida’s publication *Unaffiliated Volunteers in Response and Recovery*, with adaptations to meet the needs of Ohio’s Volunteers in Disaster Response.

## Background

Emergency managers, first responders and leaders of voluntary organizations who respond to disasters know that when a major event occurs, volunteers will come. When this happens with little planning beforehand, results have often been described as a “disaster within a disaster.”

Why, when such a response indicates good intentions and concern for those affected by a disaster, should this cause such an adverse reaction? The direct answer: emergency management requires planning, control and practice.

Imagine the questions that an emergency manager has that have unknown answers. How many volunteers will come? What skills and training have they had? What if there aren't enough volunteers? What if there are too many? Who will supervise them? What if a volunteer is injured? What organization is responsible for them? Who feeds or houses them?

Many images come to mind...volunteers wearing sandals at a site littered with nails, splintered lumber and mud; citizens wanting to be trained on site when time and personnel are limited; or too-young students arriving and expecting to be fed as if they were at home. The results can be chaotic; there is no time or place at an active disaster site to incorporate willing but unprepared volunteers. The Volunteer Reception Center becomes the model to process these individuals.

The good news is that, no matter who or how many “they” turn out to be, the procedure for managing disaster volunteers is the same. It is straightforward and logical. It can be used in any size community, with the participation of any combination of community resources, for any type of disaster, no matter how extensive the damage or type of disaster. The process relies on the accepted principles of professional volunteer administration, including registration, personal interviews, agency referral and documentation. On site approved training may be necessary for first-time disaster volunteers.

There are several practical reasons for incorporating a VRC process into an emergency operations plan, (EOP) as has been done with the Donations and Volunteer Management Support Annex to the state EOP.

- ?? A VRC provides a specific location, staffed by skilled volunteer managers capable of screening, interviewing and referring citizens in a professional manner.
- ?? Though many are first-time disaster volunteers, they bring with them a wide range of skills and professional training, which is often in short supply after a catastrophic event.
- ?? Documentation of volunteer service permits a dollar value to be placed on donated services, contributing to required matching funds for reimbursement purposes.
- ?? The VRC encourages collaborative planning and implementation on a county and/or regional basis to meet first responders needs, contributing to a positive public perception of cooperation on mutual concerns.

## **BEFORE A DISASTER OCCURS**

### **Create a Strong Local Network**

Each Ohio county is a unique environment with its own assemblage of emergency management positions and personalities. Each jurisdiction also has its own distinct array of non-governmental resources, traditional response agencies and one-of-a-kind organizations. From these resources, several may stand out as having the capacity to register and refer disaster response volunteers in the event of a disaster and to develop a network of companies and not-for-profits which will provide for the basic needs of those volunteers.

The organization engaged to coordinate your county's use of citizen volunteers will be referred to here as the Coordinating Agency (CA).

In some counties a local Volunteer Center has served as the CA. This model has worked because Volunteer Centers have experience in referring volunteers according to their skills, abilities and limitations. They have personnel trained in effective procedures for registering, referring and documenting disaster volunteers. Some counties may have a government volunteer coordinator who recruits and places volunteers in government departments.

It may not necessarily be the same CA in each county. Examples are agencies that have a Volunteer Administrator or Coordinator of Volunteers such as a hospital, the United Way, or Habitat for Humanity affiliate.

Civic organizations responsible for community service projects, such as the Jaycees, may be a resource for volunteer coordination. Some areas of the state have professional associations of Volunteer Administrators that could plan and manage the Volunteer Reception Center.

Regardless of what organization is engaged to take on this responsibility, familiarity with the missions and staffs of local not-for-profits and experience as a convener and collaborator will be extremely valuable.

It is important that the county Emergency Management Agency and the Coordinating Agency establish regular communication to ensure mutual understanding of the CA's responsibilities, the required chain of command and the procedures by which responsibilities will be carried out.

### **Responsibilities of the Coordinating Agency**

The CA will designate a staff or association/organization member to serve as the **VRC Coordinator**. The Coordinator, in cooperation with local volunteer agencies such as a Volunteer Center or civic association, and medical organizations such as the local Hospital, Board of Health or Medical Reserve Corps unit, will recruit two Managers; one for the VRC component and one for the MRC component. These three individuals comprise the Administration Leadership Team that oversees the operation of the integrated VRC.

### **Build a Community Network**

The VRC Coordinator will regularly attend local emergency management planning meetings and affiliate the CA (if it is not already a member) with the local VOAD, Interfaith or other local disaster coalition. As an example, where a Citizen Corps Council is active in the county, CA membership on the Council will help to facilitate communication and interaction. The VRC Coordinator educates Citizen Corps Council members and organizations about the Volunteer Reception Center processes used to refer Citizen Corps volunteers.

Involvement with local VOAD organizations will help identify anticipated disaster volunteer needs for unaffiliated volunteers. This is a communications tool that enables the CA to learn what tasks are appropriate for Citizen Corps volunteers, what training will be necessary and what limitations are expected.

The VRC Coordinator builds a network of civic, fraternal, and other groups, encouraging their members to affiliate with a local disaster response organization. The objective is to reduce the number of spontaneous, unaffiliated volunteers. For example, promoting Community Emergency Response Team (CERT) training to members of a fitness club means that these volunteers would be already registered, referred and trained prior to a disaster situation. In other words, they are now affiliated volunteers!

### **Develop and Practice a Volunteer Referral Plan**

The VRC Coordinator will develop a volunteer referral plan and gather the supplies needed to open a Volunteer Reception Center. The Coordinator and VRC/MRC Managers, in cooperation with the emergency management agency, will find several locations suitable for housing the VRC. They will arrange sources and transportation of needed equipment, including emergency communications such as the Amateur Radio Relay League members, and recruit and train volunteer staff to help operate the Center. Appendixes II, III, IV.

### **Arrange to Transport Volunteers**

Volunteers may be asked not to drive their own vehicles into impacted areas for security and safety reasons. The VRC Coordinator works with the emergency management agency to develop a plan to transport volunteers from the VRC to the worksites.

Suggestions include school transportation resources or public transportation. Churches or charter companies may also donate the use of their buses. Memoranda of Understanding (MOU) should be developed in advance including coverage of important issues such as liability and reimbursement for use or costs of supplies.

### **Develop a Public Information Plan**

In partnership with the lead emergency management agency and following approved National Incident Management System, (NIMS) and Incident Command System, (ICS) protocol, the CA will contribute information to the public information plan outlining known disaster volunteer needs. The plan may include writing press releases in advance for quick editing and dissemination to the emergency management agency, and then to local and regional media.

At the time of an actual disaster, specific information regarding the establishment of a VRC, its' location and other pertinent details must be approved by Incident Command and/or other disaster officials. This plan will also alert the community to what resources are not needed. It is very important that public information is handled through ONE voice only and at the request and under the guidance of emergency management. Prior to a disaster, a written MOU with a local phone company for a complimentary toll-free number and additional service installed at the VRC is recommended. Consider what electronic communication needs may be required, including internet access or other online services.

The Public Information Officer for the VRC will attend periodic briefings by the emergency management agency on the status of response and recovery as it impacts the operation of the Volunteer Reception Center.

## **Engage the Business Community**

Working in cooperation with various local community agencies, the CA can engage local businesses in planning to donate goods and services to future response and recovery efforts. A particular focus of the CA could be to secure contingency agreements for supporting VRC volunteer needs. These could include shelter for Citizen Corps volunteers in local or nearby hotels/motels, or school facilities, donated meals for the VRC staff, or the delivery and maintenance of office equipment such as a portable copier for the VRC Administration area.

## **Develop Mutual Support**

The CA will provide invaluable support to the local first responder community. It is important to remember that the CA may operate with a budget consisting primarily of restricted funds – funds allocated or granted to the organization to be used for specific purposes. The agency will have a mission and specific goals it must achieve in order to continue receiving that funding. The emergency management agency can help to ensure that the CA is able to invest sufficient time to prepare for its role in an Emergency Operations Plan by assisting the CA to secure additional funding for this purpose. A letter of support explaining the vital services that the CA provides to the community after a disaster will assist the agency to garner financial support from your local Community Foundation, United Way or other sources.

## **Place a Value on Work Done by Volunteers**

In the event FEMA declares a disaster and the Public Assistance program is open to local government applicants, local governments may have a fund-matching requirement. Work done by local government employees or contractors can be used to match available federal funds. Likewise, properly documented work done by volunteers can be used to meet the matching requirement. For this time to be allowable as a matching contribution, a local government will apply a labor rate to each type of volunteer work that is similar to the rate that a local government employee would be paid, including fringe benefits, for the same or similar work, or the customary rate for that work if done by contractors in the local labor market.

Reference: 44 Code of Federal Regulations (CFR) Section 13.24  
FEMA Donated Resources Policy # 9525.2

## **Plan Proper Documentation for Reimbursement**

Local governments that keep accurate records of the volunteers, their hours, and the types of disaster assistance work done by volunteers have been successful in counting those contributions toward the local match for FEMA eligibility. Developing a system for recording and maintaining the needed information is the crucial first step to success. All local government personnel who will be supervising volunteers should be trained on the importance of thoroughly documenting the hours and types of work done by volunteers. Appendixes VI, VII.

Document all training, expenses and time donated. All VRC staff should be made aware of the need to maintain accurate documentation of their activities, including training provided to volunteers, expenses incurred through the CA's disaster relief efforts and time and skills donated by Citizen Corps volunteers. Appendix VIII.

It is important for VRC staff to provide safety briefings and, when appropriate, specific job training to all volunteers. Volunteers who wish to register on the statewide database must complete the training required by OCSC. Appendixes XV, XVI.

