

County of Sutter

Emergency Operations Plan



Sutter Operational Area

Annex 11

Volunteer and Donations Management

February 2015

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Section 1 – PLAN OVERVIEW

INTRODUCTION

Purpose

This plan establishes an organizational structure and process by which the Sutter County Operational Area can access and manage volunteer, donations, and service program resources for community-wide disaster response, relief and recovery efforts. When managed appropriately, volunteers, donations, and service programs provide valuable and cost-effective resources to the community.

Goals

The goals of this volunteer and donations management plan are:

- To augment, as a supporting plan, the jurisdiction's emergency operations plan (EOP)
- To enhance resources available to the jurisdiction and the community-at-large for disaster response and recovery through the involvement of volunteers, donations, and locally-based service programs
- To establish a means by which volunteers and service program members can contribute their time and talents following a disaster
- To encourage partnerships among governmental agencies and non-governmental organizations for the most effective community-wide approach to disaster volunteer coordination
- To ensure that implementation of the volunteer and donations management plan is in accordance with principles and practices as described in the State Emergency Plan and local emergency plans

Scope

This volunteer and donations management plan is designed for use by the Sutter County Operational Area during the response and recovery phases of emergency management for all hazards. The jurisdiction may take complete responsibility for activating and implementing this plan or it can share responsibility with a volunteer center or other non-governmental organization (NGO). The volunteer and donations management plan focuses on the mobilization, coordination and referral of spontaneous volunteers and service programs. Additionally, it address other related issues, such as the recruitment and management of affiliated volunteers and appropriate donations management.

For the purposes of this plan, the following definitions are used:

- A ***volunteer*** is someone who willingly provides his/her services without receiving financial compensation.
- A ***spontaneous volunteer*** is an individual who comes forward following a disaster to assist a governmental agency or NGO with disaster-related activities during the response or recovery

phase without pay or other consideration. By definition, spontaneous volunteers are not initially affiliated with a response or relief agency or pre-registered with an accredited disaster council. However, they may possess training, skills and experience that can be useful in the relief effort. Spontaneous volunteers may also be referred to as unaffiliated, spontaneous unaffiliated and convergent volunteers.

- **An affiliated volunteer** is one who is affiliated with either a governmental agency or NGO and who has been trained for a specific role or function in disaster relief or response during the preparedness phase. While spontaneous volunteers may bring needed skills and resources, affiliated volunteers will most likely be used first in a disaster. Examples of affiliated volunteer groups include Community Emergency Response Teams (CERT), the Auxiliary Communications Service (ACS), the Volunteers in Police Services (VIPS) program, Search and Rescue teams, and American Red Cross' Disaster Action Teams (DAT). The category of affiliated volunteers may be further broken down as follows:
 - Volunteers in *ongoing* programs. Such groups typically meet regularly and have other responsibilities in addition to their disaster response roles; for example, many are engaged in community disaster education, family preparedness and public safety efforts year-round. Many ongoing programs utilize Disaster Service Worker volunteers. Pre-disaster registered volunteers are typically utilized before spontaneous volunteers.
 - Volunteers in *reserve* programs. These volunteers are called up at the time of a disaster. They may participate singly or in teams, depending on the program.
- **An impressed volunteer** includes any unregistered person impressed into service during a state of war emergency, a state of emergency, or a local emergency by a person having authority to command the aid of the citizens in the execution of his or her duties. This occurs very rarely and usually involves law enforcement or fire department personnel.
- **A Disaster Service Worker (DSW) volunteer** is any person registered with an accredited Disaster Council, in accordance with prescribed legal procedures, for the purpose of engaging in disaster service without pay or other consideration.
- **Service programs** are national, state and locally administered programs that provide organized opportunities for both full- and part-time service. The term "service program" refers to a wide range of programs, including AmeriCorps and the Retired and Senior Volunteer Program (RSVP). In California, many tens of thousands of individuals participate in service programs every year. For the purposes of this plan, participants in service programs will be referred to as members.

For the purposes of this plan, volunteers and service programs affiliated with a local government agency or NGO will be activated at the time of a disaster through the appropriate branch of the jurisdiction's or NGO's emergency response organization. (See Attachment R for a list of service programs and volunteer groups that are trained and affiliated with this jurisdiction.) Volunteers and members of service programs who are not affiliated with local government or an NGO will be treated as spontaneous volunteers.

It should be noted that not all volunteers, registered, affiliated or spontaneous, may be utilized during a particular disaster. Deployment of volunteers is based on the size and type of disaster as well as the skills needed by local officials to mount an effective response and recovery effort.

This plan augments the Sutter County Operational Area Emergency Operations Plan, dated October 2011.

SECTION 2 - SITUATION ANALYSIS

GENERAL

Volunteers represent a potential resource to a community affected by a disaster, whether of natural or man-made origin. However, volunteers who respond spontaneously and without appropriate training and qualifications can easily overwhelm the capabilities of local government and other agencies. With a system in place for receiving and referring spontaneous volunteers, local government agencies and relief organizations can capture this valuable resource and thus provide more efficient and cost-effective service to the community.

National service programs such as AmeriCorps and RSVP can be found throughout California. They are administered in local communities by a variety of nonprofit and government partners, so that program purposes, content and design vary widely. A number of these local affiliates are focused entirely on emergency preparedness and response and have members who are trained and available to be deployed on disaster assignments. Many others would welcome the opportunity to assist communities affected by a disaster. This plan identifies these resources and provides an organizational structure for accessing them for the benefit of government and the community-at-large (see Attachment Q).

PLANNING ASSUMPTIONS

During a disaster/emergency, that requires activation of this plan, the following considerations may affect the County/OA response:

