

**APPENDIX AA – VOLUNTEER REPORTING CENTER PLAN – TALBOT COUNTY  
EXAMPLE**

This example volunteer reporting center plan is courtesy of the Talbot County Emergency Management Volunteer Coordinator and the Talbot County Health Department. This plan can be used to guide development of local volunteer reporting/reception centers.

# **Volunteer Reporting Center (VRC)**

**Talbot County Department  
Of Emergency Services**

**Easton, Maryland**

**June 3, 2014**

**Fourth Draft**

# VOLUNTEER REPORTING CENTER

These are the policies and procedures to be used for the implementation and deployment of volunteers for Talbot County at a Volunteer Reporting Center (VRC) during a major disaster.

## **Purpose**

A working document developed to identify the steps required to set up and operate a VRC when deemed necessary for Talbot County, Maryland.

## **Scope**

This document provides VRC personnel with the information required to set-up the center, identify and check in personnel, brief the volunteers on the disaster situation and deploy qualified, affiliated volunteers to the disaster site, as well as to screen and deploy spontaneous, unaffiliated volunteers as needed.

## **Topics**

Overview of the VRC

Steps Involved in Establishing a VRC

VRC personnel:

Manager

Intake

Assessment

Registration

Deployment

Appendices:

A: Go Kit Checklist

B: Forms

C. Supplemental Supplies

D: Suggested Floor Plan/VRC Set-Up Checklist

E: Site Selection

F: Abbreviations & Acronyms List

## Overview of the Volunteer Reporting Center

The main purpose of such a center is to process citizen volunteers, both affiliated and spontaneous, who seek to assist government authorities in response to a disaster. The VRC is structured to efficiently process volunteers for deployment to a disaster site, to redirect them to auxiliary functions, or to defer them from participation altogether, as appropriate.

The VRC will be set up in a pre-selected site (see Appendix: Site Selection) and staffed by volunteer personnel. A function of the VRC is to distinguish between two distinct volunteer groups. They are (1) Affiliated: VOAD, Department of Emergency Services volunteers (DES), and Health Dept. volunteers (MRC), all of whom are pre-screened and trained, and (2) Spontaneous: Unaffiliated citizens who spontaneously make themselves available to the VRC following a disaster.

### **Affiliated volunteers:**

VOAD volunteers will be referred to the appropriate agencies. DES and MRC volunteers will proceed to Intake. Intake will verify credentials and send the MRC volunteers to the Health Department Table. DES volunteers will proceed to Registration for processing. Once checked in, the volunteer will either be sent home to be recalled for a later shift or proceed to Deployment assembly area, where his/her skills may be used **to meet** disaster area requirements. Deployment will work in conjunction with Registration to capture the time and location of the volunteer deployment. This activity will allow for the individual's breaks, shift changes and other requirements.

### **Spontaneous volunteers:**

Spontaneous volunteers also proceed to Intake. They may be sent home or directed to other agencies if appropriate. Spontaneous volunteers desiring to work at the disaster site will complete a Registration Form (see Appendix) received from Intake to document the volunteer's experience and skills for Assessment. Assessment will interview these spontaneous volunteers and attempt to ascertain the skills and experience they bring to the site. If Assessment feels the volunteer may be used at this time, the volunteer will be sent to Registration. If the spontaneous volunteer possesses a skill which may be used in the future, their Registration Form will be passed to Registration and the volunteer will be dismissed from the VRC to be contacted later. Registration will record the contact information and skills for future use. Spontaneous volunteers, needed at this time, will be sent to Deployment. Deployment will use spontaneous volunteers as required. The spontaneous volunteer's deployment will be coordinated with Registration to ensure an individual's breaks, shift changes and other requirements are accommodated.

## **Steps Involved in Establishing the VRC**

1. Event occurs that calls for the establishment of a VRC.
2. Official from Talbot County will contact the Volunteer Resources Coordinator, or designee, and provide essential information.
3. Talbot County DES will determine the location for the VRC from the available sites and notify the appropriate individual(s).
4. The DES designee is notified to deliver the “Go Kit” to the VRC site.
5. Volunteer Resources Coordinator, or designee, implements the volunteer notification system (Connect CTY) to the VRC staff and the Talbot County Health Department.
6. VRC Manager arrives and sets up the VRC. As other DES volunteers arrive, assignments are made for the other staffing positions required (see position descriptions).
7. Communication channels between the VRC and relevant parties are established.
8. Other volunteers are alerted to the situation via the volunteer notification system.
9. Affiliated and spontaneous volunteers begin arriving, are met by Intake and directed to the appropriate area (see Appendix: Suggested Floor Plan/VRC Set-Up Checklist).