## **Select Sites**

It is recommended that the CA, in concert with the VRC and MRC Managers and the Emergency Management Agency, select, examine and plan for sites in several different parts of the county. Set up, organize and practice a staff training exercise at each site. A signed Memo of Understanding (MOU) covering each facility's use should be prepared by the authorized official and signed by the appropriate officials.

Space needs for the volunteer registration process at the VRC is only one consideration. When determining a suitable site, several additional questions need to be answered. What supplemental space will be required to continue operations for several days – or weeks? What support facilities need to be considered? Where will volunteers eat? How will food be supplied and prepared and by whom? Are bathrooms and showers available and equipped? Is there any quiet space available for cots for volunteers and staff to rest between shifts? What is the parking situation? How secure is the facility? Is there auxiliary power? Are telephones available? Is there a loading dock? In this era of wireless communication, is there Internet access? High schools have many of these features – but would one – or more – be available? Lower grade level facilities may be available but not be sized and comfortable for adults to use.

Upon receiving instructions from the Emergency Management authority, the CA will prepare to process volunteers at the site designated by the EMA. To minimize traffic, confusion and congestion, this site may be several miles from the impacted area.

The VRC Schematic is a generic flow chart, not a blueprint. It is intended to demonstrate a reasonable flow of activity in a logical and sequential manner. The VRC may occupy one, two or three rooms; may have a central area for seating with three divisions; may have one – or more – entrances. The design is deliberately flexible to permit the most efficient methods to integrate the registration process for all categories of response volunteers.

Appendixes II,III,IV

## **Plan Supplies & Equipment for VRC**

Determine what supplies are needed and where they can be safely stored and easily accessed. These include signage, forms tailored for specific needs, and equipment that will work if the disaster has affected power. Prepare a VRC "Go Box" for operating a VRC on short notice. At the VRC training, instruct prospective staff to prepare a "Go Box" that would have 72 hours of personal supplies, emergency food and water, and safety equipment available to "grab and go" in the event of rapid deployment.

Appendix V.



## Plan for Risk Management

Ohio Revised Code Section 121.404 confers upon the Ohio Community Service Council the authority to “advise, assist, consult with, and cooperate with, by contract or otherwise, agencies and political subdivisions of this state in establishing a statewide system of volunteers pursuant to section 121.404 of the Revised Code.” Two of those agencies are the Ohio Department of Health and the Ohio Emergency Management Agency.

OCSC has drafted a comprehensive rule containing guidance for recruiting, registering, and training volunteers.

Ohio Revised Code Section 121.404 grants registered volunteers limited immunity for any tort or other civil action while providing services within the scope of the volunteer’s duties during a declared emergency or during training and exercises. (Civil action includes medical, dental, chiropractic, optometric, veterinary or other health claims.) Limited immunity also covers property damage that may arise from an act or omission of a registered volunteer. Limited immunity will not extend to the willful or wanton misconduct of any registered volunteer.

Information related to a registered volunteer’s specific responsibilities, assignments, deployment, and readiness status and a registered volunteer’s personal contact information, medical information, and family information is not public record under Ohio’s Public Record’s Act.

County officials, county emergency management staff, CA’s, volunteer organizations and volunteers may inquire about their liability should the volunteer injure a third person, damage property or become injured themselves in the course of volunteering. Generally, if the volunteer was properly licensed or certified and appropriately registered with the CA; was acting within the scope of his/her responsibilities; and was not acting willfully, maliciously, intentionally, the volunteer will not incur liability either for themselves, the CA, or the county for which they are volunteering.

There are several laws that offer volunteers protection from liability. First is the Volunteer Protection Act of 1977, (Public Law 105-19, 42 United States Code Section 14501, et seq.)

Second, there are a variety of Good Samaritan laws in Ohio that provide limited immunity for persons offering emergency medical care at the scene of an accident or emergency. Some provisions apply to specific volunteer groups and may provide additional protection for specific types of volunteers. See Ohio Revised Code Sections 2305.23 – 2305.23.5

Third, some organizations such as RSVP and the American Red Cross may enjoy additional immunity or may be insured for the activities of its volunteers. All volunteer organizations and volunteers should look to their specific situations to determine what, if any, immunity provisions or insurance benefits are available to them and plan accordingly.

Fourth, if the county for which the individual is volunteering, either through the county commissioners or the county emergency management agency, has agreed to accept responsibility for the actions of properly registered volunteers, the county will provide the individual with immunity so long as the conditions in the first paragraph are met.

In counties where this is the case, volunteers must be properly registered and must have taken the oath found in Ohio Revised Code Section 5502.34. (See Ohio Revised Code Section 5502.30 for the limited immunity provision.) The emergency management director, a deputy director, or other person authorized to administer oaths in Ohio may give the oath. The volunteer's registration should note the taking of the oath either verbally or by signing a form containing the oath language.

If the county has agreed to accept responsibility for volunteers in this manner in addition to the limited immunity provided by Ohio Revised Code Section 5502.30, a volunteer (now called an emergency management worker) may also be eligible for workers' compensation benefits if they are injured during the course of their service. Again, the conditions set forth in the first paragraph must be met, in addition to proper registration and the taking of the oath. (See, Ohio Revised Code Sections 4123.031 – 4123.037.) Although no premiums are paid in advance for this purpose by the county, any claims will be charged to the county's risk. Therefore, be certain the county has approved this method of protecting volunteers before offering this information to volunteers.

Volunteers may agree to make any claims for injuries to themselves through their own medical insurance carrier. If this is the case, appropriate notation of this should be made so the county is protected from liability.

Fifth, the volunteer organization or the CA may purchase insurance for the purpose of protecting volunteers from liability for the emergency response actions. If this is the method provided in the county, the volunteer should understand the insurance coverage and be satisfied that they feel they are adequately covered for the actions.

Sixth, volunteers may choose to purchase additional insurance themselves.

If some of these methods result in the need for volunteers to sign a Release/Waiver of Liability Form, an authorized official will provide the document.

Each volunteer organization will have to determine how, if at all, it will protect its volunteers. This decision must be coordinated with the county, through the county emergency management agency.

## **Plan Trainings & Exercises**

The VRC Coordinator, with the VRC and MRC Managers, in cooperation with emergency management, should plan instructional trainings and hands-on exercises to practice and evaluate the operation of the Volunteer Reception Center process.

Volunteers and trainers involved in authorized trainings and exercises receive the protection of O.R.C. 121.404 regarding limited immunity from liability.

Volunteers recruited as staff for a local and/or regional Volunteer Reception Center should participate in a training to learn about the process and the specific functions that are involved in that process. The first half of the training focuses on position descriptions, the duties that each station entails, the chain of command through Teams and the importance of documentation throughout the process.

Volunteers are divided into two groups for the second half of the training. Individuals in one group are assigned roles: unaffiliated volunteers, Medical Reserve Corps and registered Citizen Corps volunteers arriving at the Center to be processed. The other group serves as VRC Staff assigned to specific functions at the Center. Midway through the training, the groups change roles. This provides the trainees the opportunity to see the process from both sides. The VRC Trainers, having outlined the process at the start of the session, serve as observers during the hands-on segment.

The conclusion of the training is reserved for answering questions, registering volunteers participating in the training, and an evaluation of the session.

Volunteers, trained to be VRC staff and registered in the database, are now prepared to participate in an actual exercise to practice standing up and operating a functional VRC in a timely manner. An exercise simulates a specific scenario such as an immunization clinic or a regional flooding situation. The ideal setting would tie the exercise into a planned local or regional event that would require an operational VRC. The primary objective is to practice to be at the ready when activated by Emergency Management in the case of a real emergency.

Evaluating the importance of the VRC and the role of citizen volunteers is an integral part of trainings and exercises. Prior to the event, VRC Trainers determine what aspects to evaluate. The following suggested topics provide opportunities for participants to determine what information they derived from the experience. Their comments and opinions also contribute to future trainings and exercises.

- ?? Determine the purpose, objectives and expected outcomes for the specific event.
- ?? Determine the type of exercise you are staging; tabletop drill, lecture, or full scale set up.
- ?? Target your intended audience.
- ?? Create an evaluation form that reflects the scope of the exercise, asking each participant if the purpose and objectives were met and added information to their experience.

### **After Action Report (AAR)**

Following the event, the planning group reviews the participants' evaluations and considers the results in light of the planning criteria. The resulting assessments produce an After Action Report, (AAR.) This report includes accolades for what went right, and reasonable recommendations for raising the standards in areas needing improvement. The report is then forwarded to the appropriate agency.

## **AFTER THE DISASTER**

### **Set Up and operate a Volunteer Reception Center to process the two categories of volunteers; Citizen Corps and Ohio Medical Reserve Corps**

#### **1. Citizen Corps Volunteers**

The registration process for Pre-registered Citizen Corps Volunteers and spontaneous, unaffiliated non-medical volunteers is under the direction of the VRC Manager.

##### **Registered Citizen Corps Volunteers (CCV)**

Citizens choose to volunteer in emergencies and disasters through recruitment and marketing campaigns. In Ohio, prospective Citizen Corps volunteers register at [www.serveohio.org](http://www.serveohio.org), the primary web site of the statewide Citizen Corps database. An orientation to Ohio Citizen Corps includes the role and responsibilities of volunteers in prevention and response. Incident-specific information will be available when registered volunteers are mobilized through the VRC.

Once registered, the individual becomes an Ohio Citizen Corps volunteer, CCV, available to be mobilized in the case of an emergency or disaster. Appendixes X, XII

##### **Spontaneous, Unaffiliated Volunteers (SUV)**

Spontaneous, unaffiliated volunteers are not associated with any recognized disaster response agency. These volunteers lack specific disaster training such as that offered by OCSC, the American Red Cross or other voluntary agencies active in disaster efforts. However, they may have other training, skills and experience and appear at a disaster site to offer help. Without disaster experience, volunteers have sometimes hindered rather than helped in response and recovery operations. This is a primary concern to emergency management officials.