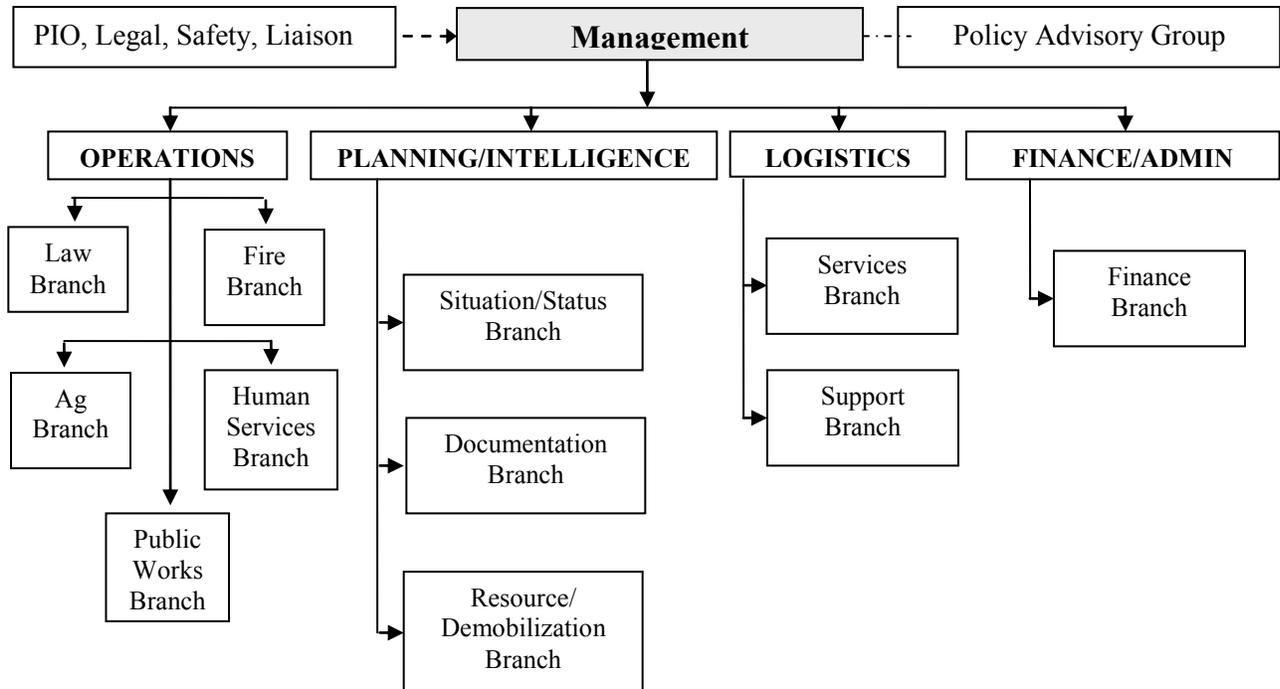
- The Sutter County Operational Area may delegate some of its volunteer coordination responsibilities to a volunteer center or other organization through its Emergency Operations Plan or through the action planning process during response and recovery operations.
- Volunteers and service program members that have pre-disaster training and are affiliated with a government agency or NGO such as the American Red Cross will report to their respective agency or organization at the time of a disaster as previously arranged.
- The first priority in an emergency or disaster is to utilize volunteers that are affiliated with this jurisdiction.
- All unaffiliated volunteers and unaffiliated service program members will be considered and processed as spontaneous volunteers.
- The Sutter County Operational Area is responsible for interviewing, screening, registering, training and the safe supervision of any volunteers that it involves in its own disaster operations. This is for the protection of both the volunteer and the jurisdiction.
- Likewise, NGOs and National Service Programs that involve volunteers in their own operations are responsible for interviewing, screening, registering, training and the safe supervision of those volunteers.

SECTION 3 – CONCEPT OF OPERATIONS

Standardized Emergency Management System (SEMS)

The volunteer and donations management plan is consistent with the state’s Standardized Emergency Management System (SEMS). Within the SEMS structure, volunteer management falls under the Personnel Unit of the Logistics Section.

Emergency Operations Center Organization Chart



Operations –

Law Branch:

Field Ops, Detention, and Dispatch

Branch:

Fire, HazMat Response, and Rescue

Ag Branch:

Biologists and Animal Control

Human Services Branch:

Care & Shelter, Red Cross, and Medical Transport
Environmental Health, Mental Health, and Public Health

Public Works Branch:

Reconnaissance, Engineering Support, and Heavy Equipment Support

Finance & Administration –

Finance Branch:

Invoice Processing and Payroll Tracking

Planning & Intelligence –

Situation/Status Branch:

Planning & Forecasting, Field Observation, and Fire Info Collection/Display

Documentation Branch:

Written and Visual/Graphic

Resource and Demobilization Branch:

Personnel, Equipment, and Material

Logistics –

Services Branch:

Communications
County Employees and Volunteers
Information Systems Technicians

Support Branch:

Supplies, Equipment, Transportation, and Facilities
(EOC, Off-Site Work Areas, and R&R Areas)

Roles and Responsibilities

Sutter County Operational Area – The primary agency responsible for the jurisdiction-wide mobilization and deployment of volunteers and service programs is the Sutter County Operational Area.

Its roles include the following:

- Prepare and maintain this plan and all associated procedures
- Determine need to activate spontaneous volunteer management plan at time of disaster
- Coordinate activation, implementation and demobilization of spontaneous volunteer management plan
- Coordinate with other agencies and organizations for maximum utilization of limited resources
- Coordinate spontaneous volunteers and service programs to assist the efforts of both governmental agencies and NGOs throughout the affected communities

Volunteer Center. In the event a local volunteer center or other NGO is willing to assume responsibility for volunteer mobilization and coordination, the Sutter County Operational Area may delegate some of the jurisdiction’s roles listed above to said organization.

Activation of Volunteer and Donations Management Plan

The volunteer and donations management plan will be activated by decision of the Emergency Operations Director or the Logistics Chief. Reasons for activating the spontaneous volunteer management plan may include but are not limited to the following:

- When the nature of the disaster and/or media coverage of it makes convergence of spontaneous volunteers likely
- When shortages of workers require augmentation of staffing support from outside resources
- When volunteers with particular skills and/or special knowledge of the affected community could enhance relief and recovery efforts

When the order to activate the plan is given, the Volunteer Management Coordinator in the Personnel Unit will notify as needed those people, agencies and organizations tasked with specific implementation roles.

The chief method for coordinating volunteers is the **Emergency Volunteer Center (EVC)**. The EVC can be set up as a walk-in center (sometimes referred to as a volunteer reception center), a phone bank, an online process, or a combination of two or more of these strategies.

Within the geographical confines of a county, several levels of activation are possible.

- **Local activation** is defined as a city establishing an EVC for the mobilization and referral of volunteers within its boundaries. Theoretically, each city within a county could activate a local EVC.

- **Multiple city activation** is defined as the operation of an EVC serving several cities. At this level, neighboring cities combine and leverage resources to serve a sub-area of the county.
- **Operational Area activation** is defined as the activation of a countywide EVC under the aegis of the Operational Area.

Because disasters vary in terms of their size, scope, duration, intensity and consequences, the choice of activation levels and sequencing of activation levels should be tailored to the incident, as well as to the resources available.

Through the EVC, each prospective volunteer is referred, based on the volunteer's qualifications and availability, to an appropriate volunteer opportunity in either local government operations or an NGO. Volunteers referred to local government must also visit a Volunteer Registration Station to complete the placement process and, if appropriate, to be registered as a Disaster Service Worker (see Risk Management and Disaster Service Worker Volunteer Program sections below for more details).

In the event the EVC is a government-run operation, the Volunteer Registration Station is part of the EVC. If the EVC is managed by an outside (non-governmental) organization, the Volunteer Registration Station must be staffed by local government employees ***because only authorized local government employees can administer the loyalty oath***. It can either be co-located with the EVC or located at a different site.

Communications

Communications are critical to the successful activation and coordination of responsibilities for managing volunteers. Parties that must communicate include the following:

- Within the jurisdiction, there must be communications between the EVC and the Emergency Operations Center (EOC). Typically these will be located some distance apart.
- The EVC will need to communicate directly with other government agencies and NGOs regarding their needs for volunteers and any related issues.
- There should be communication between all cities and the Operational Area in regard to coordination between EVCs activated in various jurisdictions.

In the event that direct communications via telephone is not possible, the EVC will employ other methods of communication, for example:

- Fax
- E-mail
- Digital and voice radios
- Amateur radio operators
- Other radio services
- Runners

A Resource Directory with agency names and contact information will enhance the ability to communicate and should be prepared in advance.