## VRC Staffing Overview

A minimum of five personnel will be needed to operate the VRC.

1. VRC Manager is responsible for the overall operation of the VRC.
2. Intake is responsible for greeting incoming volunteers. DES volunteers are directed to Registration; MRC volunteers are directed to the Health Dept. representative. Spontaneous volunteers who desire to be deployed to the site are given a Registration Form to complete and then directed to Assessment.
3. Assessment is responsible for evaluating spontaneous volunteers' abilities and skills, directing them to Registration, to other agencies, or home to be contacted later.
4. Registration is responsible for recording information on all volunteers then directing them to the Deployment waiting area.
5. Deployment is responsible for sending volunteers to the incident staging area or other locations as directed. They will keep a record of who has been sent, duration of assignment, location and rotational requirements.

It is probable that several people will be working within the various VRC functions. When this occurs, the VRC manager will appoint one of them as the function coordinator.

If a scenario develops whereby the VRC assumes a larger role in crisis management, including multiple jurisdictions, then one or more of the following positions will be added: Briefer, Communications, Interpreter, Runner and Traffic.

The VRC manager is an essential position; therefore, the Volunteer Resources Coordinator has pre-selected a volunteer for this position. The manager's responsibilities include setting up the VRC, being responsible for the overall operation of the center and overseeing volunteers within the VRC.

Depending on the disaster scenario, the VRC manager may deploy a volunteer to the incident site to assist Deployment in tracking volunteers who may be re-deployed by Incident Command.

## **Assistance In Disaster**

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Position Title:	<b>VRC Manager</b>
Purpose:	To assist the Volunteer Resources Coordinator by setting up and managing an activated VRC.
Description:	The Manager will be responsible for the overall operation of the center and overseeing volunteers within the center.
Qualifications:	Management or supervisory experience. Ability to take and follow directions. Good interpersonal skills. Ability to interact well with all levels of authority.
Training:	Appropriate VRC training.
Time Commitment:	8 to 12 hour shifts per day during disaster.
Responsible to:	Volunteer Resources Coordinator

## **Assistance In Disaster**

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<b>Position Title:</b>	<b>Intake</b>
<b>Purpose:</b>	The intake function of the VRC is the first formal contact with volunteers. Intake is responsible for directing everyone to appropriate processing areas.
<b>Description:</b>	<p>Intake is responsible for greeting volunteers, issuing a Registration Form and directing to appropriate VRC processing areas or referring to other agencies. Volunteers will fall into one of the following groups:</p> <p>Referrals – Those who want to work with relief agencies (VOAD) will be provided with contact information and dismissed.</p> <p>Spontaneous volunteers – Those who wish to assist, but are not vetted and trained. They will be provided with a registration form and directed to Assessment.</p> <p>Affiliated volunteers - DES and MRC volunteers. Verify credentials, send DES to Registration for check-in, MRC to Health Dept. representative, and VOAD to agencies.</p> <p>Assist with other duties as assigned.</p>
<b>Qualifications:</b>	<p>Ability to take and follow directions. Good interpersonal skills. Ability to work under pressure. Ability to accurately relay information.</p>
<b>Training:</b>	Appropriate VRC training.
<b>Time Commitment:</b>	8 to 12 hour shifts per day during disaster.
<b>Responsible to:</b>	Intake Coordinator or VRC Manager



## **Assistance In Disaster**

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Position Title:	<b>Assessment</b>
Purpose:	Provide assessment of spontaneous volunteers who report to an activated VRC.
Description:	<p>Assessment insures that only qualified volunteers are allowed access to the site of the disaster. Assessment reviews the Registration Forms completed by the volunteers to determine if they are qualified. If it is determined they can be used, they will be directed to Registration to be checked in. Once checked in, they are sent to Deployment if needed immediately. If they are not needed immediately, they will be sent home and told they will be called when needed. Volunteer who are not qualified will be sent home.</p> <p>Assist with other duties as assigned.</p>
Qualifications:	<p>Ability to take and follow directions. Good interpersonal skills. Good interview skills. Ability to work under pressure.</p>
Training:	Appropriate VRC training.
Time Commitment:	8 to12 hour shifts per day during disaster.
Responsible to:	Assessment Coordinator or VRC Manager