Through the OCSC statewide volunteer database process at the VRC, these unaffiliated volunteers become registered volunteers. They receive approved training and perform needed services. They move from an unaffiliated volunteer status to the registered Citizen Corps Volunteer status and are eligible for limited liability protection as provided by ORC Section 121.404 Appendixes X, XII.

#### **2. Medical Reserve Corps Volunteers**

The registration process for registered Ohio Medical Reserve Corps volunteers and non-registered professional medical volunteers is under the direction of the MRC Manager.

##### **Ohio Medical Reserve Corps Volunteers (MRC)**

Professional medical personnel, recruited to become members of the Ohio Medical Reserve Corps, must participate in specialized disaster response training. They are a significant resource responding to public health and safety crises, whether natural or manmade. The Ohio MRC, in partnership with local public health entities, is open to professional licensed medical personnel in the fields of medicine, nursing, dentistry, pharmacy, social work, mental health, veterinary medicine, and their allied disciplines. Upon completion of authorized disaster training MRC members are credentialed as critical responders, and registered on the MRC Citizen Corps database. Appendix XIII.

##### **Non-registered Ohio Medical Corps volunteers (MRC)**

Unaffiliated professional medical personnel may respond to a call for volunteers and have no previous registration information. A process to confirm the credentials and qualifications of an unregistered medical volunteer is underway. It will be included at a later date.

## **VOLUNTEER RECEPTION CENTER PROCESS**

The VRC process follows the accepted principles of professional volunteer management that have been advocated by national volunteer organizations such as the Points of Light Foundation. The process is arranged in a sequential manner, designed to handle the general and specific registration needs for each of the categories of response volunteers.

### **Sequence**

#### **Orientation**

- ?? To the response management structure; NIMS, ICS
- ?? To the incident/event underway
- ?? To the role of response volunteers
- ?? To answer questions

#### **Registration**

- ?? To review credentials
- ?? To complete registration application

#### **Interview**

- ?? To determine suitability
- ?? To ascertain skills
- ?? To determine appropriate placement

#### **Assignment**

- ?? To match volunteer with appropriate task
- ?? To determine volunteer reporting schedule

#### **Risk Management, credentials & safety education**

- ?? To promote security
- ?? To comply with immunity from liability requirements
- ?? To ensure documentation process
- ?? To issue approved credentials and ID
- ?? To ensure safety of personnel & property

#### **Support Services**

- ?? To effectively & efficiently aid VRC volunteer deployment process
- ?? To supply volunteers and staff with necessities to continue VRC efforts

## **VRC OPERATIONS**

The steps listed above are grouped by functions and organized as Teams for management operations. Size of Teams is dependent upon the extent, severity and duration of the incident.

### **Functions**

Administration Team

?? Oversees management of VRC; coordinates support services

Greeters Team

?? Coordinates traffic flow

Runners Team

?? Expedites internal & external communication

Registration, Interview & Assignment Team

?? Manages the volunteer deployment process

Risk Management & Safety Education

?? Oversees orientation; safety briefings; specialized trainings as required; liability issues

Database & ID Management; Credentialing

?? Ensures registration compliance; documentation; approves and issues credentials

## **TEAMS ORGANIZED BY FUNCTION**

### **ADMINISTRATION TEAM**

Purpose: Responsible for oversight and management of the VRC operations

Location: Separate space close to main operations; preferably has a door that can be locked

### **TEAM LEADERSHIP**

?? VRC Coordinator

?? VRC Manager

?? MRC Manager

### **POSITIONS**

?? Public Information Officer

?? Volunteer Requests/Phone Bank

?? Communications Personnel

?? Database Administrator

?? Administrative Assistant

?? Mental Health consultant

?? Medical consultant

?? Security personnel

### **SUPPORT SERVICES**

?? Food services

?? Volunteer break/rest area

?? Supplies, copy facility, records storage

## **GREETERS TEAM**

Purpose: To facilitate an orderly flow of both volunteers and staff

Location: At strategic points both inside and outside the VRC

## **GREETER TEAM LEADER**

### **POSITIONS**

?? External Greeters

?? Internal Greeters posted throughout facility

## **RUNNERS TEAM**

Purpose: To facilitate internal & external communications among stations

Location: On the floor of VRC to actively maintain inter-station communications

## **RUNNER TEAM LEADER**

### **POSITIONS**

?? Various stations throughout VRC

## **REGISTRATION, INTERVIEW & ASSIGNMENT TEAM (RIA)**

Purpose: To make appropriate volunteer task assignments based on registration, interview and tasks available/needed.

Location: VRC & MRC Registration, and Interview/Assignment Stations

## **RIA TEAM LEADERSHIP**

?? **VRC RIA TEAM LEADER**

?? **MRC RIA TEAM LEADER**

### **POSITIONS**

?? VRC & MRC Registrars

?? VRC & MRC Interviewers/Assignors

## **RISK MANAGEMENT & SAFETY EDUCATION TEAM**

Purpose: To oversee the orientation and allied safety briefings at the VRC site(s)

Administer proper procedures for liability issues

Location: Specified orientation site(s); Safety Briefing Station(s);  
Risk Management Station

## **RISK MANAGEMENT TEAM LEADERSHIP**

?? **VRC ORIENTATION TEAM LEADER**

?? **MRC ORIENTATION TEAM LEADER**

### **POSITIONS**

?? VRC & MRC Orientation Volunteer Associates

?? VRC & MRC Safety Briefing Volunteer Associates

?? Oath & Waiver Administrator (if required)

?? Oath & Waiver Associates (if required)

## **DATABASE & ID MANAGEMENT; CREDENTIALING TEAM**

Purpose: Review documentation, credentials necessary for legal compliance; Issue approved Identification and credentials for accepted registered VRC and MRC volunteers

Location: VRC & MRC Credential Checking Station; VRC Volunteer Credentialing & ID Stations

### **DATABASE & ID TEAM LEADERSHIP**

?? **VRC CREDENTIAL AUTHORITY TEAM LEADER**

?? **MRC CREDENTIAL AUTHORITY TEAM LEADER**

### **POSITIONS**

?? VRC Credential Checker Associates

?? MRC Credential Checker Associates

?? ID Credential Authority Associates

?? Database Liaison

?? May include partnership with Emergency Management, Attorney General, Security or other authorized agency as deemed necessary

## **THE PROCESS IN ACTION**

### **SETTING UP THE VRC**

Specific job descriptions, by Team function, are included in pages 20-26. These descriptions can be copied, separated and given to volunteers as they are trained and assigned to these positions.

Following a local or state emergency declaration, and the determination is made that the crisis needs a VRC processing center, it will be activated at the request of emergency management. It will be set up at a pre-determined site and staff will be notified. Ideally a practice drill has been held at the site so that staff and volunteers are trained and familiar with the layout and the facilities.

As each disaster situation is different, this manual does not define or pre-determine the minimum number of volunteers to staff a VRC. Certain functions require either more time than others and/or more personnel to accomplish the tasks. Cross-training VRC staff and volunteers will enable the VRC and MRC Managers to move their staff to areas that need additional assistance.

For example, more time is required to interview and place spontaneous, unaffiliated volunteers to be sure that the task is suitable for the individual volunteer. The Interview & Assignment Station is the busiest and the most time consuming part of the process. It can become a bottleneck. It is recommended that many VRC volunteers be trained for this function.

The Reception Center process occupies a large space. Runners and Greeters are significant positions as they assist in the management of both traffic and noise. More volunteers trained for these positions will increase both communications efficiency and crowd control.



## **ADMINISTRATION**

The Administration Function covers the overall management of both the Volunteer Reception Center, VRC, for non-medical volunteers and the Medical Reception Center, MRC, for professional licensed volunteers from the fields of medicine, veterinary medicine, pharmacy, nursing, dentistry, social work and their allied disciplines.

### **LEADERSHIP & OPERATIONS TEAMS**

The VRC is set up under the supervision of the Administration Leadership Team that includes the VRC Coordinator, the VRC Manager and the MRC Manager. This Team works closely together to create a climate of cooperation.

The **Operations Team** is made up of the pre-assigned and trained Team Leaders and the Administration Team. The collaborative talents of this Team set the tone and pace of the Center and contribute to an orderly process in the midst of chaos. After a disaster, however, there is no guarantee that the Coordinator will be the first to arrive. Other staff members should be trained to set up the facility if necessary.

Safety and security are major considerations in determining the layout. A single entrance area and exit area is preferred; it is recommended that ropes and stanchions or similar traffic flow boundaries be used to keep an orderly flow. The presence of uniformed security personnel at the VRC is recommended.

Assign VRC and MRC staff within sight of staff and other volunteers. If an area is screened off, assign volunteers in pairs with consideration given to a safe means of personal communication in the event it is needed.

Pre-training and assigning volunteers to be Team Leaders for each of the VRC and MRC functions is strongly recommended.

Documentation is extremely important. The Leadership Team maintains critical information including the following:

Time records of VRC staff	Appendix VI
Time records of VRC volunteers	Appendix VII
Receipts of expenses incurred	Appendix VIII
Orientation attendance records	Appendix X
Signed VRC safety briefing forms	Appendix XVI
Requests for volunteers	Appendix XI
Completed volunteer registration forms	Appendixes XII, XIII
Signed Oath & Waiver forms (if used)	

## **ADMINISTRATION ASSOCIATES**

### **PUBLIC INFORMATION OFFICER**

The Public Information Officer, (PIO), is the ONLY VRC staff member to respond to any media inquiries about the Center's operation.

