Region 3 Volunteer Reception Center Plan

CORI UPPER

DISTRICT HEALTH

DEPARTMENT NO. 2

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Our Goals for Today

You will learn what a VRC is.

What are the benefits of using a VRC.

You leave with a concrete idea of how to set up and run a VRC.

You will have a good concept of the documentation needed to facilitate a VRC.

You will understand the interactions between the VRC and formal incident responders.

You know where to go to conduct background checks and license verification.

Definition of a Volunteer Reception Center (VRC)

An area or facility dedicated to processing volunteers presenting to an incident or event who intend to render aid during an event

Central location to assess skills, abilities, and availability for assignment of volunteers

Coordination Center to match the job with the volunteer and deploy

John Hopkins Study on Spontaneous Volunteers

▶ 40,000 volunteers showed up at Ground-Zero after 9/11

▶ JH surveyed 24 non-governmental volunteer organizations (19 responded)

▶ 42% reported injuries among the spontaneous volunteers while responding and 2 deaths

▶ Only 1/3 of the these organizations accepted liability for these volunteers.

▶ Only 1 performed any kind of background check

▶ 53% provided some kind of training prior to deployment

▶ Found PTSD was very common among volunteers

Why is a VRC Important?

▶ Provides an organized system for spontaneous volunteers to aid in response

▶ Matches a person's skills/abilities/credentials with needed response functions during a disaster/event

▶ Can provide disaster specific training to keep volunteers safe

▶ Provides a place for volunteers to report to and deploy from

▶ Conducts proper screening (background checks and license verification) to prevent criminality and reduces liability

▶ Provides a tracking mechanism for follow-up

▶ Screens out undesired volunteers

▶ Provides a Point of Contact for the EOC to request volunteers

Where We Started

- Presentation in 2015 to Region 3 Citizen Corps Conference on VRC planning (volunteer conference held annually)

- February 2016 – regional planning began to address Capabilities 1, 14, & 15

- Sought resources for VRCs from R3HSPB – with EM support

- Reviewed VRC developed materials from other regions/states

- Developed the Region 3 VRC Plan over the next 8 months

2016 Region 3 Volunteer Conference

▶ All Region 3 EPCs provided training to over 50 affiliated volunteers from 8 counties

▶ After the morning training, EPCs set up a mock VRC at the facility and processed conference attendees as spontaneous volunteers

▶ During the 2nd operational period, conference attendees assumed VRC staff roles and processed EPCs and EMs in attendance as spontaneous volunteers

▶ A Hotwash was held immediately following to gather lessons learned for plan updates

Plan Concepts

- Keep it as simple as possible

- Mobile functionality – can be set up anywhere

- Organized volunteer groups/teams will be trained to provide VRC services

- CERT teams outside the affected jurisdiction will setup and facilitate VRC operations through mutual aid

- Allow local CC/CERT teams to respond to their own jurisdiction's emergency/disaster

- Each team will receive a VRC Go-Kit of supplies and equipment for operations

Benefits and Challenges of Using Spontaneous Volunteers

Benefits:

- Cost effectiveness/offset cost share for federally declared disasters
- Broad range of experience and expertise
- Fresh energy
- May bring additional resources/become donors
- Improved response capacity/force multiplier
- Agencies get help to provide services
- Volunteers may become affiliated
- Communities recover more quickly

Challenges:

- May lack training
- Lack designated supervision
- May require background check
- Require planning and coordination
- May have unrealistic expectations
- Can hinder relief work
- Negative publicity if not well managed

When to Open a VRC?

▶ Disaster or event has, or is expected to, overwhelm the affected or responding community's capabilities

▶ When utilizing volunteers would benefit the response efforts

▶ As soon as possible

▶ To test or drill VRC operations

How the Region 3 Plan Gets Activated

- ▶ Emergency Manager from the affected county requests VRC services from other EMs
- ▶ Local EM will activate your group/team to deploy to the designated VRC site

  - Number and Location of sites(s) will be dependent on event

- ▶ VRC staff deploy to designated site and sets up VRC

What the VRC Needs

SPACE, EQUIPMENT, PEOPLE

Space: Most Likely Determined by Local EOC

What you need:

- Away from disaster (safe)
- Large facility with parking
- Bathrooms
- Lighting
- Electricity
- Internet
- Private areas for background checks, trainings
- Backup power source

Examples:

- School
- Church
- Community Center

What might be available :

- Trailers
- Tents
- Fairground/ sports arena

Equipment: at facility, furnished by the EOC, in your VRC Kit, and/or acquired by your group

What you need:

- Forms
- Communication (phones, walkie talkies)
- Computers & printer
- Internet access
- Climate control
- Public address system
- Running water
- Bathrooms
- Generator

