

Creation of a Credentialed Volunteer Group



Speakers:
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- Current consultant with “The Response Group” which is a leader in Crisis Management and Emergency Response
- 10 years of healthcare coalition experience
- Professional Emergency Management Certification (PEM) from the State of Michigan.
- Master Exercise Practitioner Certification (MEP) from FEMA
- Instructor at the Center for Domestic Preparedness
- Response to Hurricane Sandy, Hurricane Maria, Presidential Inauguration, COVID, and multiple wildfires.

Frank Post, PEM, NEMAA

- Training Coordinator for the State of Michigan-Bureau of Fire Services
- Benzie County Emergency Management Coordinator from 2013 to 2019.
- Professional Emergency Management Certification (PEM) from the State of Michigan.
- National Emergency Management Agency Advanced Academy Graduate.
- Michigan Emergency Management Association Board, being elected to the position of 1st Vice President.
- In 2017 selected as MEMA's "Local Emergency Management Coordinator of the Year <60,000 Population".
- Chaired the Region 7 Homeland Security Planning Board.
- 39-year career in law enforcement and Public Safety mostly in Southwest Lower Michigan with 23 years of that career as a Public Safety Director.
- Bachelor of Science Degree from Grand Valley State University in Criminal Justice

“No organization can staff and equip for every eventuality”

The last couple of years have proved the value of coalitions in coordinating with emergency preparedness professionals and developing more robust regional response plans for all phases of emergency management.

Coalition resources and skills can be utilized for all-hazards planning and response to assist with active assailants, pandemics, and other hazards.

The paradox is clear: people's willingness to volunteer versus the system's capacity to utilize them effectively

The 5 Biggest
Volunteer
Management
Challenges
You Might
Face

How many volunteers are too many volunteers?

Helene Destruction in North Carolina: How to Help

Project HOPE is on the ground responding to catastrophic flooding across North Carolina. Learn more about our response and how you can help.



Managing Spontaneous
Volunteers in Times of Disaster:



The Synergy
of Structure
and Good
Intentions



UPDATED

**'We just want to help':
Man pilots supply flights
to help people in North
Carolina**

Why are spontaneous volunteers a problem in disaster response efforts?

- ▶ This adds to the difficulty of incorporating them into response efforts.
- ▶ Spontaneous volunteers often arrive without appropriate shelter, food and water supplies, equipment, or protective clothing.
- ▶ This puts a drain on resources that are needed for disaster victims.

If you plan, they will come. If you don't plan, they will come.

Learning Objectives

Upon completion, participants will be able to;

- ▶ Understand the various roles that credentialed volunteers contribute in fostering community resilience and addressing complex issues.
- ▶ Work with partner organizations to develop training programs and exercises needed to create a volunteer program.
- ▶ Develop a plan to maintain and sustain a credentialed volunteer program.

Considerations for the Creation of a Credentialed Volunteer Group

- ▶ What Missions will they be involved in?
- ▶ Who determines their participation in an event?
- ▶ What does the “Chain of Command” look like?
- ▶ How are “On Duty” injuries covered?
- ▶ What “Rules and Regulations” are adopted and by whom?

What is a Credentialed Volunteer

- ▶ A volunteer who possesses recognized credentials or certifications in a specific field.
- ▶ Have undergone a formal evaluation or assessment process to validate their skills and qualifications.
- ▶ They often bring specialized knowledge, experience, and professionalism to their volunteer roles.
- ▶ Having credentialed volunteers can be highly valuable in delivering quality services and achieving desired outcomes.

The benefits of having an established and Credentialed Volunteer Group

- ▶ Can be a cost-effective resource during response and short-term recovery.
- ▶ They can provide a wide range of expertise and experience.
- ▶ Have trained with the other emergency response personnel and developed a relationship before the emergency.
- ▶ Can be assigned to tasks that otherwise, would need to be filled by the emergency first responders, freeing responders up for those critical tasks.
- ▶ Volunteers who have undergone credentialing processes have demonstrated a certain level of competence and commitment.