## **Assistance In Disaster**

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Position Title:	<b>Registration</b>
Purpose:	To verify and document all volunteers reporting for Deployment.
Description:	Registration documents all volunteers reporting to the VRC. DES Volunteers will show up with their photo IDs and be checked in by Registration, then referred to Deployment. Spontaneous Volunteers will show up with their completed registration forms and be checked in by Registration to be used as appropriate. If a Volunteer's skills are needed, they will be sent to Deployment. If not, they will be sent home and told they will be called when needed or given a specific date/time to return. Spontaneous volunteers will be processed and sent to deployment as appropriate. Assist with other duties as assigned.
Qualifications:	Ability to take and follow directions. Good interpersonal skills. Good organizational skills. Good computer skills.
Training:	Appropriate VRC training.
Time Commitment:	8 to 12 hour shifts per day during disaster.
Responsible to:	Registration Coordinator or VRC Manager.

## **Assistance In Disaster**

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<b>Position Title:</b>	<b>Deployment</b>
<b>Purpose:</b>	To assist the VRC Manager in determining the assignment and deployment of volunteers at an activated center.
<b>Description:</b>	<p>Deployment determines the assignment, deployment, and tracking of volunteers. When the Briefer position is not filled, Deployment will brief on the necessary site and liability aspects of the volunteers' deployment. Deployment will record the names of those being deployed and issue each person the "wristband of the day." DES volunteers must have DES photo ID. Any spontaneous volunteers being deployed will be given a credential holder into which their own photo I.D. will be inserted. The volunteers will be deployed to the appropriate staging area. The "wristband of the day" authorizes volunteers' access to the disaster site.</p> <p>Assist with other duties as assigned.</p>
<b>Qualifications:</b>	<p>Ability to take and follow directions, as well as make assignments. Ability to interact well with all levels of authority. Good interpersonal skills. Management or supervisory experience.</p>
<b>Training:</b>	Appropriate VRC training.
<b>Time Commitment:</b>	8 to 12 hour shifts per day during disaster.
<b>Responsible to:</b>	Deployment Coordinator or VRC Manager

## **Assistance In Disaster**

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Position Title:	<b>Briefing</b>
Purpose:	Brief volunteers on the disaster and direct them back to Deployment.
Description:	Explain the nature of the disaster site and liability aspects of the volunteers' deployment. Direct them back to Deployment.  Assist with other duties as assigned.
Qualifications:	Ability to take and follow directions. Ability to interact well with all levels of authority. Good interpersonal skills. Ability to work under pressure. Ability to accurately relay information.
Training:	Appropriate VRC training.
Time Commitment:	8 – 12 hour shifts per day during disaster.
Responsible To:	VRC Manager

## **Assistance In Disaster**

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Position Title:	<b>Communications</b>
Purpose:	To assist the VRC Manager with incoming and outgoing telephone traffic at an activated VRC.
Description:	Communications will answer incoming telephone calls, relay appropriate information and initiate outgoing calls as directed.  Assist with other duties as assigned.
Qualifications:	Ability to take and follow directions. Good interpersonal skills. Good telephone etiquette. Endurance to sit for long periods of time. Ability to accurately relay information.
Training:	Appropriate VRC training
Time Commitment:	8 to 12 hour shifts per day during disaster.
Responsible to:	VRC Manager

## **Assistance In Disaster**

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Position Title:	<b>Interpreter</b>
Purpose:	To assist the VRC Manager with language interpreting.
Description:	Interpreter will be responsible for language interpreting as required in the VRC. Will assist various stations in greeting and directing volunteers and will assist with the phones as needed.
Qualifications:	Ability to take and follow directions. Good telephone skills. Good interpersonal skills.
Training:	As appropriate.
Time Commitment:	8 to 12 hour shifts per day during disaster.
Responsible to:	VRC Manager