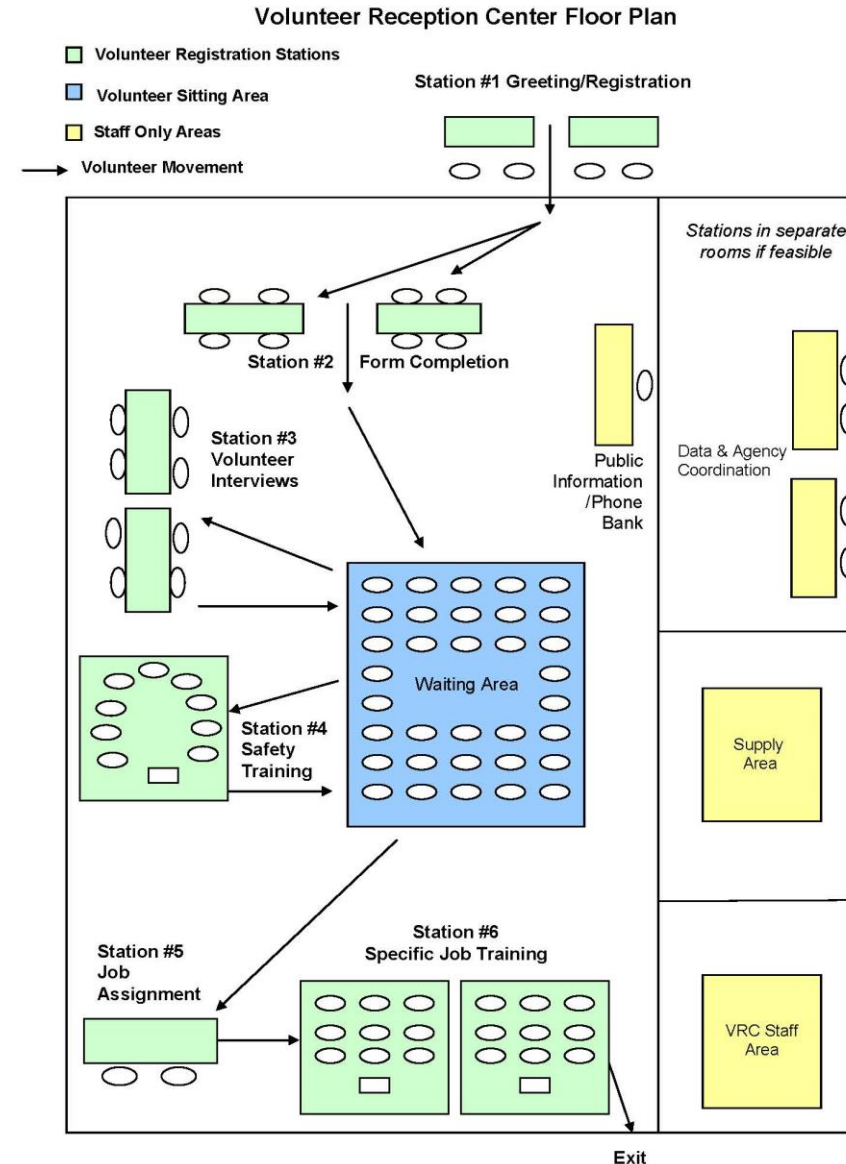**Things to be prepared for:**
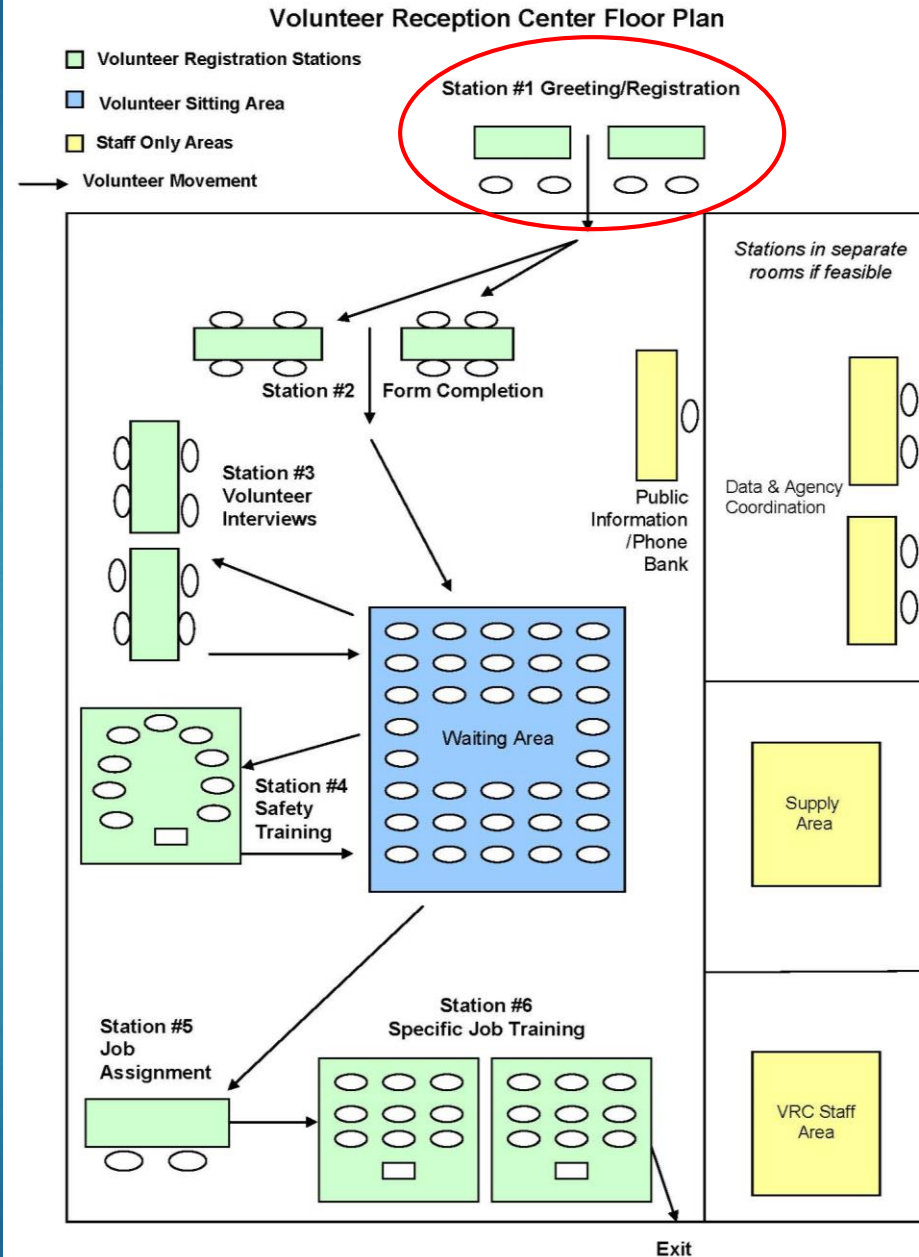
- No Bathrooms
- No Power
- No internet access

Plan for the unexpected…

The Plan:

▶ The VRC is broken down in to 6 station for processing volunteers

▶ There are also 5 support/ancillary areas

▶ This layout can be adapted to fit the needs of the event and/or facility

STATION 1: GREETING/ REGISTRATION

Volunteer Reception Center Floor Plan

VRC Registration Form

Purpose : Used as a screening tool to assist in the interview and screening process and to document basic information about individual volunteers

- ▶ Provides volunteer demographics
- ▶ Establishes skills and training
- ▶ Brings attention to red flags
- ▶ Grants release of liability

(Yellow Form)

VOLUNTEER RECEPTION CENTER REGISTRATION FORM

Please Print Clearly:

Last Name: _____ Date of Birth: _____ Age: _____

First Name: _____ Home Phone: (____)_____

Home Address:_____ City: _____ State:_____ Zip:_____

Cell Phone: (____)_____ Email: _____

If you have any health limitations, restrictions, or special needs, please explain:
_____

Are you a year-round resident? ____Yes ____No If No, Months you are available: _____

I am willing to volunteer (check all that apply): ____This County ____A Neighboring County ____Anywhere in the State

Are you currently committed to any other organization or employer that will require your presence either in a response to an emergency or other reasons while volunteering? If yes, please explain: _____
_____

Emergency Contact Information: (Person who can be notified in an emergency)
Name: _____ Relationship: _____ Phone: (____)_____

Additional Information:	Yes	No	
Can you provide your own transportation?	☐	☐	
Are you able to communicate using sign language?	☐	☐	If Yes, Please Explain:
Have you been convicted of child abuse or neglect?	☐	☐	_____
Have you been convicted of a Felony or Misdemeanor?	☐	☐	_____

Experience: Do you have any of the following skills?