Mutual Aid

The Sutter County Operational Area may request mutual aid from other jurisdictions for staffing and other resources to assist with volunteer management operations. Requests should be channeled through the EOC in accordance with this jurisdiction's mutual aid policies and procedures.

Risk Management

When an EVC refers a volunteer to an outside organization, the EVC limits its exposure to certain risks because the receiving organization assumes responsibility for the volunteer. The EVC staff uses the Volunteer Intake Form to gather enough information to make an appropriate referral. The EVC does not verify the identity or licenses of, conduct background checks on, or perform other screening of a volunteer it refers to another organization; those tasks are the responsibility of the receiving organization.

The Sutter County Operational Area assumes responsibility for any volunteers working under the auspices of its jurisdiction. Therefore the role of the Volunteer Registration Station is critical for managing certain inherent risks. Potential volunteers should first be screened for suitability. Professional license verification and Department of Justice background checks may be necessary for some functions. As additional protection for the jurisdiction and the volunteers, it is strongly recommended that all volunteers involved in disaster-related activities under the direction of this jurisdiction be registered as Disaster Service Worker (DSW) volunteers. A DSW volunteer must be deployed by his or her registering entity in order to be eligible for workers' compensation benefits in case the DSW volunteer is injured while performing disaster-related activities. Under the guidelines of the DSW Volunteer Program, volunteers who are registered as DSW volunteers ***must be provided with adequate training and supervision***. (See the Disaster Service Workers Volunteer Program section below for more details.)

Safety is an important component of risk management. Safety of all workers, volunteers and others at the EVC must be addressed. The responsibility for safety will depend on the EVC's relationship to the jurisdiction's EOC. A government-run EVC that reports to the EOC may request assistance from the EOC's Safety Officer. An EVC run by an NGO must provide its own Safety Officer. In either case, the Safety Officer must examine the facility to be used for the EVC for unsafe or unsanitary conditions and should address any that exist before the EVC is open to the public.

Security is another component of risk management. The level of security in the EVC may vary depending on the type of disaster and other factors. At a minimum, all entering the EVC should be asked to sign in and out. A safe place for EVC staff to store personal belongings should be made available. Security of equipment, supplies and other resources should also be addressed.

Due consideration must be given to the reduction and/or management of stress in the disaster work environment. Stress is an unavoidable component of disaster work. A plan that addresses staff work schedules, breaks, and accessibility to mental health services and Critical Incident Stress Debriefing should be implemented.

Disaster Service Worker Volunteer Program (DSWVP)

The Disaster Service Worker Volunteer Program (DSWVP) is a state funded program that provides workers' compensation benefits and medical compensation to registered Disaster Service Worker (DSW) volunteers who are injured while performing disaster-related activities or participating in pre-approved training/exercises. It also provides limited immunity from liability to political subdivisions or political entities as well as the DSW volunteer if a civil suit results from an act of good faith while the DSW was providing disaster-related services. Eligibility for the DSWVP is based on a volunteer's registration with an accredited Disaster Council in accordance with state law.

In order to establish eligibility for DSWVP benefits, the DSW must be registered prior to his or her deployment to participate in disaster-related activities, including pre-approved training. The only exception to the pre-registration requirement is an "impressed volunteer" who is directed/ordered to perform disaster-related duties by an authorized government employee. In addition to the pre-registration requirement, the DSW must be deployed/assigned disaster-related activities by the registering authority. *Under no circumstances is a self-deployed volunteer eligible for DSWVP benefits.*

The State's laws and regulations governing the DSWVP specify the need to provide DSWs with adequate training and supervision. The registering authority is responsible for ensuring the disaster training is commensurate with the duties of the DSW. The registering authority may require the DSW volunteer to participate in training as a condition of remaining an active DSW volunteer. For more information on these and other rules and policies governing the DSWVP, see the Governor's Office of Emergency Services' publication entitled "Disaster Service Worker Volunteer Program (DSWVP) Guidance" (available at www.calema.ca.gov under Plans and Publications).

Public Information

Dissemination of information to the public near the onset of a disaster about volunteer opportunities and procedures is critical to successful management of volunteers. In the absence of such messages, people may converge at inappropriate sites and/or engage in activities that place themselves and others at risk. Public information messages may not entirely prevent such behavior but can provide an extremely useful service to those who wish to be helpful (see Attachment I for press release template).

Once the EVC infrastructure is in place, a release should be distributed to the media in coordination with the Public Information Officer for the incident (see Attachment I for Press Release template). It is recommended that the EVC organizational infrastructure be in place before sending out the first release.

Demobilization

As the level of volunteer activity decreases, those in charge of the EVC should prepare to demobilize. An effort should be made to address all outstanding issues and transfer any unresolved issues to the appropriate staff or department within the jurisdiction. Lessons learned regarding volunteer management should be captured through debriefing of the EVC's lead staff and

preparation of an after-action report. The lessons learned should be reviewed and evaluated for possible changes to the spontaneous volunteer management plan.

A plan for recognizing volunteers (at a minimum, those who rendered services to the jurisdiction but ideally all who came forward to help the community) should be developed in advance and executed as part of the demobilization process. See [Attachment K](#) for a list of volunteer recognition ideas.

SECTION 4 – ADMINISTRATIVE PRACTICES

Standardization

The procedures, materials and forms developed for this plan are based on tested plans and best practices from a variety of sources. Use of standardized methods and tools facilitates mutual aid. The local jurisdiction may adapt the plan elements to suit local conditions.

Finance

Those responsible for staffing the EVC must track all expenses. This is necessary in order to document costs and account for funds expended in order to maximize any reimbursement that may become available.

In the event the jurisdiction arranges for an outside agency to manage the EVC, the outside agency will track all expenses and provide the appropriate information to the jurisdiction during demobilization. Any reimbursement will depend on the nature of the agreement between the jurisdiction and the agency and the availability of resources.

Technology

The predominant use of technology within the EVC will be for computerized input and storage of information about spontaneous volunteers. There are several reasons for creating a volunteer database:

- A computerized system enables summaries to be created, for example, a daily count of volunteers interviewed and referred. These can be useful for final reports and also for keeping the media informed.
- A computerized system enables EVC staff to search the database for volunteers with particular skills or days/times of availability. For example, three days into the disaster, one could search for people who listed carpentry, building and related skills in order to identify potential candidates for damage assessment teams.
- A computerized system also allows for RIMS reporting applications.

The database format should be designed in advance and should mirror the volunteer intake form that is being used. A separate database file should be established for each disaster at the time of the EVC activation.

Confidentiality and privacy of information are important concerns when developing and using a database. The EVC will adhere to the jurisdiction's policies on these issues.

Highly efficient manual systems that serve the same purpose as computerized systems can and should be developed to allow for events where electricity is not readily available.