Types of Established Volunteer Groups

- ▶ Salvation Army
- ▶ Community Emergency Response Team (CERT)
- ▶ Volunteer in Police Service
- ▶ Fire Corp
- ▶ United Way
- ▶ American Red Cross
- ▶ AmeriCorps
- ▶ Fire Department Auxiliaries
- ▶ Police and Fire Cadet Programs
- ▶ Habitat for Humanity
- ▶ Big Brothers and Big Sisters
- ▶ Meals on Wheels
- ▶ Boys and Girls Club of America
- ▶ National and State Park Service Volunteer Programs

What Can Credentialed Volunteers Do

These are generally determined by the Authority Having Jurisdiction and include;

- ▶ EOC Operations Staff
- ▶ Spontaneous Volunteer Management
- ▶ Volunteer Reception Center Operation
- ▶ Search and Rescue Operations
- ▶ Damage Assessment
- ▶ Donation Management
- ▶ Training and Exercise participation
- ▶ Assist in setup, registration, or logistics
- ▶ Assisting in Response efforts
- ▶ Crowd control, parking management, information booth operation
- ▶ Staffing shelters, PODs, and evacuation support.
- ▶ Assistance in disaster preparedness, education, and community outreach.
- ▶ Involved in clean-ups

Steps to the Development of a Successful Credentialed Volunteer Team

- ▶ Assess the Need and Identify Stakeholders
- ▶ Recruit and Train Volunteers
- ▶ Establish Team Structure, Budget and Leadership
- ▶ Develop Standard Operating Procedures (SOPs)
- ▶ Collaborate with Local Emergency Services and Agencies
- ▶ Acquire Necessary Equipment and Supplies
- ▶ Conduct Regular Drills and Exercises
- ▶ Promote Community Outreach and Education
- ▶ Maintain Ongoing Evaluation and Improvement

Assess the Need and Identify Stakeholders

- ▶ Determine the specific needs and vulnerabilities of the community.
- ▶ Engage key stakeholders, including local government officials, emergency management agencies, and community organizations.
- ▶ Gauge interest and gather support for establishing a volunteer group.

Recruit and Train Volunteers

- ▶ Advertise and recruit community members who are interested in volunteering for emergency response efforts.
- ▶ Develop a screening process, including background checks to ensure the suitability of potential volunteer members.
- ▶ Provide comprehensive training to volunteers that is regularly updated and reinforced.

Establish Team Structure and Leadership

- ▶ Formulate a clear organizational structure for the Volunteer Program including leadership roles and responsibilities.
- ▶ Designate a volunteer coordinator who can oversee operations, maintain communication, and coordinate with local authorities during emergencies.

Develop Standard Operating Procedures

- ▶ Create SOPs that outline the volunteer's role and responsibilities during different types of emergencies.
- ▶ Define protocols for communication, response procedures, resource management, and coordination with local emergency services.

Collaborate with Local Emergency Services and Agencies

- ▶ Establish strong partnerships and lines of communication with local fire departments, law enforcement agencies, and emergency management offices.
- ▶ Coordinate with these agencies to develop mutual aid agreements, clarify roles and responsibilities, and ensure seamless integration during emergency responses.

Acquire Necessary Equipment and Supplies

- ▶ Identify the essential equipment and supplies required for volunteer operations.
- ▶ Seek grants or fundraising opportunities to acquire items such as first aid kits, search and rescue tools, communication devices, personal protective equipment, and other necessary resources.

Conduct Regular Drills and Exercises

- ▶ Organize regular drills and exercises to train volunteer members and improve their emergency response skills.
- ▶ Collaborate with local emergency services to participate in joint exercises to practice coordination and integration with professional responders.

Promote Community Outreach and Education

- ▶ Engage in community outreach and education efforts to raise awareness about emergency preparedness and the role of your volunteer group.
- ▶ Provide training to community members on basic emergency response skills, encouraging wider community preparedness.