Medical
☐ Doctor or PA – Specialty: _____
☐ Nurse or NP – Specialty: _____
☐ First Aid/CPR/AED
☐ Veterinarian or Vet. Tech
☐ EMS License
☐ Medical Assistant
☐ Mental Health Counseling

Office Support
☐ Clerical (filing, etc.)
☐ Data Entry/Computer Skills
☐ Phone Receptionist
☐ Runner
☐ Other _____

Technical Certifications
☐ Certified Plumber
☐ Certified Electrician
☐ Certified Builder
☐ Commercial Driver's License
☐ Chauffeurs License

Equipment/Labor
☐ ATV
☐ Snowmobile
☐ Camper/ RV
☐ Boat
☐ Backhoe/Tractor
☐ Generator
☐ Wheelchair Transport
☐ Loading/Shipping/Receiving
☐ Other _____

Communications
☐ Amateur Radio
☐ Public Relations/Speaking
☐ Marketing
☐ Web Page Design
☐ Social Media
☐ Translator – Language(s)_____

Services
☐ Food Services
☐ Elderly/Disabled Care
☐ Child Care
☐ Counseling/Social Work
☐ Animal Care/Rescue
☐ Search and Rescue – incl. Canine
☐ Traffic Control
☐ Other _____

Volunteer Organizations (check all that apply): ☐ CERT ☐MRC ☐ Fire Corps ☐Search and Rescue

Background Check Policy

▶ Policy is printed on a large poster at the entrance

▶ Background Check Policy handout is given at registration

▶ This helps avoid any confrontations later in the process

VRC T04 Vol Copy Background Check Policy

Background Check Policy

It is the policy of _____ County that all potential volunteers will have background checks performed on them prior to being allowed to volunteer. Potential volunteers will be denied if a background check reveals any of the following.

- Registration as a sex offender
- Conviction of a felony
- High level misdemeanor
- Current Personal Protection Order (PPO) or Domestic Violence Order (DVO) in place.

The following violations will be reviewed on a case by case basis and a determination will be made the VRC Director:

- Conviction of a misdemeanor in the last 5 years
- Conviction of a criminal violation in the past 2 years
- Conviction of Driving Under the Influence in the past 5 years.

The Volunteer Reception Center will also verify any professional or medical licenses a volunteer claims to hold before a volunteer is allowed to volunteer in that capacity. Volunteers must have a copy of their license with a government issued photo ID and/or appear in state licensing bureau databases.

IF A BACKGROUND CHECK REVEALS ANY THE ITEMS ABOVE OR A PROFESSIONAL/MEDICAL LICENSE CANNOT BE VERFIED THE VOLUNTEER WILL NOT BE ALLOWED TO VOLUNTEER.

VRC License Verification Consent Form

▶ Provides professional license information

▶ Grants consent for record check

VRC T03

Volunteer Reception Center
Professional License Check
Verification /Consent Form

It is the policy of _____ County to complete professional license verification checks on all applicants to the volunteer reception center. Record check information is confidential.

Name: _____
       (First)   (Middle)   (Last)

Date of Birth: _____/_____/_____ Age: _____

Professional License: _____ License No. _____

Drivers License Number: _____ State: _____

Address: _____

City: _____ State: _____ Zip Code: _____

I, _____authorize and give consent for _____ County to obtain information regarding myself. This includes the following:

- Verification of Medical or Health related licenses
- Verification of a Daycare Licenses
- Verification of Commercial Service licenses
- Verification of Bureau of Construction Codes Licenses
- Verification of Address

I the undersigned, authorize this information to be obtained, either in writing or via telephone, in connection with my volunteer application. Any person, firm or organization providing information or records in accordance with this authorization is released from any and all claims of liability for compliance. Such information will be held in confidence in accordance with the organizations guidelines.

Signature: _____ Date: _____

____	Approved—NO FINDINGS
____	Conditional Approval: _____
____	Denied-_____

Credentialing Team Member Signature _____ Date:_____ Time: _____

VRC Background Check Form

Purpose: A criminal background check is conduced to determine if the volunteer has a criminal record

- Provides protection to vulnerable populations

- Ensures public safety

This form will be placed in the colored file folder

(Light Blue)

VRC T02

Volunteer Reception Center
Volunteer Background Check
Verification /Consent Form

It is the policy of _____ County to complete criminal background checks on all applicants to the volunteer. Record check information is confidential.

Name: _____
       (First)   (Middle)   (Last)

Date of Birth: _____/_____/_____ Age: _____

Drivers License Number: _____ State: _____

Address: _____

City: _____ State: _____ Zip Code: _____

I, _____authorize and give consent for _____ County to obtain information regarding myself. This includes the following:

- Criminal Background records/information (ICHAT)
- Sex Offender Registry Checks (DHS Central Registry and MI Sex Offenders registry)
- Offender Tracking Information Systems (OTIS)
- Verification of Address