Staffing the EVC

In large-scale disasters, or disasters that attract a large number of volunteers, it may be necessary to increase the number of staff of the EVC. Ideally, individuals and groups would be assigned and trained in advance. But new staff can also be brought in at the time of the disaster, if necessary. The following are possible resources:

- ***Other employees of the jurisdiction.*** By state law all government employees are designated Disaster Service Workers and therefore available to be assigned to any aspect of the jurisdiction's disaster operations. The ideal employees to staff the EVC include the following:
 - a government official who has the authority, or another government employee who has been delegated that authority, to administer the loyalty oath to potential DSW volunteers
 - volunteer managers
 - those who work in Personnel/Human Resources
 - those who, regardless of department, possess good customer service skills, interact regularly with the public, can make quick decisions and exercise good judgment, and are able to work well under stress and in fast-paced, changing environments
- ***Employees of other jurisdictions.*** Request mutual aid assistance from other jurisdictions only after fully utilizing your own resources.
- ***Spontaneous volunteers who have contacted the EVC.*** Most people who have some basic skills can be taught to interview other volunteers or to take on other EVC tasks fairly quickly. EVC staff should look for volunteer managers, people with interviewing skills, those who work in the personnel/human resources field, social workers, teachers, trainers, etc.
- ***Unaffiliated service program groups.*** Some of their members may be available for 1-3 weeks or longer. Establishing a relationship with one or more service program groups in advance of the disaster would expedite the process.
- ***CERT team members and VIPS volunteers, once they have fulfilled their fire service or law enforcement responsibilities.*** Typically CERT and VIPS activities would take place in the early response phase, leaving members then available for other assignments.

New staff should be appropriately screened and will require orientation (see Attachment J for Orientation Outline), training for their specific tasks, and supervision. Where feasible, have new staff work side-by-side with experienced staff until they have gained proficiency and confidence in carrying out their assignment.

Policies should be established at the outset regarding hours of work, required breaks, shift schedules and other personnel-type issues for all workers in the EVC, both employees and volunteers. Establish some form of identification from the outset for EVC staff – vests, shirts, hats, identification badges, etc. – that will indicate to the public their role at the EVC.

Plan Maintenance

This spontaneous volunteer management plan is developed under the authority of the Board of Supervisors. The Emergency Services Division is responsible for developing, maintaining and drafting revisions to the plan consistent with the jurisdiction's schedule for updating the Emergency Operations Plan. The plan may also be modified as needed after an incident, exercise or changes in

procedures, law, rules or regulations pertaining to volunteer management. The Emergency Services Manager will submit major plan revisions to the Board of Supervisors in accordance with local ordinances for approval.

SECTION 5 – AUTHORITIES AND REFERENCES

Authorities

California Emergency Services Act, §8657

Disaster Service Workers Volunteer Program Regulations, Cal. Code of Regs. Title 19, §2570-2733.3

Good Samaritan Act, Cal. Health and Safety Code §1799.102

Volunteer Protection Act of 1997, U.S. Public Law 105-19

References

CA Department of Fish and Game Office of Spill Prevention and Response, *Volunteer Management Annex for Area Contingency Plan and Volunteer Management Annex Template for Local Government Spill Plans, 2002*

CA Governor's Office of Emergency Services, *State Donations Management Plan (draft), 2002*

CA Governor's Office of Emergency Services, *They Will Come: Post-Disaster Volunteers and Local Governments, 2001*

Federal Emergency Management Authority, *Volunteer and Donations Management Support Annex (draft), National Response Plan, 2004*

Florida Commission on Community Service, *Unaffiliated Volunteers in Response and Recovery, 2001*

Ready to Respond, *Volunteer Center Emergency Response Plan Template, 2003*

The Volunteerism Project, *Getting Ready for Disaster Volunteers: A Guide for Community-Based Organizations, revised March 2001*

POSITION CHECKLISTS FOR VOLUNTEER MANAGEMENT

Checklist 1 – Volunteer Management Coordinator

Checklist 2 – EVC Manager

Checklist 3 – Receptionist

Checklist 4 – Interviewer

Checklist 5 – Registrar

Checklist 6 – Volunteer Opportunities Coordinator

Checklist 7 – Data Coordinator

Checklist 8 – Training Officer

CHECKLIST 1

Volunteer Management Coordinator

Reports to: Personnel Unit, Logistics Section, EOC

General Duties

- Establish and maintain communications with or relocate to EOC
- Establish and maintain communications with EVC Manager
- Relay requests for volunteers from jurisdiction's departments to EVC
- Relay requests for resources from EVC to Logistics Section

Action Checklist

- ❑ Read the entire Action Checklist.
- ❑ Identify yourself as the Volunteer Management Coordinator by putting on the [insert identification method] with your title.
- ❑ Initiate an event log of activities, beginning with notification of the emergency.
- ❑ Obtain a status briefing from the Personnel Unit Leader. Determine if local emergency has been declared and what are anticipated needs for volunteers.
- ❑ Establish communication with the EVC Manager and brief on the situation.
- ❑ When EVC activation is needed, determine which EVC mode/s is/are most appropriate (walk-in center, phone bank, online process).
- ❑ Determine from EVC Manager what resources are needed to initiate EVC operations and relay requests to Logistics Section.
- ❑ Determine needs of all EOC sections and branches for volunteers and relay requests to the EVC.
- ❑ Ensure that volunteers are being properly registered as Disaster Service Workers (DSWs).
- ❑ Ensure that appropriate forms are being used in the EOC and the EVC.
- ❑ Monitor resource needs for sustaining EVC operations and relay requests to Logistics Section.
- ❑ Assist EVC Manager with demobilization process.
- ❑ Maintain all required records and documentation to support the history of the emergency.

CHECKLIST 2

EVC Manager

Reports to: Volunteer Management Coordinator, Logistics Section, EOC

General Duties

- Secure and open the facility for the EVC
- Manage EVC set-up, operations and demobilization
- Request staffing and other resources for EVC operations
- Assign and supervise lead EVC staff
- Coordinate press inquiries regarding volunteers with jurisdiction's PIO
- Maintain close communications with the EOC's Volunteer Management Coordinator

Action Checklist – EVC Set-up

- Read the entire Action Checklist.
- Identify yourself as the EVC Manager by putting on the [insert identification method] with your title.
- Initiate an event log of activities, beginning with notification of the emergency.
- Choose a site for the EVC; a large indoor room with tables and chairs is ideal.
- Verify that the structural integrity of the building has been determined by the EOC. Request a site inspection from the EOC if necessary.
- Determine if power, phone service, water, etc., are available.
- Request assistance from the EOC's Safety Officer to ensure a safe, secure and sanitary site.
- Request needed resources from EOC, including food and water for staff, phone lines and/or electronic communications equipment, and assignment of amateur radio operator backup to EVC if phone lines are down.
- Obtain Emergency Volunteer Center Supply Kit (see Attachment G for a list of Supply Kit contents).
- Arrange room to allow for foot traffic; establish waiting area near Reception Station.
- Designate stations; clearly mark signs for each station.
- Post EVC signs in visible locations on the outside of the building.
- Designate a separate area or room for training and orientation, if possible.
- Establish mode of communication with the EOC. If you will be using the jurisdiction's registered radio amateur unit, ensure enough operators are assigned to cover all shifts for the entire time of operations. Utilize early volunteers as runners to deliver messages to the EOC, if necessary.
- Maintain all required records and documentation to support the history of the emergency.

Action Checklist – EVC Management

- Read the entire Action Checklist.
- Determine staffing levels. If possible assign at least two people to each station and more if necessary. When assigning more than one person to a station, designate a lead staff to be in charge.
- Note that Safety Officer and Training Officer in most cases are not full-time jobs and can be assigned to other staff.
- Forecast personnel needs and request extra staff if needed.