Tasks: In a declared emergency, all information will be handled through the Emergency Operations Center, with the Public Information Officer as the official contact for the VRC. All media personnel arriving at the VRC are to be escorted to and accompanied by the PIO at all times.

## **VOLUNTEER REQUESTS STAFF ASSOCIATES**

Information and volunteer requests will come from the Emergency Operations Center to the VRC utilizing communications available at the time. In the event of power loss, it may be necessary to ask members of the American Radio Relay League (ARRL) to staff this function at the VRC.

Tasks: Fill out a VRC Request for Disaster Volunteers Form Appendix XI  
Record each request as completely as possible with sufficient detail to facilitate matching volunteers to the needs. Signal the Phone Bank Runner to take the Request to Board Writer.  
Report to: Database Manager

## **DATABASE MANAGER**

The OCSC statewide Citizen Corps Database will be housed in the Administration Center. Professional staff is responsible for the data management process.

## **ADMINISTRATION SUPPORT**

Documentation is a key function of the VRC. Maintaining orderly records, keeping track of necessary supplies, relaying messages are among the most important aspects of the management function.

### **Office Management**

#### **Clerical and Administrative Volunteers**

Tasks: Filing, maintain records, coordinate supplies, storage, data entry  
Report to: VRC Leadership Team

#### **Volunteer Break Room Assistants**

Tasks: Plan for and oversee Volunteer Break facility, food supply and/or service if necessary  
Report to: Administration Team Leader

## **SUPPLEMENTAL SUPPORT SERVICES COORDINATOR**

If the VRC is expected to stand up for an extended period of time, a Support Services Coordinator is recommended to staff this function in a major disaster or incident.

Report to: VRC Coordinator

Tasks: Oversee personnel services that support VRC staff; food services, breaks, rest areas.

## **SUPPLEMENTAL STAFF NEEDS**

### **Medical/ Mental Health/Social Worker**

It is recommended that a physician, a mental health worker and/or nurse be on-site. Stress is a reality in dealing with disaster and emergency situations. Persons who may not be suited to work in emergencies may respond to offer assistance in crisis situations. It is strongly recommended that a Registered Nurse, a Licensed Social Worker and/or a behavior health professional be part of the VRC staff.

### **Security Personnel**

The safety and security of VRC Staff and in-coming volunteers is a primary concern of emergency management. It is highly recommended that planning include a security presence. Law enforcement auxiliary members may be available to perform this function. If possible, security begins when entering the grounds and continues throughout the VRC operations.

## **GREETERS TEAM**

Greeters are the VRC Ambassadors – and Traffic Controllers. A Greeter will be the first VRC staff person that the volunteer will meet - and will make the first impression of the Volunteers in Disaster Response operations. A sincere smile, and a “Welcome and Thank You!” are still the best greetings!

### **GREETER TEAM LEADER**

Appointed by and reports to: VRC Manager

Location: A central site; preferably wearing a distinctive & visible hat

Note: If the VRC and MRC sites are in different areas, a Team Leader is needed for each and will report to the Manager of each site.

Tasks: Greeter Team Leader trains the volunteers and oversees the Greeter Team operations. Assigns Greeter volunteers to their specific area. It is recommended that the assignments be made in pairs. This increases the safety of each volunteer and also permits each area to be covered while still allowing a Greeter to take a break periodically.

### **EXTERNAL GREETERS**

Location: Outside the entrance to the VRC.

Report to: Greeter Team Leader

Purpose: Verify minimum age (18) (See provisions of O.R.C. 121.404.)

Tasks: Greet volunteer, smile, Thank You.

If the volunteer is 18 or over, determine whether volunteer is pre-registered Citizen Corps volunteer, Medical Reserve Corps member or unaffiliated volunteer

Give the Volunteer Instructions sheet to each person

Appendix IX.

Direct volunteer to Internal Greeter

### **INTERNAL GREETERS**

Location: Inside entrance to the VRC site(s)

Report to: Greeter Team Leader

Purpose: To continue welcome process

Tasks: Welcome; answer questions; direct volunteers to Orientation site

There may be specifically marked lines for Pre-registered and unaffiliated volunteers. If so, pre-registered are admitted first; spontaneous, unaffiliated volunteers wait for available seating

### **ORIENTATION GREETERS**

Location: Orientation site

Report to: Greeter Team Leader

Purpose: Describes orientation process

Tasks: Explains, distributes and collects required attendance sheets

Appendix X

Introduces Orientation Facilitator

Dismiss Pre-registered volunteers first; direct to VRC area

Dismiss unaffiliated volunteers; direct to VRC area

### **FLOATER GREETERS**

Location: On VRC floor in sight of Team Leader

Report to: Greeter Team Leader

Purpose: Assists Team Leader

Tasks: Continue Internal Greeter tasks; escort media to PIO; relieve Greeters on breaks; note needs, supplies, questions

## **SEATING AREA GREETERS**

Location: Seating/holding area for volunteers waiting for registration process

Report to: Greeter Team Leader

Purpose: Assist waiting volunteers; direct volunteer flow; answer questions about process

Tasks: Monitors flow of volunteers to appropriate category registration area

Note: A Pre-registered volunteer takes precedence over an unaffiliated volunteer when an interviewer becomes available

## **RUNNERS TEAM**

The Runners Team provides internal communications support to VRC staff. Each Station is equipped with a flag to signal a Runner when needed. Runners connect volunteer Stations, carry questions and responses from Station to Station, summon Security or medical consultant when necessary, and re-supply Stations. Their function reduces the noise level of the facility by responding to staff in person rather than relying on shouting or yelling to attract attention.

## **RUNNER TEAM LEADER**

Location: VRC floor. If VRC and MRC are housed separately, appoint a Team Leader for each facility.

Appointed by and reports to: VRC Manager and/or MRC Manager

Tasks: Trains and assigns Runners throughout VRC.

Oversees operations of the Runners Team

## **REQUEST RUNNERS**

Location: Vicinity of Administration Area where incoming volunteer requests are logged

Report to: Runner Team Leader

Tasks: Takes completed Request for Disaster Volunteer form to appropriate Request Board; gives to Writers

## **FLOOR COMMUNICATIONS RUNNERS**

Location: VRC Floor; activity is between various Stations

Report to: Runner Team Leader

Tasks: Responds to waving Flag to carry questions, supplies, and information to proper Station within VRC.

Note: If VRC and MRC are not in the same area, it is important that communications is maintained among all segments of operations

## **REQUEST BOARD WRITERS (2 per Board)**

Location: VRC and MRC Request Board(s)

Report to: Runner Team Leader

Requirement: Legible writing (comparable to teacher writing on blackboard)

Tasks: Lists Volunteer Task Requests as catalog of available positions; debits filled positions

## **REGISTRATION, INTERVIEW & ASSIGNMENT TEAM (VRC RIA)**

The VRC RIA Team is responsible for the Registration, Interview and Assignment Stations for Pre-registered Citizen Corps Volunteers and non-medical spontaneous, unaffiliated volunteers. Each category of Disaster Volunteer will be processed in an approved manner prior to assignment and deployment.

- ?? A Pre-registered Citizen Corps Volunteer's initial registration information is on the statewide database. The Interviewer will utilize this basic information to determine an appropriate assignment.
- ?? Spontaneous, unaffiliated volunteers will complete the Registration forms, be interviewed and assigned as time and space become available through the VRC process.

### **VRC RIA TEAM LEADER**

Appointed by and reports to: VRC Manager

Location: RIA Station

Purpose: Train and assign RIA Volunteers

Troubleshoot questions raised in the Registration process

If a large influx of disaster volunteers appears, consider appointing a Registration Coordinator and/or an Interview Coordinator to assist with the management of these busy Stations.

### **VRC REGISTRARS**

Location: Registration Station

Appendix XII

Report to: VRC RIA Team Leader

Assist Citizen Corps Volunteers through the on-site Registration process.

Pre-registered volunteers complete minimum information to comply with paper trail.

Spontaneous, unaffiliated applicants require more extensive registration information. When forms are completed, direct the volunteer to Seating Area until Interviewer is available.

Reminder: Pre-registered volunteers take precedence over unaffiliated volunteers.

### **VRC INTERVIEWERS/ASSIGNERS**

Location: Interview Station

Appendix XIV (3-part)

Report to: RIA Team Leader

Listen to learn what experiences, skills and talents a prospective Citizen Corps volunteer brings to this incident. Question previous volunteer activities, workplace skills and organizational affiliations to determine

- a) suitability for disaster response duties
- b) level of skill and talent brought to the event
- c) availability and time commitment available to participate in the response.

Task determination may be suggested by the volunteer's answers, or may be filled by qualifications needed and task knowledge and experience noted.

Note: Not all candidates are suitable for disaster response. It is important to be sensitive to each person and note actions or questions that may be clues that other volunteer activity might be more appropriate. When in doubt the observations and recommendations of medical or other professional VRC/MRC staff can be helpful. "I'm sorry. We cannot use you now," is an acceptable response in any questionable interview.

## **MRC REGISTRATION & ASSIGNMENT TEAM LEADER (MRC RIA)**

Location: MRC RIA Station

Appointed by and reports to: MRC Manager

Tasks: Trains and assigns MRC Registrars and Assignment Volunteers

Purpose: The MRC Registration and Assignment Team is responsible for the Registration confirmation and Assignment for Pre-credentialed and trained members of the Ohio Medical Reserve Corps.

## **MRC REGISTRARS**

Location: MRC Registrar Station

Report to: MRC RIA Team Leader

Tasks: Pre-registered, credential and training-accredited Medical Reserve Corps Volunteers will be processed and assigned through the MRC component.