I the undersigned, authorize this information to be obtained, either in writing or via telephone, in connection with my volunteer application. Any person, firm or organization providing information or records in accordance with this authorization is released from any and all claims of liability for compliance. Such information will be held in confidence in accordance with the organizations guidelines.
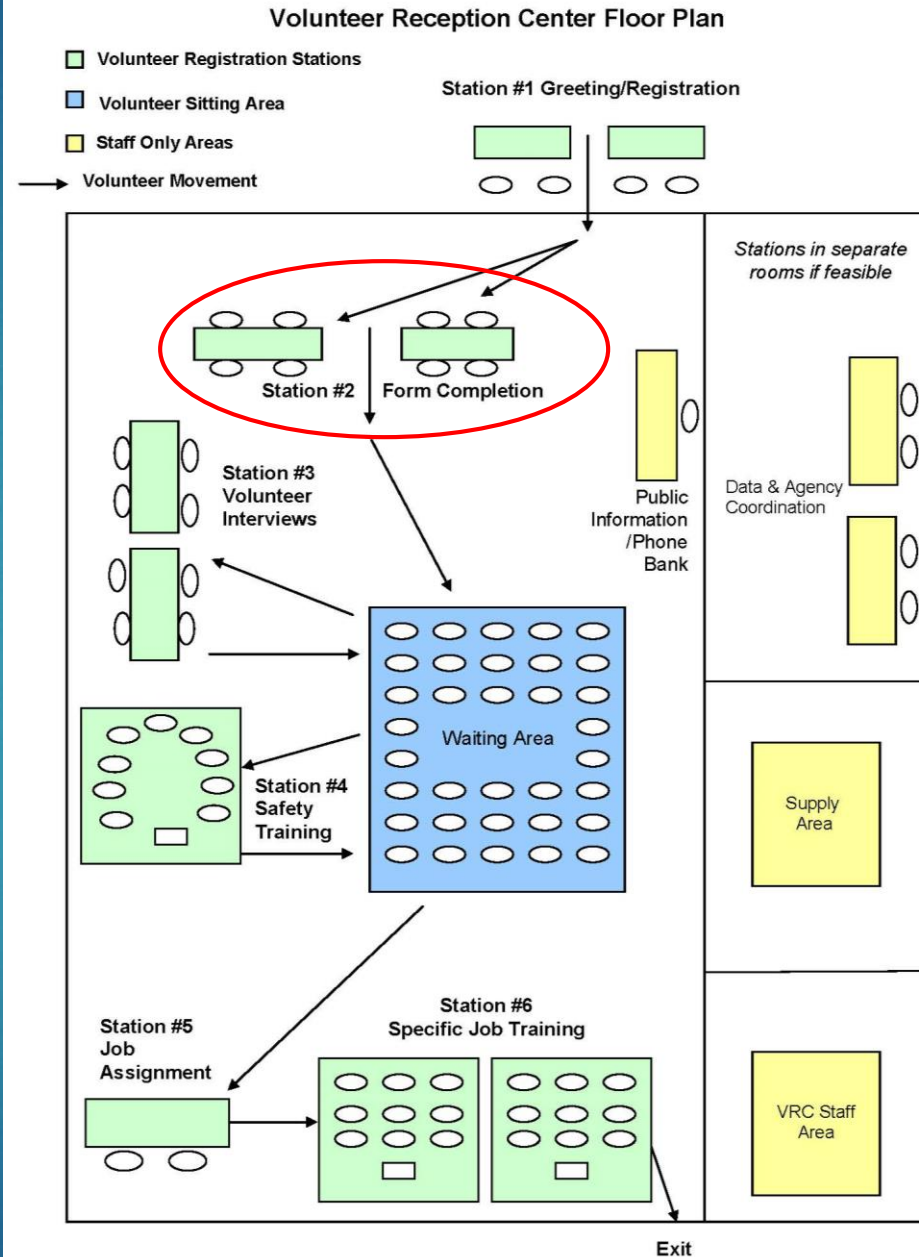
Signature: _____ Date: _____

___ Approved—NO FINDINGS	
___ Conditional Approval: _____	
___ Denied-_____	

Credentialing Team Member Signature _____ Date:_____ Time: _____

STATION 2: FORM COMPLETION

Volunteer Reception Center Floor Plan

- Volunteer Registration Stations
- Volunteer Sitting Area
- Staff Only Areas
- → Volunteer Movement

Station #1 Greeting/Registration

Stations in separate rooms if feasible

Station #2 Form Completion

Station #3 Volunteer Interviews

Public Information /Phone Bank

Data & Agency Coordination

Station #4 Safety Training

Waiting Area

Supply Area

Station #5 Job Assignment

Station #6 Specific Job Training

VRC Staff Area

Exit

Station 2: Form Completion

- Assist volunteers as needed with form completion

  - Direct volunteers to a waiting area where they can fill out their paperwork

- Collect completed forms

  - Make sure volunteers have signed the forms

  - Place the Registration Form in a *manila* folder

  - Place the Background Check and License Verification Form in a *colored* folder

STATION 3: VOLUNTEER INTERVIEWS

Volunteer Reception Center Floor Plan
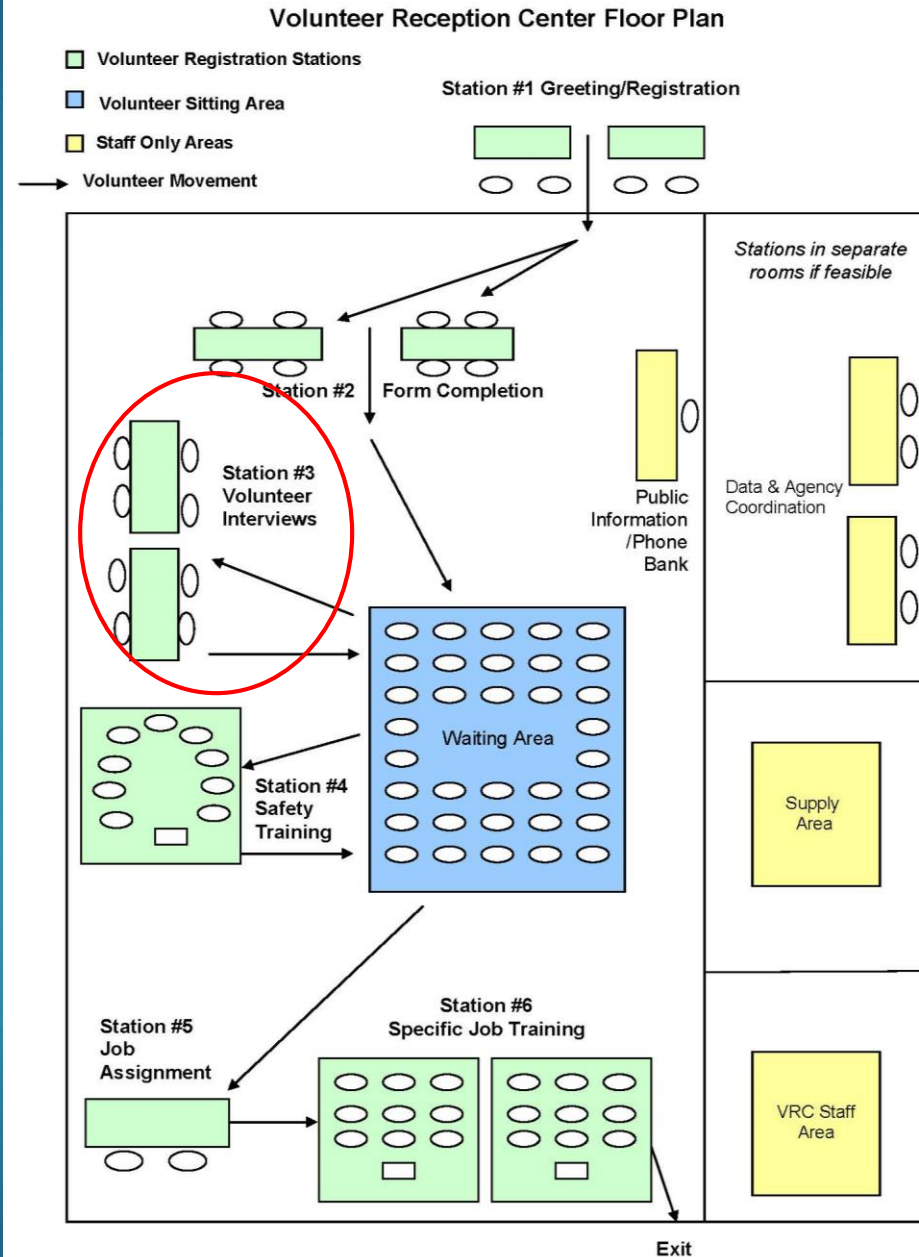
Volunteer Interviews