## **Assistance In Disaster**

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Position Title:	<b>Runner</b>
Purpose:	Deliver documents, messages, supplies and other items needed by staffed areas within the VRC.
Description:	Deliver documents as required between staff areas within the VRC.  Assist with other duties as assigned.
Qualifications:	Ability to take and follow directions. Ability to be mobile for long periods of time.
Training:	As appropriate.
Time Commitment:	8 – 12 hour shifts per day during disaster.
Responsible to:	VRC Manager

## **Assistance In Disaster**

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Position Title:	<b>Traffic</b>
Purpose:	Assist volunteers in the VRC parking area and direct them to the entrance.
Description:	Direct volunteers to available parking slots and to the VRC entrance.
Qualifications:	Ability to take and follow directions. Ability to work under pressure. Ability to accurately relay information. Ability to stand for long periods of time.
Training:	As required.
Time Commitment:	8 – 12 hour shifts per day during disaster.
Responsible To:	VRC Manager



## **Appendix**

**A. Site Selection Criteria**

**B. VRC Set-Up Checklist**

**C. Suggested Floor Plan**

**D. Go Kit Checklist**

**E. Forms**

**F. Supplemental Supplies**

**G. Abbreviations & Acronyms List**

## **A. Site Selection Criteria**

Easy public access  
Ample parking  
Adequate daylight External or Natural Lighting  
Adequate furniture  
Controllable exits/entrances  
Room for volunteers to wait  
Room for briefings  
Network capabilities  
Kitchen facilities  
Adequate restrooms

Suggested sites: Community centers, schools, churches, armories. The choice of which to use will depend on the location of the disaster site. Ideally, the center will be set up in the facility's cafeteria or multi-purpose room.

## **Questions regarding site selection**

In the case of an emergency, do you have any type of agreement with anyone like Red Cross for the use of your facilities?

Do you have a cafeteria or food preparation facility?

Do you have anything like a computer room where we can hook up our computers?

Does the facility have any requirements of us if we use the facilities?

Do you already have a contingency plan in place for your membership should a crisis arise?

Do you have a power generator that you use when the power goes down?

Do you have a security person on site or someone we could contact to allow us into the facility or school?

Can you provide us with a site map of the facility so we can plan our layout in advance?

School? Church? (Not sure they will want to do this)

## **B. VRC Set-Up Checklist**

Set-up tables and chairs and rooms in accordance with designated floor plan diagram:

Set-up equipment

Open kit

Check on network connection with incident command

Computers ready (power, location established, use of facility equipment)

Communications ready

Phone lines and phone access established

Cell phone ready

Personal communicators ready for all areas

Parking lot, Intake, VRC Manager, Briefing, Deployment

Signage complete inside and outside (as time permits)