Non-registered professional medical volunteers will be interviewed at the Medical Reserve Corps Registration Station through an approved process still to be determined by OMRC.

## **MRC ASSIGNORS**

Location: MRC Assignment Station

Report to: MRC RIA Team Leader

Tasks: Reviews experiences and volunteer specialties to make appropriate assignment.

Completes procedures for medical professionals to report for approved service.

Completes Referral documents as required.

Appendix XIV (3 part)

## **RISK MANAGEMENT AND SAFETY EDUCATION TEAM**

Information specific to the disaster will be given as volunteers enter the VRC. An approved orientation with focus on the current situation, safety issues and emergency management instructions is included.

An approved Oath & Waiver may be required and administered by an authorized official.

## **RISK MANAGEMENT AND SAFETY EDUCATION TEAM LEADERS**

Location: VRC and MRC Safety Briefing Area(s)

Appointed by & report to: VRC and MRC Managers

Tasks: Assign and train volunteers to required duties; importance of documentation

Oversees operation of the Area; provides appropriate forms and signature procedures

## **ORIENTATION FACILITATORS**

Location: Orientation Briefing Site

Report to: Risk Management & Safety Team Leader

Tasks: Conduct Orientation to Disaster response and incident-specific information

Explain volunteer commitment before registration begins

Respond to questions, concerns

Offer an in-or-out option before Registration for spontaneous, unaffiliated volunteers

### **SAFETY BRIEFING ASSOCIATES**

Location: VRC & MRC Safety Briefing Stations

Appendixes XV, XVI

Report to: Risk Management Team Leader

Tasks: Make sure volunteers understand safety issues pertinent to specific disaster response

Provide specific safety requirements such as proper clothing, procedures

Oversee signature compliance if required

### **RISK MANAGEMENT/OATH & WAIVER ASSOCIATES (If required)**

Location: VRC & MRC Oath & Waiver Stations

Report to: Risk Management Team Leader

Tasks: Oath administered by an authorized official

Comply with O.R.C. 121.404 and rules

Oversee signature compliance if required

### **DATABASE, ID & CREDENTIAL APPROVAL TEAM**

Verifying the identity of CCV and MRC volunteers relies on an approved credentialing system that can be accessed from the volunteer processing center. The Citizen Corps statewide database of pre-certified and credential volunteers will be a key resource.

### **DATABASE ADMINISTRATOR & CREDENTIAL AUTHORITY TEAM LEADERS:**

Location: Credential Station

Appointed by and report to: VRC Leadership Team

Tasks: Oversee management of database, credential requirements

### **DATABASE LIASON**

Location: Administration Center; designee at Credential Station

Reports to: Database Administrator

Tasks: Maintains, manages registry of all categories of Citizen Corps volunteers to be in compliance with legal statutes pertaining to volunteers in a declared disaster response

### **CREDENTIAL AUTHORITY (may be authorized official)**

Location: Credential Issuing Station

Tasks: Verifies approved documents, issues approved ID and credential as determined

### **CREDENTIAL CHECKERS**

Location: First Station after entering VRC

Reports to: Credential Authority

Tasks: Determine appropriate registration process depending upon Category

VRC Pre-registered Citizen Corps Volunteer  
Spontaneous, unaffiliated volunteer

MRC Registered Medical Reserve Corps  
Non-registered and unaffiliated medical professional

## JOB DESCRIPTIONS BY FUNCTION

## COPY, SEPARATE & GIVE TO ASSIGNED VOLUNTEERS

### ADMINISTRATION

#### POSITION: VRC COORDINATOR

##### LOCATION: Administration Center

##### (Separate room, preferably with a door)

- ?? In partnership with VRC Manager & MRC Manager, oversees combined operation of the VRC Center
- ?? Coordinates site setup for efficient processing of all volunteers
- ?? Oversees combined Administration functions for VRC including database management, files and record keeping, office supplies, common equipment
- ?? Maintains time records, expense reports, other documentation necessary for efficient management and database compliance
- ?? Point of Contact for external communications

#### POSITION: VRC MANAGER

##### LOCATION: Actively on VRC Floor

- ?? Oversees site setup for VRC specific functions
- ?? With CA, coordinates recruitment, training of VRC Staff. Assigns VRC Team Leaders & VRC Staff
- ?? Oversees records, files of volunteers in VRC process required for database compliance
- ?? Create, maintain specific forms, supplies for VRC operations in accordance with overall VRC process
- ?? Monitors on-going operations of the VRC
- ?? Point of contact for VRC-specific matters

#### POSITION: MRC MANAGER

##### LOCATION: Actively on VRC Floor

- ?? Oversees site setup for MRC-specific functions
- ?? With MRC partners, recruit, train and assign MRC Team Leaders & MRC Staff
- ?? Oversees records, files of volunteers in MRC process required for database compliance
- ?? Create, maintain specific forms, supplies for MRC operations in accordance with overall VRC process
- ?? Monitors on-going operations of the MRC
- ?? Point of contact for MRC-specific matters

**NOTE:** These three positions constitute the Administration Team for the integrated setup and ongoing management of the VRC process

Team Leaders, with the Administration Team, comprise the VRC Operations Team.

#### POSITION: PIO PUBLIC INFORMATION OFFICER

##### LOCATION: Administration Center

- ?? The Public Information Officer is the ONLY VRC Staff member to interact with the media about the Center's operation.
- ?? All information is to be in concert with the Joint Information Group (JIG) headquartered at the Emergency Operations Center (EOC.)

#### PHONE BANK/COMMUNICATIONS PERSONNEL

##### LOCATION: Administration Center

- ?? Phone operators and/or ham radio operators or other primary communications personnel will be working in cooperation with requests for volunteers from the EOC.
- ?? Communications volunteers will receive the requests and process them through the Request for Volunteers Form.

#### CITIZEN CORPS DATABASE COORDINATION

##### LOCATION: Administration Center

- ?? The statewide Citizen Corps Database, housed at the Administration Center, is the centralized registration service for volunteers serving during a disaster or emergency.
- ?? Registration as an Ohio Citizen Corps volunteer, called to serve during a declared emergency, is the official manner to comply with O.R.C.121.404
- ?? An unaffiliated volunteer becomes an eligible CCV when registered on the database through VRC or MRC, & completes approved training.

#### ADMINISTRATIVE SUPPORT

##### POSITION: Administrative Assistant

##### LOCATION: Administration Center

- ?? Oversees administrative operations in center, clerical volunteers, office equipment
- ?? Coordinates supplies, files, storage

#### OTHER POSITIONS: (as needed)

##### Mental health & medical professionals

- ?? Attend to personnel/volunteer health issues

##### Security personnel

- ?? Provide safety & security for VRC personnel, and volunteers

##### Staff Services Coordinator

- ?? Oversees volunteer/staff food services
- ?? Supplies, volunteer break/rest area



## **GREETERS (Traffic Flow)**

**POSITION: GREETER TEAM LEADER**  
**LOCATION: Actively on floor of VRC**

(If VRC and MRC sites are in different areas, appoint a Greeter Team Leader at each site. Each reports to Manager.)

Appointed by and reports to VRC (or MRC) Manager

- ?? Oversees operation of Greeter Team
- ?? Assigns Team members to specific areas
- ?? Is "Go To" person for Team questions, concerns

**POSITION: EXTERNAL GREETERS**  
**LOCATION: Immediately outside the entrance to the VRC facility**

- ?? Report to Greeter Team Leader
- ?? Examine Driver's license or other official document to determine minimum age (18) requirement for each volunteer
- ?? Determine category of prospective volunteer
- ?? Follow approved procedures to ascertain credentials of Pre-Registered Citizen Corps, or Pre-Registered MRC volunteers
- ?? Give Volunteer Instructions sheet; direct to next station

**POSITION: INTERNAL GREETERS**  
**LOCATION: Inside Door Greeter**

Report to Greeter Team Leader

- ?? Welcome and direct Pre-Registered CCV and MRC volunteers to Orientation site w/ preferred seating
- ?? Welcome and direct unaffiliated volunteers to Orientation site after Registered volunteers are seated, using waiting line if needed.

**ORIENTATION GREETERS**  
**LOCATION: Orientation site**  
Report to Greeter Team Leader

- ?? Explain process
- ?? Using clipboard, all volunteers must sign in.
- ?? Introduces Orientation Facilitator
- ?? Registered volunteers receive preference to exit completed Orientation session first and enter VRC area.

**POSITION: FLOATERS**  
**LOCATION: Within sight of Team Leader**

Report to Greeter Team Leader

- ?? Located actively on VRC floor, available to assist Team Leader
- ?? Escort media to PIO
- ?? Note needs (supplies, questions etc)
- ?? Rotate with other positions to allow breaks

**SEATING AREA GREETERS**  
**LOCATION: Holding area for Volunteers**

Report to Greeter Team Leader

- ?? Pre-Registered volunteers take precedence over unaffiliated volunteers for interview and assignment.
- ?? Direct Pre-Registered volunteers to interview & assignment when interviewer is available

## **RUNNERS (Internal Communications)**

**POSITION: RUNNER TEAM LEADER**  
**LOCATION: Actively on the floor of VRC**

(If VRC and MRC sites are in different areas, appoint a Runner Team Leader at each site. Each reports to Manager)

- ?? Appointed by and reports to VRC (or MRC) Manager
- ?? Oversees operation of the Runners Team
- ?? Assigns Team members to facilitate internal communications among all Stations of VRC

**POSITION: PHONE BANK/REQUEST RUNNERS**  
**LOCATION: Administration Vicinity**  
Report to Runner Team Leader

- ?? Take requests for volunteers to appropriate Request Boards; give to writer

**POSITION: COMMUNICATIONS RUNNERS**  
**LOCATION: Actively on floor of VRC**

- ?? Report to Runner Team Leader
- ?? Respond to waving Flag to carry questions, supplies, request for information to proper Station or VRC Manager

**NOTE:** If the VRC and the MRC are not in same area, it is important that communications are available among all segments of the operations

**POSITION: REQUEST BOARD WRITER** (min 2 per Board)

**LOCATION: Request Boards for both VRC and MRC**

- ?? Reports to Runner Team Leader
- ?? Works primarily between Phone Bank Station and Registration/Interview/Assignment Area
- ?? Requires legible writing on large white board
- ?? Posts Volunteer Requests; as jobs are filled, debit the number needed
- ?? (Suggestion: Write job title & request number on as many Post-its as number requested. As positions are filled, give assigned volunteer a Post-it. This provides a debit process that assures that positions are filled.)