- ❑ Assign early volunteers to provide refreshments and support in the waiting area near Reception Station.
- ❑ Determine hours of operation for the public.
- ❑ Set staffing shifts. The recommended maximum shift for any employee or volunteer is eight hours. Decisions regarding overtime work (beyond 8 hours a day or 40 hours per week) for jurisdiction employees should be coordinated with Personnel in the Logistics Section of the EOC.
- ❑ Plan breaks according to jurisdiction guidelines.
- ❑ Schedule brief meetings at beginning and end of day before/after opening the doors to the public to address operational issues and update staff on disaster situation.
- ❑ Overlap shifts to help with the transition of information and updates at each station.
- ❑ Frequently rotate staff through the most stressful positions, e.g., Receptionist
- ❑ If at all possible, designate a break/rest area away from the public to provide a resting area for staff, with water and healthy foods if possible.
- ❑ Encourage EVC staff to monitor stress levels, watch for burnout and promote breaks among one another whenever possible.

Action Checklist – EVC Demobilization

- ❑ Read the entire Action Checklist.
- ❑ Start planning for demobilization when beginning EVC operations.
- ❑ Work with EOC's Finance/Administration Section to make sure EVC staffing and operations cost tracking follow FEMA guidelines.
- ❑ Determine if and when to transition intake and placement activities to another entity.
- ❑ Set a day and time for demobilization and announce to all staff and volunteers.
- ❑ If needed, provide critical incident stress debriefing services from professional mental health counselors for EVC staff and volunteers.
- ❑ Prepare a brief report on intake and placement statistics for the EOC and your own records.
- ❑ Meet with Volunteer Management Liaison to coordinate transition to **countywide operations**, if applicable.
- ❑ Determine where to transition remaining volunteer activities within the jurisdiction (e.g., Volunteer Services, Human Resources).
- ❑ Resolve or refer outstanding issues.
- ❑ Working with designated PIO, notify local media, emergency services officials and community regarding the deactivation of the EVC.
- ❑ Thank volunteers who contributed to EVC operations and/or response efforts in the community. Consider also recognizing volunteers after the event (e.g., phone call, letter from the mayor, an article or ad publishing their names in a local newspaper, gift of commemorative item).

CHECKLIST 3

Receptionist

Reports to: EVC Manager

General Duties

- Establish and manage Reception Station
- Greet visitors and field inquiries
- Distribute forms to potential volunteers
- Direct people with non-volunteer related inquiries to the appropriate source
- Post urgent volunteer needs

Action Checklist

- ❑ Read the entire Action Checklist.
- ❑ Identify yourself as the Receptionist by putting on the nametag with your title.
- ❑ Create a Community Resources and Referral list for directing non-volunteer related inquiries, e.g., where to donate, where to get help. Update information daily or as new information becomes available.
- ❑ Determine where donations are going in your community; consult with your EOC or review jurisdiction's policy on donations management.
- ❑ Systematically determine each person's need as soon as they arrive at the EVC.
- ❑ Refer those with non-volunteer related inquiries to the appropriate agency or organization.
- ❑ Refer representatives of agencies or departments that need volunteers to the Volunteer Opportunities Desk.
- ❑ Give those who wish to volunteer, including spontaneous volunteers and unaffiliated service program members, a brief explanation of how the EVC works and a *Disaster Volunteer Intake and Referral Form* (Attachment A) to fill out in the waiting area.
- ❑ Once they have completed the Disaster Volunteer Intake Form, direct the potential volunteer to the Intake and Referral Station or back to the waiting area, as necessary.
- ❑ If there are large numbers of people in the waiting area, field questions regarding the status of their application. Stay in close contact with the EVC Manager to keep updated on the availability of positions.
- ❑ If there is a need to recruit for a particular skill, post signs in the waiting area or near the Reception Station, as directed by the EVC Manager.
- ❑ Supervise greeters and refreshment servers to make sure they are giving out accurate information to the public.
- ❑ During a large-scale activation, activity at this station can be intense and prone to causing staff burnout. Enforce breaks and rotate new staff into this station as frequently as possible.

CHECKLIST 4

Interviewer

Reports to: EVC Manager

General Duties

- Establish and manage the Intake and Referral Station
- Conduct a brief interview with each prospective volunteer
- Refer volunteer to an appropriate opportunity
- Confirm that volunteer has filled out all the required paperwork
- Register volunteers who are placed with the jurisdiction

Action Checklist

- Read the entire Action Checklist.
- Identify yourself as the Interviewer by putting on the nametag with your title.
- Initiate an event log of activities, beginning with notification of the emergency.
- Make sure the *Disaster Volunteer Intake and Referral Form* (Attachment A) is filled out correctly. Assist prospective volunteer, if necessary.
- Conduct a brief interview utilizing the *Volunteer Interview Guide* (Attachment H).
- Review with volunteer:
 - priority skills and abilities
 - whether or not they are 18 years of age
 - physical limitations
 - language skills
 - availability
- Assess volunteer's priority skills, review options and match volunteer with most appropriate opportunity.
- Briefly explain assignment to volunteer.
- Note referral(s) on *Disaster Volunteer Intake and Referral Form* (Attachment A).
- If possible, give volunteer a photocopy of Disaster Volunteer Intake Form. If not possible, retain original form.
- If volunteer is being referred to a position with the jurisdiction, send volunteer to the Government Registration Unit.
- If you have concerns during the interview, DO NOT place the volunteer. Inform volunteer you will get back to him or her and consult with the EVC Manager.
- Document any notes, questions or concerns you have about the volunteer in the Registration Station logbook.
- If unable to place volunteer at that time, explain situation and give them an idea of when you will call back or when they can check back with you.
- If volunteer is offering resources, determine resource availability and conditions of use.
- Refer volunteer resources to appropriate agency, organization or field site.

CHECKLIST 5

Registrar

Reports to: EVC Manager

General Duties

- Establish and manage the Volunteer Registration Station.
- Register volunteers as Disaster Service Worker (DSW) volunteers
- Ensure completion of required paperwork and administration of Loyalty Oath

Action Checklist

- Obtain completed Disaster Volunteer Intake Forms from Intake and Referral Station.
- Confirm that the position within the jurisdiction to which the volunteer was referred is still available.
- Conduct a brief secondary interview of volunteer, utilizing the *Volunteer Interview Guide* (see Attachment H), with questions relevant to the position.
- If you have concerns during the interview, DO NOT place the volunteer. Inform volunteer you will get back to them and consult with the EVC Manager.
- Instruct the volunteer to fill out the *Disaster Service Worker Registration Form* (Attachment B); note position placement on that form.
- Administer (or have authorized staff administer) the Loyalty Oath.
- Complete any other necessary paperwork required for your jurisdiction to utilize the volunteer.
- Instruct volunteer on next steps:
 - Where and when to report for orientation and/or training
 - Who within local jurisdiction will be their supervisor
 - Give volunteer any necessary safety information, timecards, etc., pursuant to jurisdiction's volunteer management policies and procedures
- Periodically notify Volunteer Data Coordinator of placements completed.
- Maintain completed DSW forms and file with the appropriate authority.