Once set-up

Brief team members

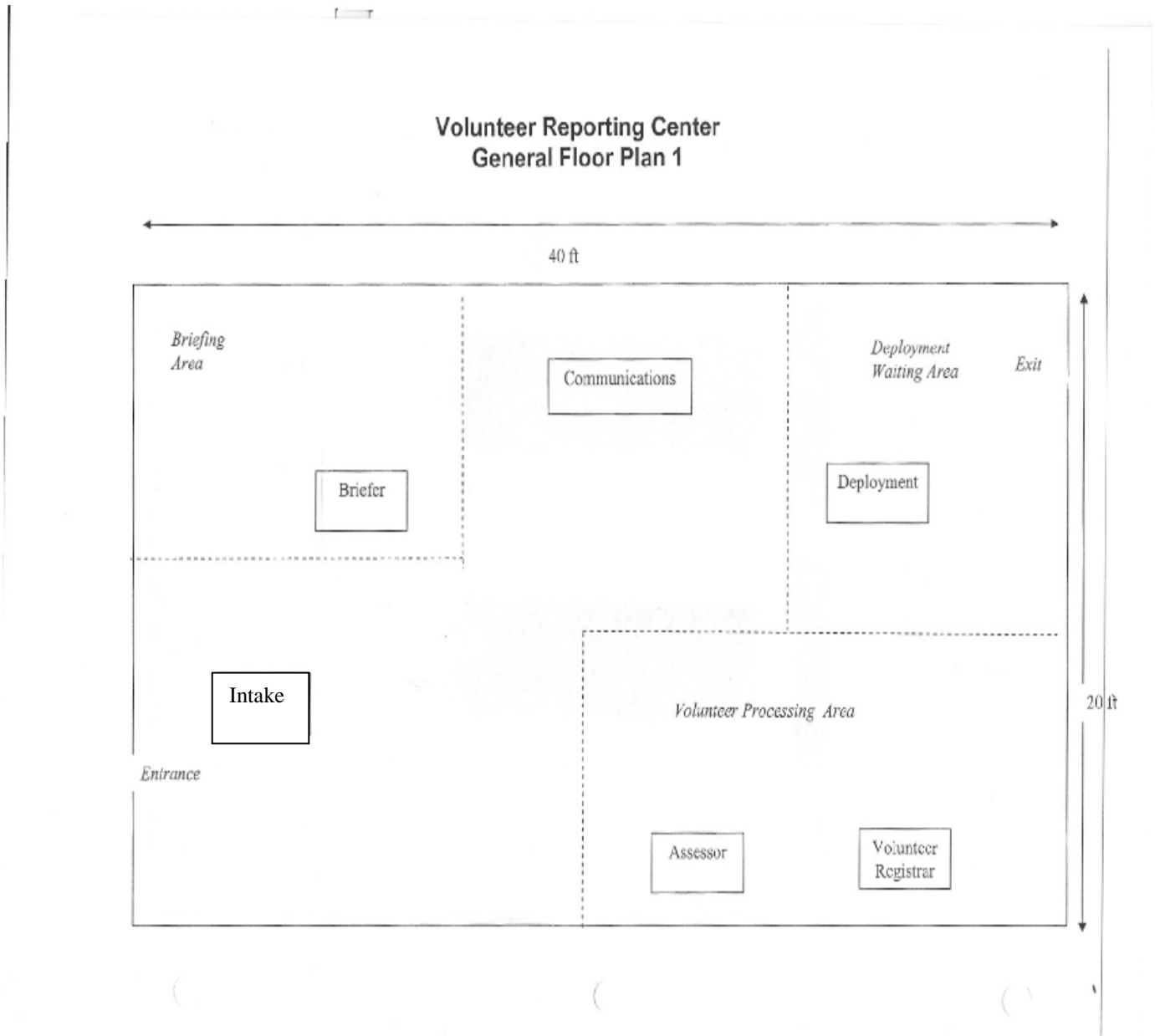
Review tasks and basic procedures

Open doors for business

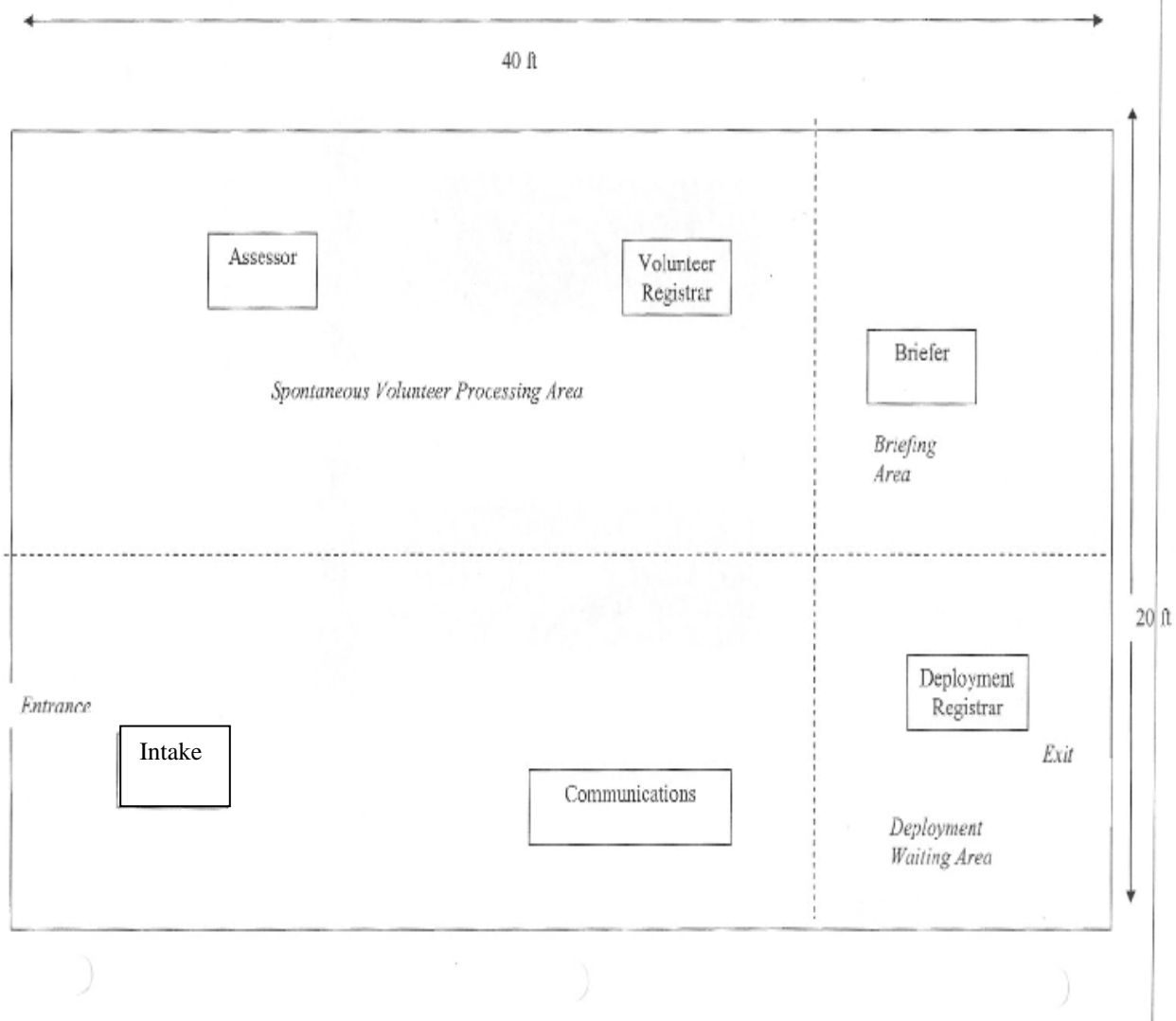
VRC manager notify Volunteer Resources Coordinator that center is activated

Begin processing volunteers in accordance with VRC manual

### C. Suggested Floor Plan



# Volunteer Reporting Center General Floor Plan 2



## D. Go Kit Checklist

√	Item
	DES Volunteer Roster
	Md Responds Roster
	Emergency Personnel Listing
	Radio(s) with battery & charger
	AM/FM radio, battery operated
	Batteries for all essential items
	Writing paper
	Identification holders
	Wrist bands with multiple color inserts
	Registration Forms
	VRC Policies and Procedures
	Deployment Form
	Site Profile Forms
	Walkie Talkies
	Roll-up white boards
	White board erasers
	White board markers
	Paper towels
	Rubber bands
	Agency phone number's (i.e., Red Cross)
	Paper clips
	Pencil sharpener
	Pencils
	Pens
	Push pins

√	<b>Item</b>
	Scotch tape
	Stapler
	Staples
	Water
	Flashlights with extra bulbs
	Headband lights (12) with extra bulbs
	Masking tape
	Scotch tape
	Duct tape
	Current, detailed, Talbot County map
	ID Hats
	ID Vests
	3x5 cards
	Clipboards
	Clock, wall, battery operated
	Extension Cords
	Power strips
	First aid kits

## **E. Forms**

Registration and Deployment Form

Sign-up sheets for Affiliated and Spontaneous volunteers





### **Deployment Record**

Name:		
Date:	Time Out:	Time In:
Team #:		
Location:		
Function:		

### **Redeployment**

Time Out:	Time In:
Location:	
Function:	

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## **F. Supplemental Supplies**

Printer paper

Desk Lamps – battery powered

Signage materials – Exterior

Extension Cords and Power strips

Signage materials – Interior

Felt Pens

File Folders

Flip Charts & Pens

Forms - Message (TPD ones)

In/Out Trays

Labels

## **G. Abbreviations & Acronyms List**

CERT	Community Emergency Response Team
DES	Dept. of Emergency Services Volunteers
EOC	Emergency Operations Center
ICS	Incident Command System
MRC	Health Dept. Volunteers
VRC	Volunteer Reporting Center
VOAD	Volunteer Organizations Active in Disaster