## **REGISTRATION, INTERVIEW & ASSIGNMENT (RIA)**

### **VRC (Citizen Corps Registration Area)**

#### **POSITION: VRC REGISTRATION, INTERVIEW & ASSIGNMENT TEAM LEADER (RIA)**

##### **LOCATION: VRC RIA Area**

- ?? Team Leader reports to VRC Manager
- ?? Trains & assigns Registration & Interview/Assignment volunteers
- ?? Oversees Interview/Assignment process
- ?? Monitors traffic flow, fields questions
- ?? Maintains calm, orderly process

If large influx of volunteers, Team Leader selects and trains Registration Coordinator to oversee & monitor Registrars.

#### **POSITION: VRC REGISTRAR**

##### **LOCATION: Registration Area**

- ?? Reports to VRC RIA Team Leader
- ?? Assist unaffiliated volunteers with registration process
- ?? Monitor supplies necessary for area
- ?? Direct volunteers to appropriate Seating Area

#### **POSITION: VRC INTERVIEWER/ASSIGNER**

##### **LOCATION: Interview Station**

##### **Reports to RIA Team Leader**

If Registered CCV

- ?? Reviews registration data, experience
- ?? Makes assignment
- ?? Completes & initials Referral Form (3 copies)
- ?? Directs CCV to next station or seating area

If Spontaneous, unaffiliated Volunteer

- ?? Reviews registration form, experience & training
- ?? Asks & answers questions
- ?? Makes assignment if appropriate
- ?? Directs Volunteer to next Station or seating area

### **MRC (Medical Reserve Corps Registration Area)**

#### **POSITION: MRC REGISTRATION, INTERVIEW & ASSIGNMENT TEAM LEADER (RIA)**

##### **LOCATION: MRC Registration/Assignment Area**

- ?? Team Leader reports to MRC Manager
- ?? Trains & assigns MRC Registrars & Assignment volunteers
- ?? Oversees & monitors process
- ?? Monitors traffic flow, fields questions
- ?? Maintains calm, orderly process

If large influx of volunteers, Team Leader selects and trains Registration Coordinator to oversee & monitor Registrars.

#### **POSITION: MRC REGISTRAR**

##### **LOCATION: MRC Registration Area**

- ?? Reports to: MRC RIA Team Leader

If Registered MRC Volunteer

- ?? Reviews registration data, experience
- ?? Checks credentials again
- ?? Completes & initials appropriate form(s)
- ?? Directs Volunteer to Assignment Area

If Unregistered MRC Volunteer

- ?? Follows approved procedures as determined by OMRC

#### **POSITION: MRC REGISTRATION & ASSIGNMENT VOLUNTEER**

- ?? Determines appropriate assignment for MRC Volunteer
- ?? Completes required procedures for medical professional to report for service
- ?? Directs MRC volunteer to next Station or seating area

## **RISK MANAGEMENT & SAFETY EDUCATION**

(Emergency management or authorized official will determine if Oath & Waiver will be required & provide necessary documents.)

### **POSITION: RISK MANAGEMENT AND SAFETY EDUCATION TEAM LEADER**

#### **LOCATION: VRC & MRC Risk Management Area**

- ?? Reports to VRC & MRC Managers
- ?? Oversees operation of the Area
- ?? Assigns & trains Team members to duties
- ?? Monitors traffic flow, fields questions, shifts

### **POSITION: OATH & WAIVER ADMINISTRATOR**

#### **LOCATION: Oath & Waiver Station**

Note: A government official or designee may administer the Oath if required.

Tasks depend upon accepted risk management process used. Volunteers may be asked to take the Oath and sign the Waiver.

Upon registering at the VRC established at the request of Emergency Management at a declared emergency, unaffiliated volunteers become registered Citizen Corps Volunteers for the purposes described in O.R.C.121.404.

### **POSITION: RISK MANAGEMENT/OATH & WAIVER VOLUNTEER ASSOCIATE(S)**

#### **LOCATION: VRC Risk Management Area** (This may or may not include MRC Risk Management)

- ?? Reports to Risk Management Team Leader
- ?? Oath is administered by an authorized official in each Area
- ?? Volunteer(s) assist with required paperwork
- ?? Tasks will be adapted to comply with O.R.C 121.404 and approved rules.

### **POSITION: SAFETY BRIEFING VOLUNTEER ASSOCIATE(S)**

#### **LOCATION: VRC & MRC Safety Briefing Area(s)**

Reports to Risk Management Team Leader

- ?? Brief volunteers on safety issues pertinent to disaster
- ?? Provide specific safety requirements dictated by disaster response
- ?? Responds to questions, concerns

### **POSITION: ORIENTATION FACILITATOR(S)**

#### **LOCATION: Orientation Briefing Site**

Reports to: Risk Management & Safety Team Leader

- ?? Conduct Orientation to Disaster response with incident-specific information
- ?? Explain seriousness of volunteer commitment before actual registration process begins
- ?? Describe safety, liability issues regarding participation
- ?? Respond to questions, concerns
- ?? Offer an in-or-out opportunity for volunteers before Registration process begins

## **DATABASE & ID MANAGEMENT; CREDENTIALING**

### **POSITION: VRC CREDENTIAL AUTHORITY LEADER**

**Reports to: VRC Manager**  
**LOCATION: CREDENTIAL STATIONS**

Key person(s) with authority to access database, or other credential sources.

- ?? Reports to VRC Coordinator or other authority
- ?? Trains Credential Volunteers for assigned duties
- ?? Oversees Verification Process & issuance of ID Badge

### **POSITION: VRC CREDENTIAL CHECKERS LOCATION: Main floor inside VRC**

CCV Checker(s) report to Credential Authority Leader or official designee at Credential Checking Station.  
Note volunteer category for proper process format.

#### **Registered Citizen Corps Volunteer**

- ?? w/credentials: directed to Interview & Assignment
- ?? if busy, wait in Credential Volunteer section in seating area

#### **Spontaneous, unaffiliated volunteer**

- ?? direct to Citizen Corps Registration Area to complete forms
- ?? if busy, wait in designated volunteer section in Seating Area until Registrar is available

### **POSITION: DATABASE LIAISON LOCATION: Administration Center; or designee at Credential Station**

Reports to Credential Authority Leader or official designee

- ?? Maintains registry of all categories of Citizen Corps volunteers to be in compliance with legal statutes pertaining to volunteers in disaster response
- ?? Verifies registration data; confirms volunteer eligibility; issues reports as required

### **POSITION: ID & CREDENTIAL ISSUING VOLUNTEERS**

**LOCATION: ID Area**  
Reports to Credential Authority Leader or official designee

- ?? Examine documents, placement, dates to complete accepted credential process
- ?? Issue approved ID Badge as confirmation determined

Direct volunteer as necessary to next Station

### **POSITION: MRC CREDENTIAL AUTHORITY LEADER**

**Reports to: MRC Manager**  
**LOCATION: CREDENTIAL STATIONS**

Key person(s) with authority to access database, or other credential sources.

- ?? Reports to VRC Director or other authority
- ?? Trains Credential Volunteers for assigned duties
- ?? Oversees Verification Process & issuance of ID Badge

### **POSITION: MRC CREDENTIAL CHECKERS LOCATION: Main floor inside VRC**

MRC Checker(s) report to Credential Authority Leader or official designee

#### **Registered Medical Reserve Corps**

- ?? Verify identification using Driver's license and professional Board licensed wallet card
- ?? Credential check based on application information through online board web resources
- ?? Direct MRC volunteer to Registration & Assignment – or, if busy, wait in MRC Credential seating area