CHECKLIST 6

Volunteer Opportunities Coordinator

Reports to: EVC Manager

General Duties

- Establish and manage the Volunteer Opportunities Desk
- Serve as liaison to the jurisdiction's departments and NGOs that need volunteers
- Relay volunteer requests to EVC Interviewers
- Supervise Data Coordinator
- Assist NGOs and departments with disaster volunteer management issues

Action Checklist

- ❑ Read the entire Action Checklist.
- ❑ Identify yourself as the Volunteer Opportunities Coordinator by putting on the nametag with your title.
- ❑ Ask the Reception Station to direct requests for volunteers from agencies to your station.
- ❑ Ensure that messages from the EOC regarding requests for volunteers from the jurisdiction reach you.
- ❑ Assist agency or department representatives with completion of *Disaster Volunteer Request Forms* (Attachment C) for volunteers.
- ❑ Number Disaster Volunteer Request Forms sequentially in the order received.
- ❑ Send information regarding volunteer requests to EVC Interview Station as soon as they have been received.
- ❑ Forward completed Disaster Volunteer Request Forms to the Data Coordinator.
- ❑ Alert EVC Interview Station if there is an urgent need for people with particular skills such as interpreters or nurses. Also notify EVC Manager so special recruitment procedures can be considered.
- ❑ Confirm that each outside agency understands that disaster volunteers must register with that agency for insurance and liability purposes.
- ❑ When notified by Data Coordinator that an opportunity appears to have been filled, notify requesting agency to determine whether enough volunteers have responded or whether the job should remain open.
- ❑ Inform Interviewers when a job has closed.
- ❑ Confirm that each department within the jurisdiction understands the need to follow Disaster Service Worker policies and procedures.
- ❑ Link agencies and departments that have disaster volunteer management needs with available resources (many agencies may not have developed procedures for working with disaster volunteers and may need some assistance and guidance).
- ❑ In the early stages of the disaster, contact agencies by any means possible to identify volunteer opportunities. Outreach to agencies can be conducted any time this station is not busy with immediate incoming requests. As communications become available, Volunteer Opportunities staff can utilize phone, fax, the Internet and runners with cellular phones to determine needs.

CHECKLIST 7

Data Coordinator

Reports to: Volunteer Opportunities Coordinator

General Duties

- Establish and manage Data Coordination Desk
- Enter/manage data on volunteers
- Enter/manage data on agency requests
- Establish and manage tracking process for volunteer needs and placements

Action Checklist

- Read the entire Action Checklist.
- Identify yourself as the Volunteer Data Coordinator by putting on the nametag with your title.
- Collect completed Disaster Volunteer Intake Forms (Attachment A) from Interviewers Station. Sort into piles, one for referred volunteers, one for pending. Return pending forms to Interviewers Station for follow-up.
- Devise a manual or computerized system for recording number of volunteers referred to each volunteer opportunity.
- If a manual system is utilized, hold this information for future database entry.
- If database capabilities exist, input all volunteer information from Disaster Volunteer Intake Forms.
- Inform Volunteer Opportunities Coordinator immediately when it appears enough volunteers have been referred to a particular job.
- Assist Volunteer Opportunities Coordinator by entering data on agency requests.
- Run daily report on number of volunteers processed, number of volunteer referred and to which agencies, and any other pertinent data.
- When EVC is demobilized, retain forms for the jurisdiction.

CHECKLIST 8

Training Officer

Reports to: EVC Manager

General Duties

- Plan orientation and training for new staff
- Execute training as often as needed
- Maintain records on who was trained, when and on what

Action Checklist

- Read the entire Action Checklist.
- Identify yourself as the Training Officer by putting on the nametag with your title.
- Coordinate orientation/training schedule with EVC Manager.
- Plan orientation and training for new EVC staff.
- Include safety information in curriculum.
- Update orientation and training curriculum as needs, policies or procedures change.
- Issue ID badges to new EVC staff.
- Create new file for each EVC staff volunteer.
- File volunteer's pink copy of Disaster Volunteer Intake Form with training record.
- Assign new volunteers to a supervisor.
- Address re-training as needed.

Attachments

- Attachment A** **Disaster Volunteer Intake and Referral Form (EVC Form 1):** The initial document used to record volunteer skills, availability, etc., and the basis for referring volunteers to appropriate opportunities. It can be adapted for local use.
- Attachment B** **Disaster Service Worker Registration Form (EVC Form 2):** State DSW form for use by local government in registering volunteers for disaster-related activities within the jurisdiction of the registering authority. The form can be adapted for local use and contains the loyalty oath required by the State of California to register Disaster Service Worker volunteers.
- Attachment C** **Disaster Volunteer Request Form (EVC Form 3):** For use by agencies and/or internal departments to request volunteer assistance from the EVC. It identifies each volunteer opportunity by title, brief description, type of work, hours needed, and other pertinent details.
- Attachment D** **Sample Disaster Volunteer Position Description (EVC Form 4):** Suggested format for internal use by any agency for designing and defining volunteer opportunities. It is beneficial to create as many of these as possible prior to a disaster.
- Attachment E** **Volunteer Time Sheet (EVC Form 5):** To be utilized at the EVC for tracking staff volunteers hours. Can also be used at other locations where volunteers are working. Designed for logging in multiple volunteers on a daily basis.
- Attachment F** **Emergency Volunteer Center Layout:** A basic layout for setting up stations at the Emergency Volunteer Center (EVC). It can be adapted to accommodate room size, configuration and other constraints.
- Attachment G** **Emergency Volunteer Center Supply Kit:** A list of suggested supplies for the Emergency Volunteer Center. It is recommended that an EVC Supply Kit be stocked and stored at each facility that could serve as an EVC for the jurisdiction in the event of a disaster.
- Attachment H** **Disaster Volunteer Interview Guide:** A list of suggested questions for interviewing volunteers.
- Attachment I** **Emergency Volunteer Center Press Release:** A template that can be used to announce opening of the EVC in a disaster. Be sure to coordinate with your local PIO any information released to the press.
- Attachment J** **Sample Outline for Orienting New EVC Staff:** A list of topics that should be covered when orienting new volunteers who will be helping in the EVC.
- Attachment K** **50 Nifty Ways to Recognize Disaster Volunteers:** Suggestions for showing appreciation to volunteers during and after disaster operations.

- Attachment L** **Glossary:** List and definitions of commonly used terms in disaster volunteer management.
- Attachment M** **Typical Jobs for Spontaneous Volunteers:** A list and brief descriptions of activities that can be performed by volunteers with a minimum of training.
- Attachment N** **Contact List for Disaster Volunteer Management:** Includes names and contact information for people, government agencies and NGOs that are potential customers of or resources for the disaster volunteer coordination structure and process.
- Attachment Q** **Service Program Chart:** List of national service programs, brief descriptions of each, and suggestions for activating these resources at the time of a disaster.
- Attachment R** **Trained and Affiliated Volunteer Groups:** Lists all trained service programs and groups that are affiliated with the jurisdiction, the SEMS Section and Branch/Unit with which they are affiliated, and how they are activated.
- Attachment S** **Volunteer Centers of California:** List of, and contact information for, volunteer centers in the state.



