

## **WASHINGTON, DC**

### **Highlights of State Council Activities**

The Washington, D.C. Citizen Corps Council is part of Serve DC and meets bi-monthly to discuss roles and responsibilities of the Council and the effectiveness of innovation in affiliated and spontaneous volunteer training and management. Through collaboration and partnerships, the DC Citizen Corps Council is able to provide comprehensive continuing education and to enhance preparedness training provided through the Community Emergency Response Team (CERT) program.

Serve DC's DC Citizen Corps is the lead agency for the District of Columbia's Emergency Support Function (ESF) 16 – Volunteer and Donations Management. In this role, Citizen Corps staff develops standard operating procedures and protocols for the systematic management of affiliated and spontaneous volunteers in the District Response Plan (DRP). This plan, which has been developed to address the challenges of donations surge capacity, sorting, cataloging and warehousing, includes information on roles, responsibilities, job descriptions, and donations management.

Through grant support, the DC Citizen Corps is able to provide citizens with training and the supplies needed to carry out volunteer emergency response in their communities. By utilizing dedicated grant dollars, the DC Citizen Corps has further developed the Neighborhood Corps office, which provides a structure for trained volunteers to respond to emergencies at the neighborhood level. Drawing on their collective knowledge and diverse skill sets, DC Citizen Corps volunteers work to form Neighborhood Corps programs in their communities, which is an integral component of the District government's emergency response.

### **Highlights of State Activities**

#### **Public Education and Outreach**

DC Citizen Corps staff regularly attend monthly community meetings in each of the District's eight wards. During meetings, information about the history, purpose and future goals of the DC Citizen Corps is shared. Staff also provide basic information about personal emergency preparedness and encourage citizens to take advantage of training made available through Citizen Corps.

#### **Training and Exercises**

CERT and Neighborhood Corps training is offered each month. In 2005, 21 CERT classes graduated and hundreds of CERT volunteers participated in Neighborhood Corps training including Verbal Defense, Self Defense, Safety and Self Protection, Crowd Control, CPR/First Aid, Shelter Management and Metro Citizen Corps. In addition to smaller scale table-top and full-field exercises, CERT-trained volunteers were also invited to participate in the City-Wide Metro Exercise in September 2005.

CERT volunteers are invited and encouraged to participate in Metro Citizen Corps Training, Traffic Management Training, Shelter Management Training, as well as CPR/First Aid Certification, NIMS (National Incident Management System) Training, and Local Disaster Drills.

Partners supporting this training include Washington Metropolitan Area Transit Authority (WMATA), DC Department of Transportation, DC Department of Human Services, American Red Cross, American Heart Association, DC Emergency Management Agency, DC Citizen Corps, traditional emergency responder agencies, and other regional service providers.

### **Volunteer Programs and Support**

DC Citizen Corps partners and support organizations include Greater DC Cares (GDCC), Medical Reserve Corps (MRC), Disaster Action Team (DAT), and Metropolitan Police Reserve Corps (MPRC). Greater DC Cares trains DC Citizens Corps partner organizations to effectively manage volunteers in the event of a disaster. MRC coordinates volunteer health professionals during large-scale emergencies to assist emergency response teams, provide care to victims with less serious injuries, and remove other burdens that inhibit the effectiveness of physicians and nurses in a major crisis. DC Citizen Corps, Disaster Action Team volunteer program is administered by the American Red Cross, National Capital Area. DAT provides relief to the victims of disaster with vouchers for food, clothing, shelter and other essential needs while Disaster Mental Health workers help individuals cope with the psychological impact of disasters. The District's Metropolitan Police Reserve Corps (MPRC) is a volunteer program that provides qualified civic-minded individuals with the opportunity to assist the Metropolitan Police Department (MPDC) in carrying out its responsibilities.

### **Support for Hurricane Katrina Response**

DC Citizen Corps, in partnership with the American Red Cross, managed the volunteer and donations management functions at the DC National Guard Armory, which served as temporary housing for over 400 residential evacuees. The DC Citizen Corps management and volunteers staffed between 100 – 200 trained and spontaneous volunteers every 24-hour period and manned the Volunteer Management support function at the DC Emergency Operations Center for 21 days. DC Citizen Corps also provided logistical support to shelter management, while serving as the liaison for special events and visitors. In addition, DC Citizen Corps staff received, sorted, catalogued and distributed 45,000 square feet of donations, coordinated hygiene services, and provided logistical support for the Hurricane Katrina evacuee job fair.

### **National Preparedness Month**

DC Citizen Corps representatives attended the National Preparedness Month Kick-off event held at Union Station and CERT volunteers provided demonstrations to those in attendance. In advance of the event, DC Citizen Corps provided CERT Awareness Training for Amtrak employees and served as the model for subsequent business and agency training. Other events included Emergency Preparedness Days at the U.S. Postal Service and the U.S. Department of Treasury.