► Why do we need to interview volunteers?

  ► Determine skill level for the volunteer

  ► Determine volunteer's physical ability to complete job functions

  ► Judge the volunteer's aptitude to complete complex tasks

  ► Judge the volunteer's ability to handle pressure

  ► Ask about background, work, criminal or other things

  ► Ask about hobbies

  ► Add Volunteer Interview Form to manila folder and have runner take to Data & Agency Coordination Station

STATION 4: SAFETY BRIEFING

Volunteer Reception Center Floor Plan
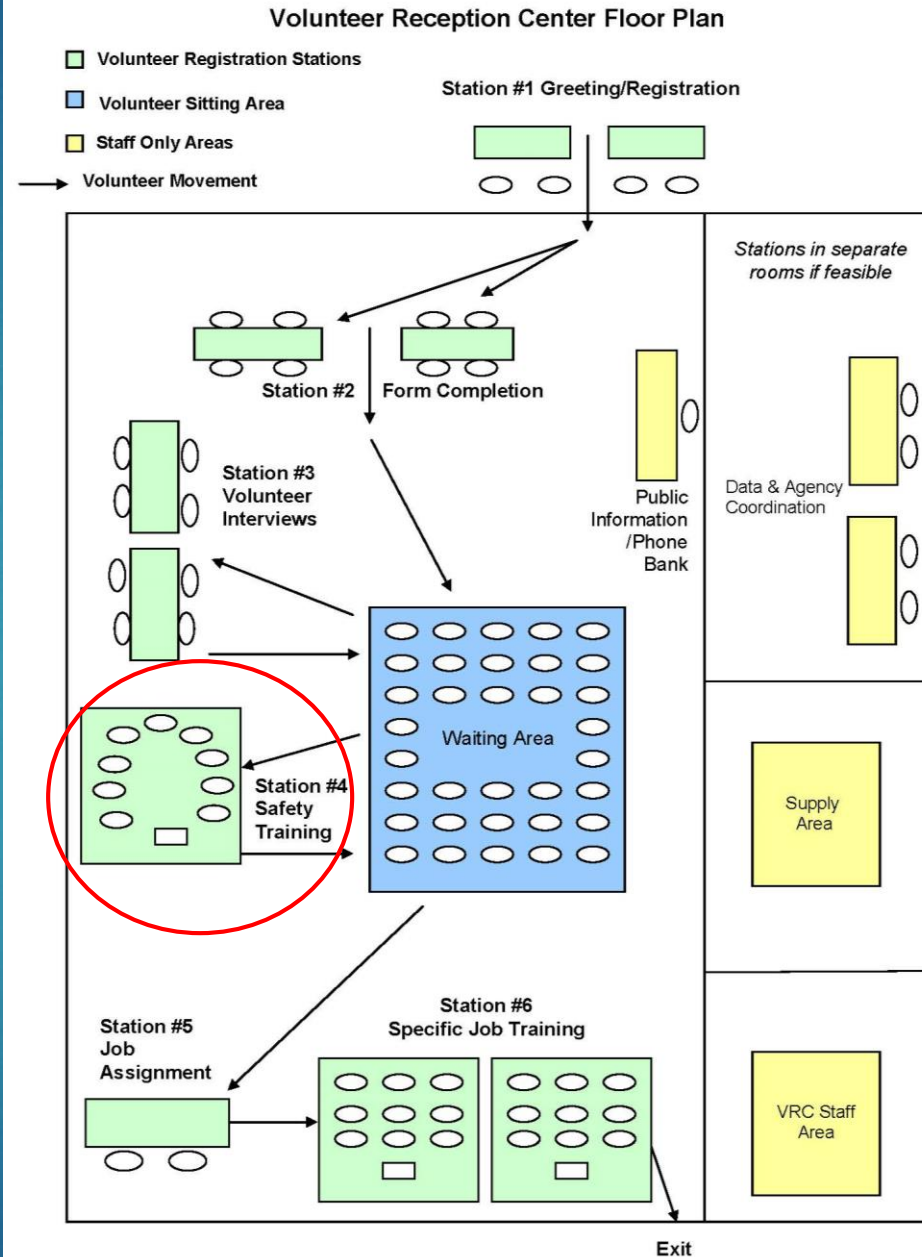
Purpose of Safety Briefing

- KEEP VOLUNTEERS SAFE!