Emergency Volunteer Center Disaster Volunteer Intake and Referral Form

PLEASE PRINT

| | | | | | |
|-----------------------------|------------|---------------------------|-------|-----|----------------|
| Name: First | | Middle Initial | Last | | Date |
| Street Address | | City | State | Zip | Occupation |
| Primary Phone | Cell Phone | Pager | | | E-mail Address |
| List age if under 18* _____ | | Any Physical Limitations? | | | |

*Minors who wish to register to volunteer must be accompanied by parent

If you are with a group, please specify name of group _____

Availability: Please indicate when you are available. (Check all boxes that apply.)

| | | | | | | | |
|-----------|---|---|---|-----|---|----|----|
| | M | T | W | Thu | F | Sa | Su |
| Morning | | | | | | | |
| Afternoon | | | | | | | |
| Evening | | | | | | | |

Length of Time available (e.g., 1 week, 1 month, open) _____

Geographic Area: Please indicate the geographic area(s) where you can volunteer. (Choose all that apply.)

| | | |
|------------------------------|---|---|
| 0 [insert geog. subdivision] | 0 | 0 |
| 0 | 0 | 0 |

Skills: Please indicate the skills you possess or tasks for which you are qualified (choose all that apply):

| Disaster Skills | Office Skills | People Skills | Manual Skills |
|--|--------------------|---|-------------------------------|
| 0 CERT* | 0 Message Runner | 0 Language (specify below) | 0 Care & Shelter |
| 0 Safety Assessment | 0 Accounting | 0 Child Care | 0 Heavy Labor |
| 0 Medical: First Aid, MD, RN, EMT, NP (circle one) | 0 Answering Phones | 0 Animal Care | 0 Driver (list classes below) |
| 0 Shelter Assistant | 0 Data Entry | 0 Medical | 0 Carpentry |
| 0 Traffic/Crowd Control | 0 General Clerical | 0 Counselor | 0 Plumber |
| 0 Radio Communications | 0 Computer Systems | 0 Special Populations (seniors, disabled) | 0 Electrician |
| 0 HAM Radio License | | 0 Interviewer/Customer Service | 0 Debris Removal |
| 0 Other (specify below) | 0 Legal | | 0 Food Prep/Service |

*Community Emergency Response Team

Please list licenses, special certifications, languages or other specifics on skills checked above:

Special Equipment/Vehicles/Resources you can offer:

Volunteer Signature (if in person): _____

| | | | |
|----------------------------|-----------------------|-----------------|----------------|
| EVC Interviewer: | Location Referred to: | Contact Person: | Phone #- |
| Interviewer Comments: | | | Date Referred: |
| | | | |
| Data Entry Date: / / | by: | | |



DISASTER SERVICE WORKER REGISTRATION

LOCAL AND STATE INFORMATION

Loyalty Oath under Code of Civil Procedure §2015.5 & Title 19, Div.2, Chap.2, Sub-Chap.3, §2573.1

| | | |
|------------------------------|---|-------------------------------------|
| ATTACH PHOTOGRAPH HERE | <i>This block to be completed ONLY by government agency or jurisdiction</i> | |
| | CLASSIFICATION: _____ | SPECIALTY: _____ |
| | AGENCY OR JURISDICTION: _____ | |
| | REGISTRATION DATE: _____ | RENEWAL DATES: _____ |
| | EXPIRATION DATE:* _____ | DSW CARD ISSUED? NO? YES? # _____ |
| | PROCESSED BY: _____ | DATE: _____ TO CENTRAL FILES: _____ |

TYPE OR PRINT IN INK (HIGHLIGHTED AREAS REQUIRED BY PROGRAM REGULATIONS)

| | | | | | | |
|--|-------|-------|---|--------------------|---------------------------|------|
| NAME: LAST | | | FIRST | Middle | SSN: | |
| ADDRESS: | | | CITY: | | STATE | Zip: |
| COUNTY: | | | HOME PHONE: | | WORK PHONE: | |
| PAGER: | | | E-MAIL: | | DATE OF BIRTH: (optional) | |
| DRIVER LICENSE NUMBER: (if applicable) | | | DRIVER LICENSE CLASSIFICATION: A? B? C? | | LICENSE EXPIRATION DATE: | |
| PROFESSIONAL LICENSE: (if applicable) | | | FCCLICENSE: (if applicable) | | LICENSE EXPIRATION DATE: | |
| IN CASE OF EMERGENCY, CONTACT: | | | | | EMERGENCY PHONE: | |
| PHYSICAL IDENTIFICATION: | HAIR: | EYES: | HEIGHT: | WEIGHT: (optional) | BLOOD TYPE: (optional) | |
| COMMENTS: | | | | | | |

Government Code C13108-V3109:

Every person who, while taking and subscribing to the oath or affirmation required by this chapter states as true any material matter which he knows to be false, is guilty of perjury, and is punishable by imprisonment in the state prison not less than one nor more than 14 years. Every person having taken and subscribed to the oath or affirmation required by this chapter, who, while in the employ of, or service with, the state or any county, city, city and county, state agency, public district, or disaster council or emergency organization advocates or becomes a member of any party or organization, political or otherwise, that advocates the overthrow of the government of the United States by force or violence or other unlawful means, is guilty of a felony and is punishable by imprisonment in the state prison.

| | |
|--|---|
| LOYALTY OATH OR AFFIRMATION (GOVERNMENT CODE §3102) | |
| I, _____, do solemnly swear (or affirm) that I will support and defend the <small>Print NAME</small> | |
| Constitution of the United States and the Constitution of the State of California against all enemies, foreign and domestic; that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of the State of California; that I take this obligation freely, without any mental reservations or purpose of evasion; that I will well and faithfully discharge the duties upon which I am about to enter. I certify under penalty of perjury that the foregoing is true and correct. | |
| DATE | SIGNATURE |
| | IF UNDER 18 YEARS OLD, SIGNATURE OF PARENT/GUARDIAN |
| SIGNATURE OF OFFICIAL AUTHORIZED TO ADMINISTER LOYALTY OATH | TITLE |

*See reverse

Entered into OES Database ___ Date _____ SEE REVERSE



DISASTER SERVICE WORKER REGISTRATION INFORMATION

Who Can Administer the Loyalty Oath for Disaster Service Workers?

The Loyalty Oath is to be administered by an officer authorized to administer oaths. This includes the clerk of the County of Sutter and others deputized by said clerk for the purposes of administering the loyalty oath to DSW volunteers.

Registration and Expiration Dates

The registration date is the date the Loyalty Oath was given. For a registered, active DSW volunteer response team member, the registration is effective for the period of time the person remains a member with that organization. The accredited Disaster Council does have the discretion to establish a more limited oath/registration period such as a certain number of years. A DSW volunteer can be registered for a single event only, such as an exercise, a drill or an actual disaster. At the discretion of the accredited Disaster Council, a single event only registration can be extended to a period of up to one calendar year.

