

# Volunteer Guide




*This guide will help you prepare to use volunteers to assist your organization in disaster response and recovery.*

## Planning Phase

### 1. Determine Your Volunteer Needs

- » Make decisions in advance about how you will use volunteers.
- » Consider what services you may need and develop job descriptions for these positions.
- » Determine if you can accommodate volunteer families and children.
- » Determine the maximum number of volunteers you can accommodate at each site.



**Tip:** National Volunteer Organizations Active in Disaster (VOAD) is a network of agencies which provides volunteer support, know-how and resources. For details, visit: [www.nvoad.org](http://www.nvoad.org)

### 2. Identify and Track Volunteers

- » Fill out the *Volunteer Agency Tracking Sheet* based on contacts you have made with volunteer coordinating agencies. When a disaster occurs, refer to this sheet to access volunteers and services.
- » Develop a system to store all volunteer-related information in digital and hard copy format. Provide updated versions of documents to the **Business Continuity Chief**.

### 3. Create Volunteer Kits

- » Volunteer Kits include documents and materials volunteers should have to best assist your organization.
- » The list of recommended items to include in each kit should be customized to fit the needs of your organization.



## Documents

- » A list of all items included in the Volunteer Kit.
- » An information sheet describing your organization.
- » Volunteer rules of conduct agreement.
- » Safety guidelines.
- » Liability release form.
- » Volunteer job description and tasks.
- » Neighborhood maps with locations of buildings.

## Equipment and Materials

- » Pens and pencils.
- » Clipboards.
- » Safety goggles.
- » Name tags.
- » First aid items.
- » Other materials appropriate to volunteer tasks.

## 4. Maintain Volunteer Kits

- » Track the number of Volunteer Kits assembled, their contents and location.
- » Store kits and related materials in a secure location, in containers for easy transport.
- » Monitor the condition of Volunteer Kits at regular intervals—monthly, quarterly or as needed.

## 5. Train Staff

- » Train the **Resident Engagement Team Leader** and other staff who may be working with volunteers how to orient them to your organization, including the contents and location of Volunteer Kits.
- » Designate space and materials needed at each site to accommodate volunteers.



**Tip:** Speak with your legal counsel when creating volunteer documents to protect your organization.