- Provide general instructions for safe operations during an event

- Provide any applicable "event-specific" instructions

- Volunteers will be provided with a basic overview of the Incident Command System

DATA & AGENCY COORDINATION
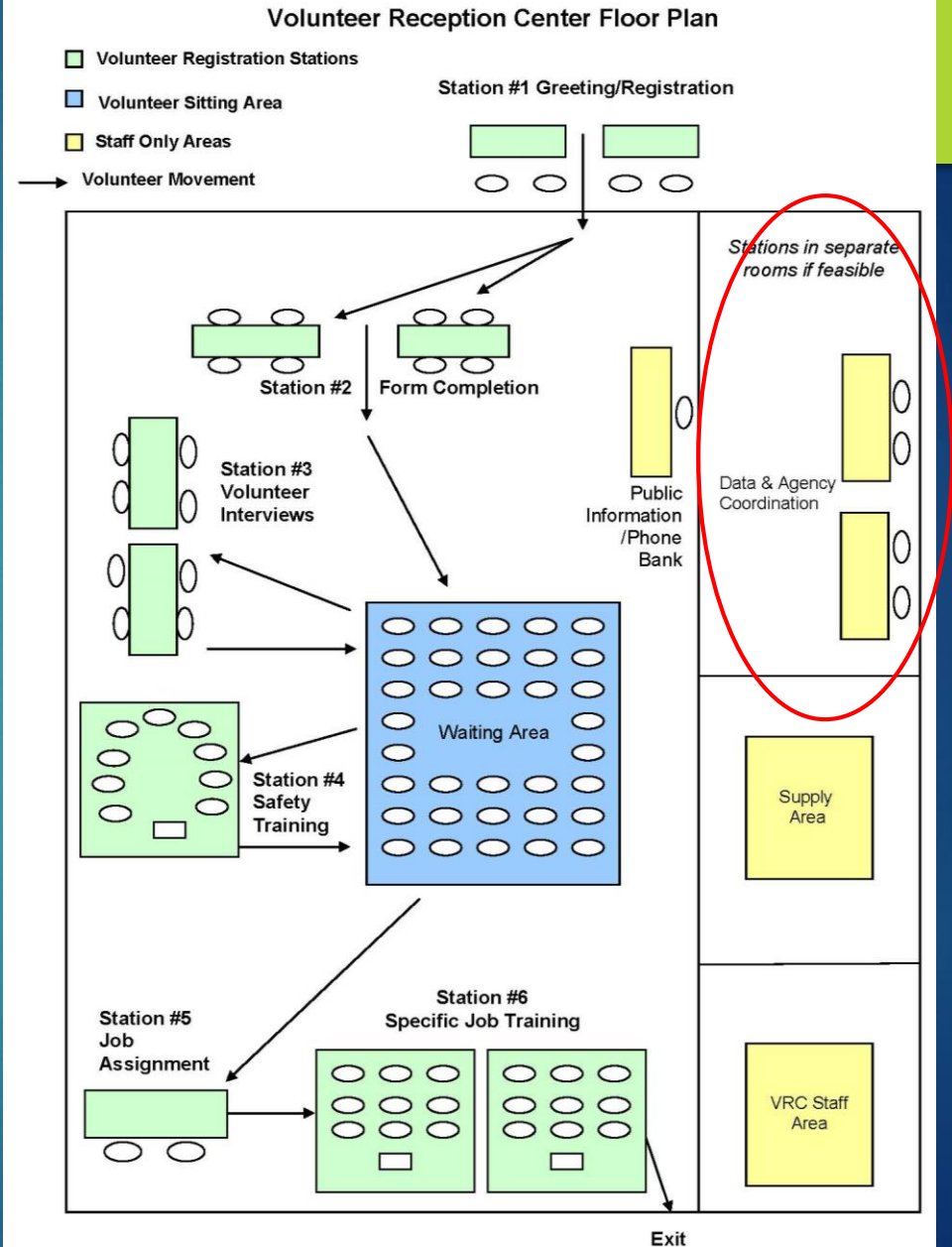
Background/License Verification

- Volunteers must be screened before volunteering
- Check for criminal offenses
- License verification
- Policy on disqualifications

Background/License Verification

POLICY/DISQUALIFIERS

- Registration as a sex offender
- Conviction of a felony
- High level misdemeanor
- Current Personal Protection Order (PPO) or Domestic Violence Order (DVO) in place.

CASE BY CASE:

- Conviction of a misdemeanor in the last 5 years
- Conviction of a criminal violation in the past 2 years
- Conviction of Driving Under the Influence in the past 5 years.
- Discretion of the VRC Director

Background Check Resources

ICHAT: Internet Criminal History Access Tool

▶ https://apps.michigan.gov/ichat/home.aspx

OTIS: Offender Tracking Information System

▶ http://mdocweb.state.mi.us/OTIS2/otis2.aspx

Michigan Sex Offender Registry

▶ http://www.mipsor.state.mi.us/PSOR_Search.aspx

National Sex Offender Registry

▶ http://www.nsopw.gov/

Michigan Department of Licensing and Regulatory Affairs   www.Michigan.gov/lara/

Health Related Licenses: Doctors, Nurses, PA, Dentists EMS, Counselors, Pharmacists, Veterinarian

Construction Related Codes:
- Master Electrician
- Master Plumber
- Boiler Inspector
- Mechanical Contactor
- Residential Builders

Other Licenses:
- Mortuary Science
- Cemetery Regulations
- Architects
- Security Guard
- Unarmed Combat
- Amateur Radio Operators

Background Check Coordination

▶ The Data and Agency Coordination Leader will assign a VRC staff person to coordinate the background check results form and the volunteer interview forms (match up the volunteer information).

▶ The Data and Agency Coordination Section staff will record the results of the volunteers' background checks on the volunteer file folder cover sheet.

– If any potential volunteer does not pass the background check, the Data and Agency Coordination Leader will provide the background check information to the individual.

Volunteer Coordination

The Volunteer Reception Center will maintain a Data and Agency Coordination Section that will communicate with the local EOC to assign volunteers to response roles.