Maintain Ongoing Evaluation and Improvement

- ▶ Continuously evaluate the effectiveness of the volunteer program through feedback from the volunteers, stakeholders, and community members.
- ▶ Incorporate lessons learned from real-life emergencies and exercises to improve volunteer operations and procedures.

Recognition and Appreciation

Implement a system to recognize and appreciate the contributions of volunteers. Some examples include:

- Outstanding Volunteer of the Year
- Community Service Award
- Leadership Excellence Award
- Training Achievement Award
- Innovative Project Award
- Partnership Excellence Award

Maintaining a Credentialed Volunteer Group

Building the Volunteer group on the personality of a single individual can cause a failure of that group

Suggestions to Ensure the Success of a Volunteer Group

- ▶ Set clear goals and objectives
- ▶ Recruit and retain committed volunteers
- ▶ Provide comprehensive orientation and training
- ▶ Recognize and appreciate volunteers' efforts
- ▶ Foster effective communication
- ▶ Provide volunteer opportunities
- ▶ Build a sense of community
- ▶ Establish clear roles and responsibilities
- ▶ Provide ongoing support and feedback
- ▶ Continuously evaluate and adapt

Set clear Goals and Objectives

- ▶ Clearly define the purpose and mission of your volunteer group.
- ▶ Establish specific, measurable, achievable, relevant, and time-bound (SMART) goals to guide your activities.

Recruit and Retain Committed Volunteers

- ▶ Develop a comprehensive recruitment strategy to attract enthusiastic individuals who are passionate about your cause.
- ▶ Create a positive and supportive environment that encourages volunteers to stay engaged and committed.

Provide Comprehensive Orientation and Training

- ▶ Conduct thorough orientation sessions for new volunteers to familiarize them with your organization, its values, and expectations.
- ▶ Offer training programs to enhance their skills and knowledge in their respective roles.

Recognize and Appreciate Volunteers' Efforts

- ▶ Acknowledge and appreciate the hard work and dedication of your volunteers regularly.
- ▶ This can include recognition events, certificates of appreciation, or even small tokens of gratitude.
- ▶ Celebrate milestones to show your gratitude for their contributions.

Foster Effective Communication

- ▶ Establish open lines of communication within your volunteer group, the emergency response community and the public.
- ▶ Use various communication channels like emails, newsletters, social media, and regular meetings to keep volunteers informed about upcoming events, achievements, and opportunities for growth.

Provide Volunteer Opportunities

- ▶ Offer a variety of volunteer roles that align with the skills and interests of your volunteers.
- ▶ This ensures they feel valued and connected to the cause.
- ▶ Regularly assess and update the volunteer opportunities to keep them relevant and engaging.

Build a Sense of Community

- ▶ Foster a sense of belonging and camaraderie among your volunteers.
- ▶ Encourage them to share their experiences, ideas, and successes with one another.
- ▶ Organize social events and team-building activities to strengthen the bond within the group.

Establish Clear Roles and Responsibilities

- ▶ Clarify the roles and responsibilities of each volunteer, ensuring they understand their specific tasks and expectations.
- ▶ Volunteer job descriptions and placement screening are helpful in fitting the volunteer in the proper role.
- ▶ This helps to avoid confusion and ensures everyone is working towards a common goal.

Provide Ongoing Support and Feedback

- ▶ Offer continuous support to your volunteers, providing guidance whenever needed.
- ▶ This feedback loop helps you address any issues and make necessary adjustments to sustain their engagement.

Continuously Evaluate and Adapt

- ▶ Regularly assess the effectiveness of your volunteer program and make improvements based on feedback and evaluation.
- ▶ Stay open to new ideas and adapt your strategies to meet the evolving needs of your volunteers and the organization.

Final Thoughts

- ▶ Remember, sustaining a volunteer group is an ongoing process that requires dedication and effort from both the volunteers and the organization.
- ▶ By implementing these suggestions, you can create a vibrant and successful volunteer group that makes a lasting impact.