#### **Unregistered MRC**

- ?? Process to be determined by OMRC

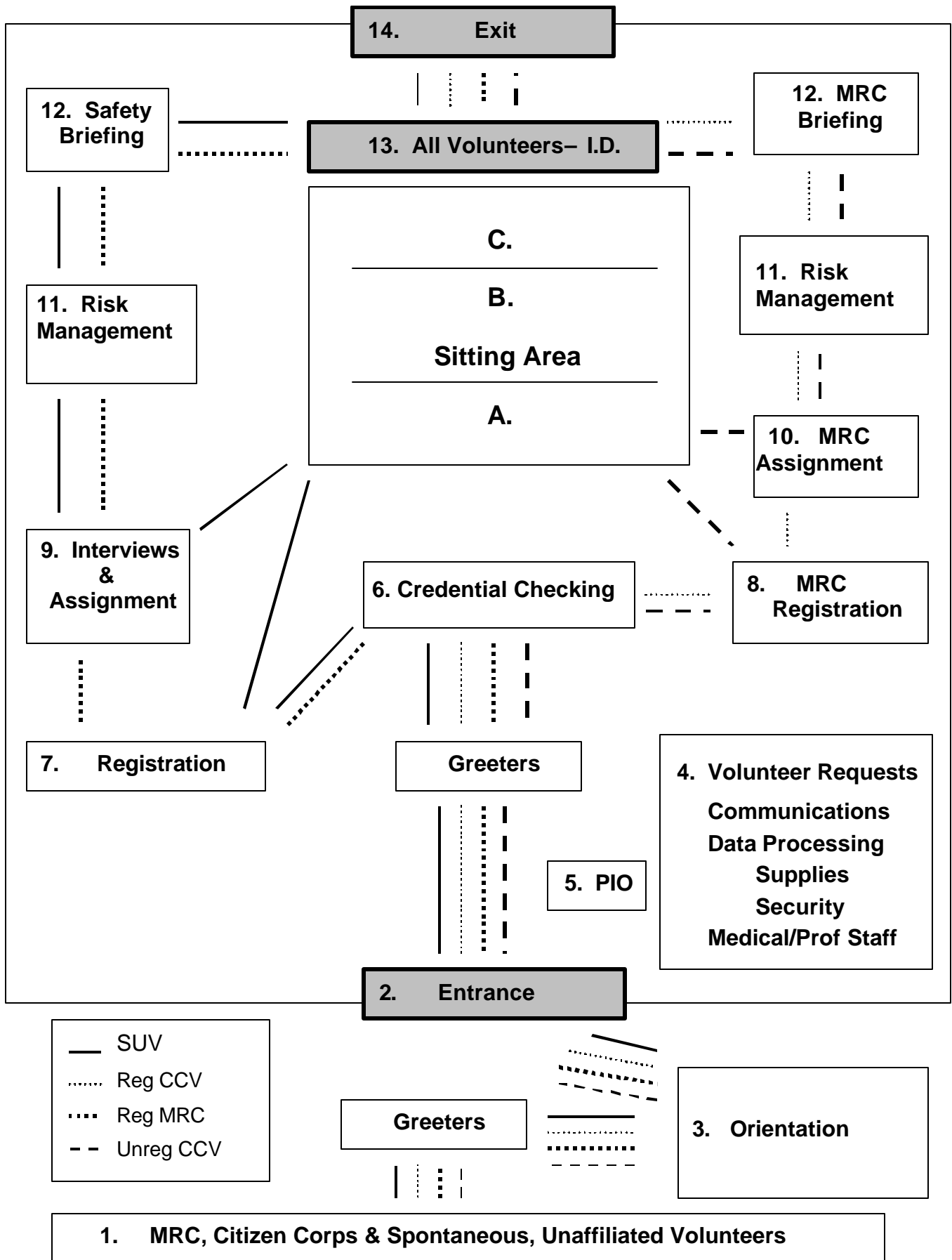
Note: All Registered CCV and Registered MRC Volunteers take precedence for Interview & Assignment process prior to non-registered Volunteers

**VOLUNTEER RECEPTION CENTER  
PROCESS  
For  
DISASTER & EMERGENCY  
RESPONSE**

**APPENDIX**

## **GLOSSARY OF ACRONYMS USED IN THIS MANUAL**

<b>AAR</b>	After Action Report
<b>CA</b>	Coordinating Agency
<b>CCC</b>	Citizen Corps Council
<b>CCV</b>	Citizen Corps Volunteer
<b>CERT</b>	Community Emergency Response Team
<b>EOC</b>	Emergency Operations Center
<b>EOP</b>	Emergency Operations Plan
<b>FEMA</b>	Federal Emergency Management Agency
<b>ICS</b>	Incident Command System
<b>MOU</b>	Memorandum of Understanding
<b>MRC</b>	Medical Reserve Corps
<b>NIMS</b>	National Incident Management System
<b>NWP</b>	Neighborhood Watch Program
<b>OCSC</b>	Ohio Community Service Council
<b>OEMA</b>	Ohio Emergency Management Agency
<b>Ohio VOAD</b>	Ohio Voluntary Organizations Active in Disasters
<b>OMRC</b>	Ohio Medical Reserve Corps
<b>PIO</b>	Public Information Officer
<b>RSVP</b>	Retired and Senior Volunteer Program
<b>SUV</b>	Spontaneous, Unaffiliated Volunteers
<b>TAP</b>	Terrorism Awareness and Prevention
<b>VIPS</b>	Volunteers in Police Service
<b>VRC</b>	Volunteer Reception Center





**VOLUNTEER RECEPTION CENTER  
SUGGESTED SIGNAGE  
(See Schematic for placement)**

<b>SIGNS (# stations determines # total signs)</b>	<b>LOCATION</b>
<b>VOLUNTEER RECEPTION CENTER</b>	<b>1</b>
<b>ENTRANCE</b>	<b>2</b>
<b>ORIENTATION</b>	<b>3</b>
<b>ADMINISTRATION</b>	<b>4</b>
<b>PUBLIC INFORMATION OFFICER</b>	<b>5</b>
<b>CREDENTIAL CHECKING</b>	<b>6</b>
<b>CITIZEN CORPS REGISTRATION</b>	<b>7</b>
<b>MRC REGISTRATION</b>	<b>8</b>
<b>CITIZEN CORPS INTERVIEW &amp; ASSIGNMENT</b>	<b>9</b>
<b>MRC ASSIGNMENTS</b>	<b>10</b>
<b>RISK MANAGEMENT</b>	<b>11</b>
<b>SAFETY BRIEFING (2)</b>	<b>12</b>
<b>ID &amp; CREDENTIALS</b>	<b>13</b>
<b>EXIT</b>	<b>14</b>
<b>CITIZEN CORPS SEATING</b>	<b>A</b>
<b>MEDICAL RESERVE CORPS SEATING</b>	<b>B</b>
<b>UNAFFILIATED VOLUNTEER SEATING</b>	<b>C</b>
<b>Additional signs, if needed</b>	
<b>STAFF ONLY; PRIVATE</b>	
<b>TO TRANSPORTATION</b>	
<b>MANY DIRECTIONAL ARROWS</b>	

**PVC SIGN POST DIRECTIONS (makes 2)**

**Supplies** From plumbing department  
(Will usually cut pipe for you)

14 foot length of 1/2" PVC pipe

- One 14 foot length cut as follows
- Two 5 foot lengths A
- Two 16" lengths B
- Two 1/2" elbows C
- Two 1/2" end caps D
- Two 1/2" adapters (to attach flanges as base) E
- Two 1/2" metal flanges (as bases) F
- Four 3" C-Clamps (to attach flange to table top) G
- One Can PVC pipe "glue"

Follow instructions to put glue on ends; insert pipe ends per diagram. Let dry.

Note exception: DO NOT glue circled joint. The horizontal arm may be removed for easier storage.

**SIGN (1)**

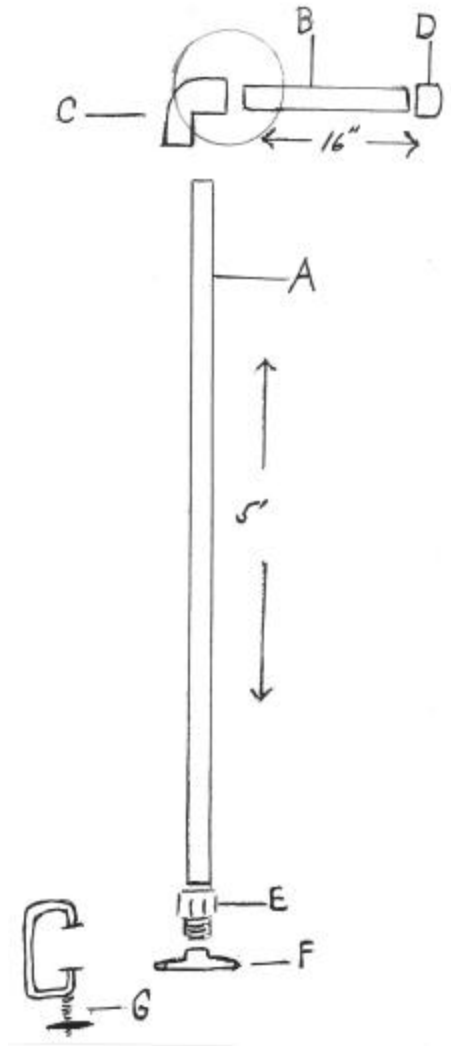
Foam core; cut 23" x 18"  
2 Binder rings

**NOTE:** Signboard is longer than pipe arm; determine hole spacing to compensate for this; drill 2 holes approx 11" apart. Insert binder rings to anchor sign to pipe arm.

Have signs printed/glued/laminated in place on foam core. Signs printed on both sides can be seen easily around room.



Hang completed signs on pipe arm before attaching flange and clamps to table.



## **Volunteer Reception Center Supplies & Equipment**

The following items are recommended for the Coordinating Agency's "GO BOX." Quantities listed here are the minimum to set up and operate the VRC initially. Additional materials will need to be available as replacements if the VRC will be in operation for more than a day or two. Depending upon the magnitude of the event, the VRC Coordinator should arrange for the purchase of additional supplies. Note that this list does NOT include food service for staff and volunteers.