- The Data and Agency Coordination Leader will contact the EOC and determine a contact person for volunteer requests
- The Data and Agency Coordination Leader will forward the VRC T06 Emergency Volunteer Request Form (Tan) to the EOC contact person
- The EOC contact person will communicate with the Incident Commander to determine the number and types of volunteers needed

Emergency Volunteer Request Form

Tan colored form in packet

Assignment of Volunteers

▶ Once a volunteer/volunteer assignment match is made:

▶ VRC Data/Agency Coordination Section will complete 2 copies of the VRC T11 Volunteer

▶ Assignment Form (Red) and forward 1 copy to the Job Assignment Section to complete the volunteer assignment

▶ Place the 2nd copy in the volunteer file folder

Volunteer Assignment Form

Red colored form in packet

VRC Emergency Volunteer Assignment
(To be given to the volunteer and one copy in their file)
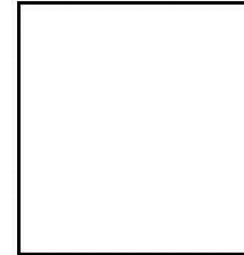
Job Assignment:_____

Location of job assignment (address): _____

_____

NUMBER

Individual to report to: _____

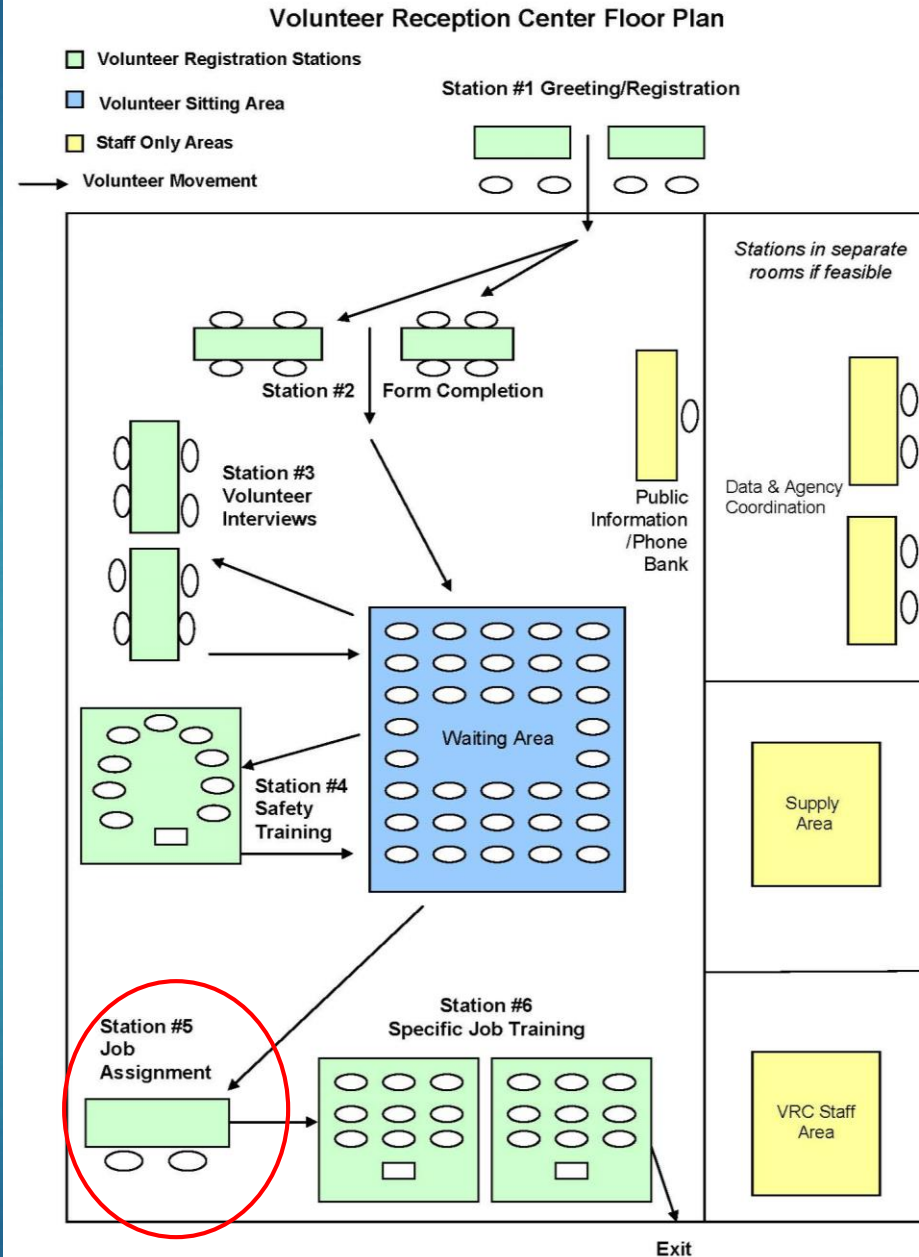Time to Report: _____

Length (time) of assignment: _____

Requesting Agency: _____

Please return your identification armband to the agency where you are completing your volunteer assignment.

Station #5
JOB ASSIGNMENT

Volunteer Reception Center Floor Plan

Legend:
- Volunteer Registration Stations
- Volunteer Sitting Area
- Staff Only Areas
- → Volunteer Movement

Station #1 Greeting/Registration

Stations in separate rooms if feasible

Station #2 — Form Completion

Station #3 Volunteer Interviews

Public Information/Phone Bank

Data & Agency Coordination

Station #4 Safety Training

Waiting Area

Station #5 Job Assignment

Station #6 Specific Job Training

Supply Area

VRC Staff Area

Exit

Assignment of Volunteers

▶ The Job Assignment Section will complete the VRC T10 Volunteer Tracking Form, indicating the location of each volunteer assigned.

– The VRC T10 Volunteer Tracking Form is maintained at the Volunteer Reception Center. It provides contact and location information for each volunteer out in the field.

▶ When assigned, each volunteer will be given a VRC T11 Volunteer Assignment Sheet, indicating the volunteer's assignment, location of assignment, and any other necessary information.

Volunteer Tracking Form

VRC T10

VRC Volunteer Tracking Form

| Incident		Date		Time - From:	To:		Volunteer Tracking Form	
Volunteer Name		**Requesting Agency**	**Assigned Location/Job**		**Volunteer Contact Information**		**Time In**	**Time Out**
10. Prepared by:			Date / Time					

Volunteer Identification

▶ Once volunteers are assigned to a location, the Job Assignment Section will distribute a volunteer identification arm band to each assigned volunteer.

▶ The volunteer must wear the identification arm band with a picture ID (state issued identification or agency picture identification) at all times while completing the assigned volunteer work.

▶ At the completion of the assigned volunteer work, the volunteer must return the volunteer identification armband to the volunteer agency.