Further Information



Healthcare Coalition Volunteer Reception Center Activation Exercise

After Action Report Improvement Plan

April 29th, 2022

The After-Action Report/Improvement Plan (AAR/IP) aligns exercise objectives with preparedness doctrine to include the National Preparedness Goal and related frameworks and guidance. Exercise information required for preparedness reporting and trend analysis is included; users are encouraged to add additional sections as needed to support their own organizational needs.

Rev. April 2013
HSEEP-IP01

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EXERCISE OVERVIEW

Exercise Name	Region 7 Healthcare Coalition Volunteer Reception Center Activation
Exercise Dates	April 29 th , 2022
Scope	The overall exercise is planned for 6 hours at the Helena Township Community Center, Alden, MI where the "Volunteer Reception Center" (VRC) will be activated. The activation is for a fictitious Search and Rescue Exercise that will be beginning at the 22 nd hour with planning for a "Second Operational Period". The first 2 hours of the exercise will be the set-up of a VRC and the unloading of spontaneous volunteers. Volunteers, once processed, will deploy to other classrooms in the University to participate in "Just in Time Training" on topics identified below.
Mission Area(s)	Response
Core Capabilities	PLANNING Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.



Healthcare Coalition Volunteer Reception Center

Exercise Plan

Date, Year

The Exercise Plan (ExPlan) gives elected and appointed officials, observers, media personnel, and players from participating organizations the information they need to observe or participate in the exercise. Some exercise material is intended for the exclusive use of exercise planners, controllers, and evaluators, but players may view other materials that are necessary to their performance. All exercise participants may view the ExPlan.

Exercise Plan (ExPlan)

EXERCISE OVERVIEW

Exercise Name	Healthcare Coalition Volunteer Reception Center
Exercise Dates	April 29 th , 2022
Scope	The overall exercise is planned for 6 hours at the Helena Township Community Center, Alden, MI where the "Volunteer Reception Center" (VRC) will be activated. The activation is for a fictitious Search and Rescue Exercise that will be beginning at the 22 nd hour with planning for a "Second Operational Period". The first 2 hours of the exercise will be the set-up of a VRC and the unloading of spontaneous volunteers. Volunteers, once processed, will deploy to other classrooms in the University to participate in "Just in Time Training" on topics identified below.
Mission Area(s)	Response
Core Capabilities	PLANNING Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives. OPERATIONAL COORDINATION Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.
Objectives	PLANNING 1. Establish and maintain partnership structures among protection elements to support networking, planning, and coordination. 2. Establish a Volunteer Reception Center for the vetting, briefing, and organizing of spontaneous volunteers within 1 hour. OPERATIONAL COORDINATION 1. Establish a Unified Command Structure with all participating agencies/organizations. 2. Enhance and maintain National Incident Management System (NIMS) compliant command, control, and coordination structures to meet basic human needs, stabilize the incident, and transition to recovery.

Exercise Overview

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Homeland Security Exercise and Evaluation Program (HSEEP)

Volunteer Reception Center Training

This document outlines the recommended procedures for the establishment of a Volunteer Reception Center setup and operation.

Note: All the information on this form is the document provided to:

Volunteer Tasks
1000 Volunteer Task, Issue 100
Revised: 05/2013

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Volunteer Reception Center

VOLUNTEER RECEPTION CENTER "GO KIT" FORMS AND INSTRUCTIONS

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FEMA Training on the use of Volunteers



Questions?

Questions?



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Additional Training Opportunities

- ▶ E0288: Local Volunteer and Donations Management
- ▶ E0289: State Volunteer and Donations Management
- ▶ E0427: Community Emergency Response Team Program Manager
- ▶ E0428: Community Emergency Response Team Train-the-Trainer
- ▶ E0489: Management of Spontaneous Volunteers in Disasters
- ▶ G0251: WEM Amateur Radio Resources
- ▶ G0288: Local Volunteer and Donations Management
- ▶ IS0244.b: Developing and Managing Volunteers

Course information from EMI

- ▶ <https://www.firstrespondertraining.gov/frts/npccatalog?catalog=EMI>