### **Office Supplies**

Water-based markers  
Pens (3 boxes of 12)  
Highlighter (3)  
Pencils (3 boxes, sharpened)  
Copy paper (2 reams)  
Flip Chart pad & easel  
3 x 5 index cards & file box  
12 file folders, labels  
4 hanging file folders, labels  
3 milk crates  
Push pins (pack of 100)  
Clipboards (minimum 5)  
Stapler, staples  
Masking tape  
Clear tape  
Staff name tags  
Post-its (pack of 10)  
#10 envelopes  
3-ring binders (3), 3-hole punch  
Scissors  
Pencil sharpener (manual)  
Paper clips (box 100)  
200 hospital ID bracelets  
ID permanent markers  
24 runner signal flags  
2 bulletin boards  
VRC staff "uniform"  
(eg: neck scarves, armbands, caps)

### **Forms**

Volunteer instructions (25 x 4)  
VRC & MRC Volunteer Registration forms (100)  
VRC & MRC Request for Volunteers forms (100)  
Volunteer referral forms (3-part; color coded)  
Staff & volunteer sign-in forms  
Expense forms  
Oath & Waiver forms (if required)  
Orientation attendance  
Safety briefing forms

### **Lists, maps, contact information**

VRC Floor schematic  
City, county maps  
Emergency cell phone, email lists  
VRC job descriptions

### **Equipment**

Laptop, printer, software, database access  
VRC Signage, poles  
2 large dry-erase white boards, stands  
Battery operated radio, batteries  
Battery operated clock  
Digital camera, batteries  
Phone system (rollover w/extra lines)  
Coffee urn, cups, coffee, supplies  
Large ice chest  
Flashlights, batteries  
Bottled water  
Paper towels  
Toilet paper







**VOLUNTEER INSTRUCTIONS**

\_\_\_ ORIENTATION All volunteers must attend an orientation to the roles of volunteers and disaster response operations.

\_\_\_ CREDENTIAL CHECKING Some volunteers will need to have credentials checked.

\_\_\_ REGISTRATION Complete registration form **Please Note** If the VRC is busy, you may be asked to wait in the Seating Area until space is available.

\_\_\_ INTERVIEW & ASSIGNMENT Interviewer will determine skill match and make assignment.

\_\_\_ OATH & WAIVER The OATH for coverage of Workers' Compensation and WAIVER may be administered.

\_\_\_ SAFETY BRIEFING Hear special incident-specific instructions about safety, security and any other matters. Sign attendance sheet.

\_\_\_ VOLUNTEER ID You will receive ID that permits access to assigned task/site.

\_\_\_ Specific Job Training Additional training may be provided.

**THANK YOU!**

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**REQUEST FOR VOLUNTEERS**

**REQUEST #** \_\_\_\_\_

(Complete one form for each task & site requested)

**PLEASE PRINT**

Start Date \_\_\_\_/\_\_\_\_/\_\_\_\_ End Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Requesting Agency \_\_\_\_\_

Agency contact \_\_\_\_\_ Phone # \_\_\_\_\_ Cell#/ \_\_\_\_\_ Ext \_\_\_\_\_

Report to \_\_\_\_\_

Job Site Address \_\_\_\_\_

Directions \_\_\_\_\_

Task Title & Description \_\_\_\_\_

**Does this position require a Licensed Medical Professional?** Yes \_\_\_ No \_\_\_ If Yes, what License or special credentials are required?  
\_\_\_\_\_

Special skills? \_\_\_\_\_

Duties \_\_\_\_\_  
\_\_\_\_\_

Volunteer must be physically able to \_\_\_\_\_

Number needed \_\_\_\_\_ Dates/hours needed \_\_\_\_\_

Person taking request \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Time \_\_\_\_\_

Comments

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**FOR OFFICE USE ONLY**

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Request entered in database \_\_\_\_/\_\_\_\_/\_\_\_\_

Request closed \_\_\_\_/\_\_\_\_/\_\_\_\_

Completed \_\_\_\_\_

No placements possible \_\_\_\_\_

No longer needed \_\_\_\_\_

Per \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Name/Title

PLEASE PRINT

NON-MEDICAL VOLUNTEER REGISTRATION FORM

ASSIGNMENT REQUEST # \_\_\_\_\_  
(Complete following assignment)

Name \_\_\_\_\_ email \_\_\_\_\_  
Last First Middle I

Cell # ( ) \_\_\_\_\_ Home # ( ) \_\_\_\_\_ Work # ( ) \_\_\_\_\_ Male ( ) Female ( )

Address \_\_\_\_\_  
Street City State County

Occupation/Profession \_\_\_\_\_ Specialty \_\_\_\_\_

Emergency contact \_\_\_\_\_ ( ) \_\_\_\_\_  
Name Relationship Phone #

Health limitations? No ( ) Yes ( ) If yes, explain \_\_\_\_\_

Disaster training: (circle all taken) NIMS ICS ARC CERT other \_\_\_\_\_

**SKILLS & EXPERIENCE:** Check all that apply

<p>Communications _____ Public Relations _____ Other _____</p> <p>Office support Clerical _____ Office mgmt _____ Other _____</p> <p>IT expertise Data entry _____ Maintenance _____ Other _____</p> <p>Licenses CDL # _____ Professional _____ Other _____</p>	<p>Equipment access Backhoe _____ Generator _____ Other _____</p> <p>Language proficiency Spanish _____ Somali _____ French _____ Am Sign Language _____ Other _____</p> <p>Miscellaneous Education _____ Personnel _____ Volunteer mgmt _____ Food service _____ Animal care _____</p>	<p>Other information</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Government issued ID and/or Driver's license verified Y ___ N ___ Citizen Corps Database Verified Y ___ N ___ Reviewed By _____/____/____</p>
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PLEASE PRINT

MEDICAL RESERVE CORPS  
VOLUNTEER REGISTRATION

ASSIGNMENT (REQUEST #) \_\_\_\_\_  
Complete following Assignment)

Name \_\_\_\_\_ email \_\_\_\_\_  
Last First Middle I

Cell # ( ) \_\_\_\_\_ Home # ( ) \_\_\_\_\_ Work # \_\_\_\_\_ Male ( ) Female ( )

Address \_\_\_\_\_  
Street City State County

Profession \_\_\_\_\_ Specialty \_\_\_\_\_ Ohio License/Certification \_\_\_\_\_

Emergency contact \_\_\_\_\_ ( ) \_\_\_\_\_  
Name Relationship Phone #

Health limitations? No ( ) Yes ( ) If yes, explain \_\_\_\_\_

Disaster training: BDLS ADLS NIMS ICS ARC CERT other (describe) \_\_\_\_\_

**SKILLS:** To be determined by specific incident

Professional Wallet Card Verified Y\_\_\_ N\_\_\_  
Government Issued ID/Driver's License Verified Y\_\_\_ N\_\_\_  
Citizen Corps Database Verified Y\_\_\_ N\_\_\_  
Reviewed By \_\_\_\_\_ / / \_\_\_\_\_

**a VOLUNTEER COPY** (Form retained by volunteer)

| CC |  
| Vol |

| MRC |  
| |

**VOLUNTEER REFERRAL**  
(Please print)

JOB REQUEST # \_\_\_\_\_

Date \_\_\_/\_\_\_/\_\_\_

NAME \_\_\_\_\_

REFERRED TO (Agency/organization) \_\_\_\_\_

REPORT TO \_\_\_\_\_

Site address \_\_\_\_\_ Phone \_\_\_\_\_

Task/Assignment \_\_\_\_\_

Report date \_\_\_/\_\_\_/\_\_\_

Time \_\_\_\_\_

---

VRC Staff initial each box below when completed

INTERVIEW	OATH	SAFETY	ID
-----------	------	--------	----

**b DATABASE COPY** (Form collected at ID Station)

| CC |  
| Vol |

| MRC |  
| |

**REFERRAL FOR DATABASE FORM**  
(Please print)

JOB REQUEST # \_\_\_\_\_

NAME (Please print) \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Referred to Agency/organization \_\_\_\_\_

REPORT TO \_\_\_\_\_

Task/Assignment \_\_\_\_\_

Report date \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Time \_\_\_\_\_

**VOLUNTEER SIGNATURE**

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VRC Staff initial box below when completed

INTERVIEW	OATH	SAFETY	ID	Database
-----------	------	--------	----	----------

**c PLACEMENT SITE COPY** (Form to be collected at point of volunteer service)

| CC |  
| Vol |

| MRC |  
| |

**VOLUNTEER REFERRAL**  
(Please print)

JOB REQUEST # \_\_\_\_\_

Date \_\_\_/\_\_\_/\_\_\_

NAME \_\_\_\_\_

REFERRED TO (Agency/organization) \_\_\_\_\_

REPORT TO \_\_\_\_\_

Site address \_\_\_\_\_ Phone \_\_\_\_\_

Task/Assignment \_\_\_\_\_

Report date \_\_\_/\_\_\_/\_\_\_

Time \_\_\_\_\_

---

VRC Staff initial each box below when completed

INTERVIEW	OATH	SAFETY	ID
-----------	------	--------	----

**SAMPLE:** Actual Safety Training Instructions will be incident-specific with important information necessary for the event.

### **SAFETY TRAINING INSTRUCTIONS FOR VOLUNTEERS**

1. If you are assigned outside, dress for the weather. Wear work or hiking boots; strong gloves.
2. Women: wear a fanny pack for your keys, small amount of money, license/identification and cell phone.
3. You may want to bring a bottle of water.
4. When you take a break, wash your hands thoroughly.
5. When you arrive at your worksite, you will be warned if there is a possibility of encountering victims. Follow the instructions given to you at your job site.
6. The work you will be doing may cause you stress, anxiety, fear or other strong emotions. You are providing a valuable service by volunteering today. Please understand that, by helping, we will not be able to undo the effects of this event. We are each just one person. All we can do is help in our own small way to assist victims into the recovery process.
7. Do not feel guilty because you are not able to fix everything. Just work your shift, then go home to rest and eat well. Both will help to relieve the stress.
8. Follow carefully any instructions given to you at your job site.
9. Please attend any debriefing activity provided at your worksite after your shift.







**Volunteer Reception Centers**  
are coordinated by Ohio Citizen Corps  
with support from

Ohio Community Service Council  
Ohio Department of Health

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***In Partnership with***

Ohio Homeland Security  
Ohio Emergency Management Agency  
Lead Volunteer Center Coordinators



***Strengthening Ohio's Communities through Service & Volunteerism!***