Volunteer Identification

Station 6: SPECIFIC JOB TRAINING
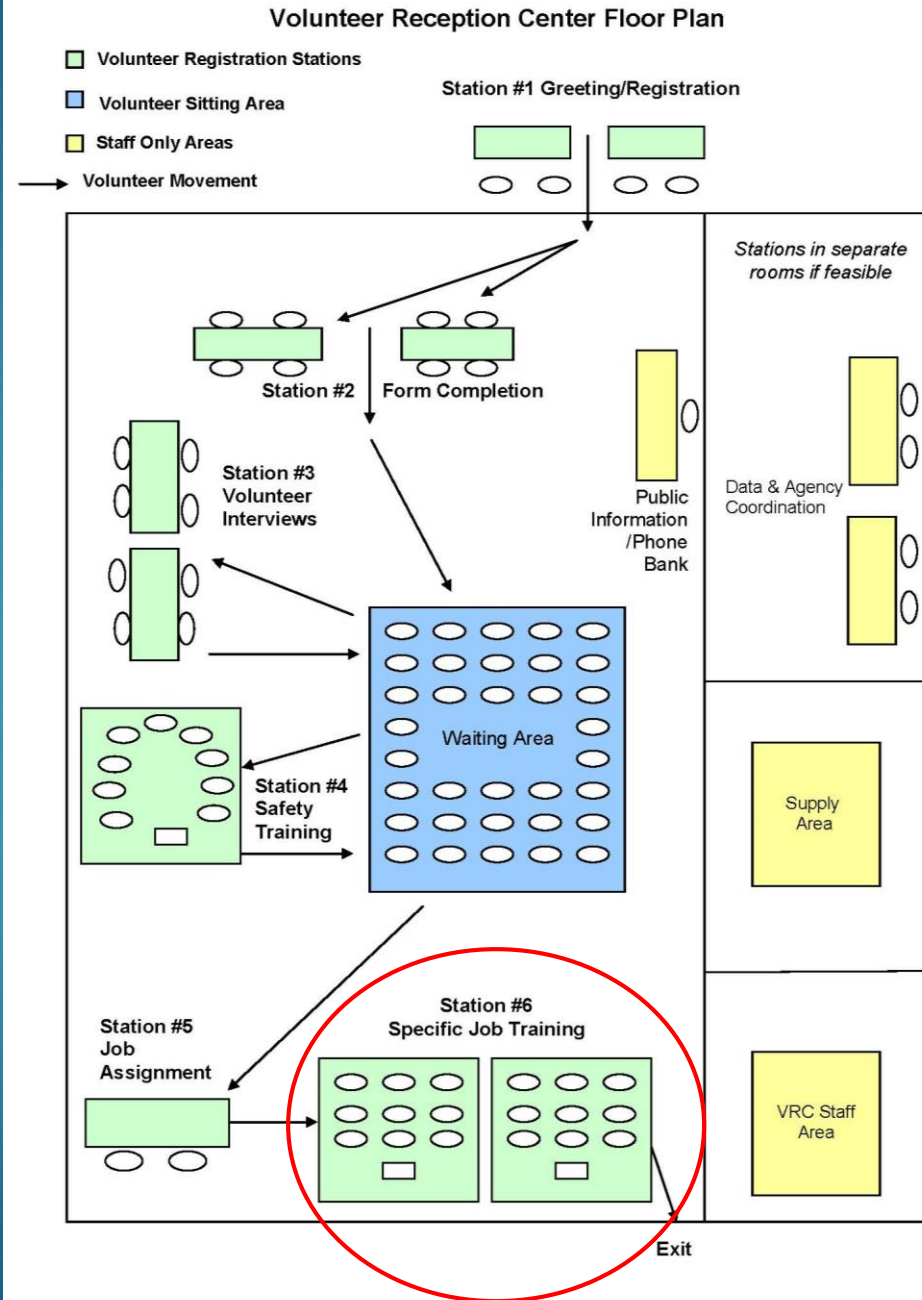
Station 6: Job Training

- All volunteers assigned will need training to perform specific job functions to which they have been assigned
 - Training may be performed at this station (i.e. sand bagging videos, POD operations, etc..)

    OR

  - Training may be performed at the volunteer site (i.e. disaster scene, hospital, etc...)
- Training needs will be determined by the requesting agency and will be noted on the Volunteer Request Form (VRC T06)

Demobilization

► Demobilization will be initialized under the authority of the Incident Commander, communicated to the VRC via the EOC. The VRC Director will notify station leaders of demobilization.

► Station leaders will inform staff to pack up supplies and follow the VRC T14 Demobilization Facilities Checklist

► All VRC materials will be packed up and returned to the appropriate county emergency manager.

► A list of re-supply items will be created by the Supply Area and provided to the appropriate county emergency manager.

► Upon completion of demobilization, the volunteer application files will be submitted to the requesting county's emergency manager to be retained according to their respective record retention policies.

► A debriefing may occur at the conclusion of demobilization.

► Critical Incident Stress Debriefing for VRC staff may occur.

Lessons Learned

▶ Regional planning benefits everyone involved (including EMs)

▶ More heads are better (many planners around the table provided excellent brainstorming)

▶ Simple is better – plan developed with CC volunteers in mind for staffing, NOT us!

▶ Volunteers very receptive – good use of their abilities

▶ Building support from EMs was critical
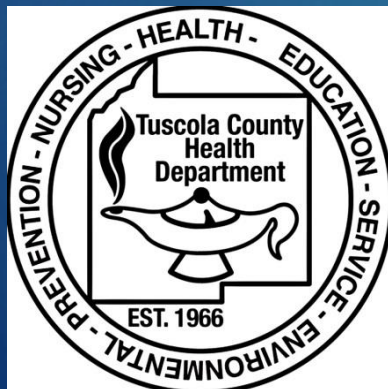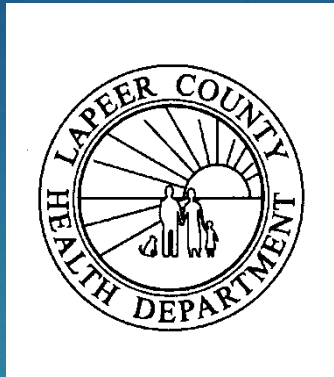
References

Regional VRC planning utilized the following sources to construct the Region 3 plan:

- ▶ Newaygo County

- ▶ Bay County Health Department

- ▶ Corporation for National & Community Service "Managing Spontaneous Volunteers in Times of Disaster"

- ▶ District 1 VRC Plan

QUESTIONS????