Maintenance of Records

The official responsible for maintenance of this information and the location filed are shown below:

Location Filed: Sutter County Emergency Services
Address: 1130 Civic Center Blvd, Yuba City, CA 95993
Responsible Official: Emergency Services Manager
Telephone Number: Office: (530) 822-7400 Fax: (530) 822-7109

DSW Volunteer Classifications

The DSW volunteer classifications approved by the California Emergency Council are listed below.

- Animal Rescue, Care & Shelter
- Communications
- Community Emergency Response Team Member
- Finance & Administrative Staff
- Human Services
- Fire
- Laborer
- Law Enforcement
- Logistics
- Medical & Environmental Health
- Safety Assessment Inspector
- Search & Rescue
- Utilities



Disaster Volunteer Request Form

PLEASE PRINT

Date _____

Requesting Organization _____ Contact Person _____

Phone: Day _____ Evening _____ Fax _____

Address _____ City _____ Zip _____

Volunteer Position Categories (please select all that apply):

| | | | |
|-------------------------|---------------------------|--|-------------------------------|
| 0 Medical | 0 Message Runner | 0 Language (specify below) | 0 Care & Shelter |
| 0 Communications | 0 Accounting | 0 Child Care | 0 Heavy Labor |
| 0 Traffic/Crowd Control | 0 Answering Phones | 0 Animal Care | 0 Driver (list classes below) |
| 0 | 0 Data Entry | 0 Medical | 0 Carpentry |
| 0 | 0 General Clerical | 0 Counselor | 0 Plumber |
| 0 | 0 Computer Systems | 0 Special Populations (seniors, disabled) | 0 Electrician |
| | | 0 Interviewer/Customer Service | 0 Debris Removal |
| | | 0 Legal | 0 Food Prep/Service |

Position Title: _____

Volunteer Position Description (describe tasks/duties):

Desired Skills/Qualifications (include language skills needed):

Physical Requirements of Position:

Hours/Days Needed: _____

Expected Duration: _____

Work Location: _____

Is site handicapped accessible? Yes No

Work site contact _____ Work site phone _____

How should volunteer make contact (phone site, phone office, go to site, etc.)

Special instructions, clothing, equipment or other necessities

Number of volunteers needed _____ Minimu _____

EVC Use Only:

Information taken by _____

Job Number _____

Data Entry Date _____

County of Sutter
Sample Disaster Volunteer Position Description

Volunteer Position Title: Sandbagging Assistant

Department: Public Works

Supervisor: Director of Public Works or as assigned

Site/Work Location: City Corporation Yard, or various as assigned

DSW Classification: Laborer

Time/Shift Commitment: 2-6 hours as assigned

Tasks/Duties: Assist Public Works staff with filling and loading sandbags for flood control efforts within the city.

Desired Skills/Qualifications: Must be able to lift 50 pounds
Good physical health
Ability to work in a team environment
Able to follow specific instructions

Training Required: Procedural training for filling sandbags will be required for this position

Safety Training Conducted by: Public Works Staff

Emergency Volunteer Center Disaster Volunteer Time Sheet

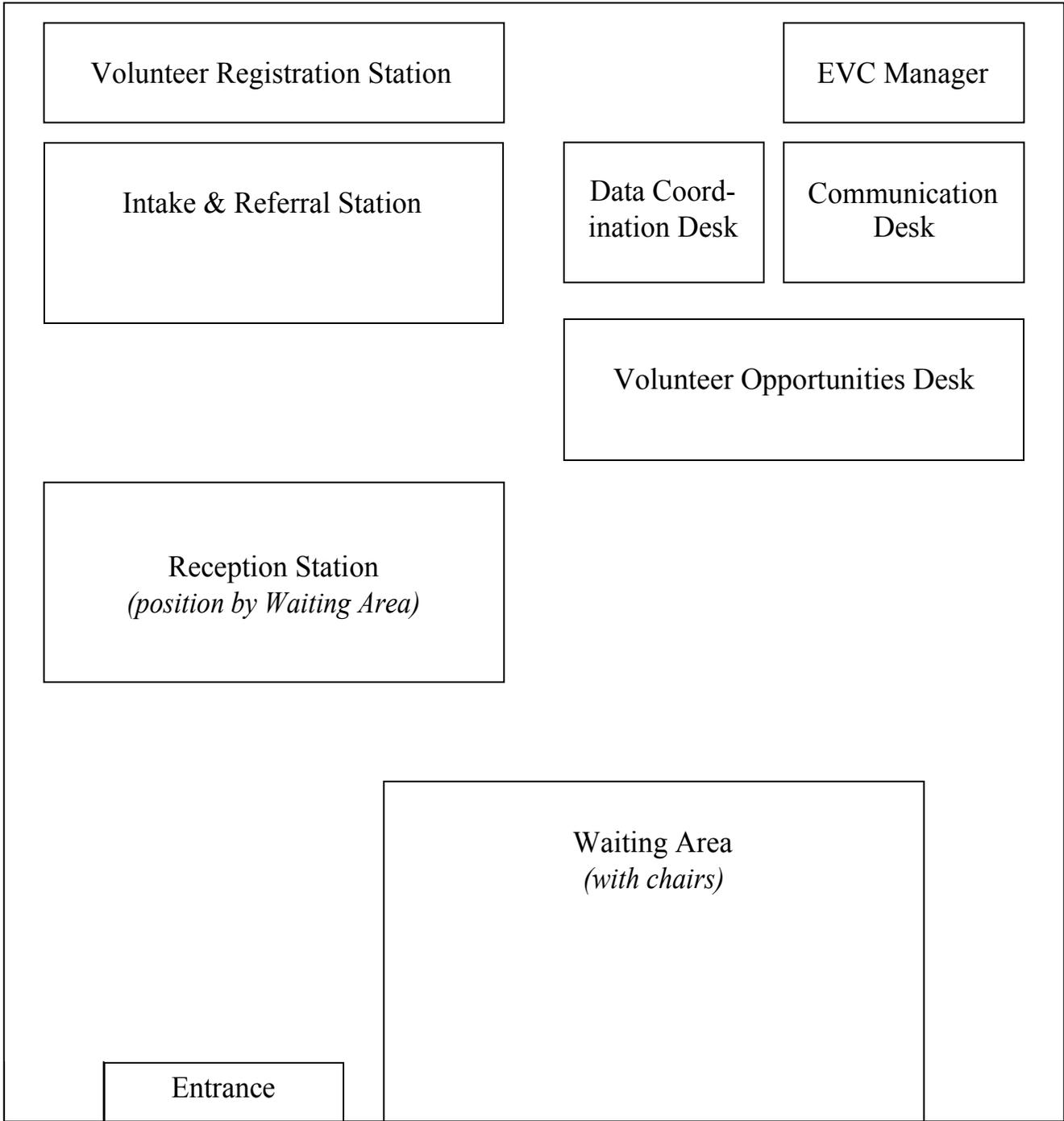
Site Location: _____ Date: _____

PLEASE PRINT

| Name | Time | | Time | | Total Hours | Assignment | Supervisor (Full Name) | Supervisor's Initials* |
|------|------|-----|------|-----|-------------|------------|------------------------|------------------------|
| | In | Out | In | Out | | | | |
| 1. | | | | | | | | |
| 2. | | | | | | | | |
| 3. | | | | | | | | |
| 4. | | | | | | | | |
| 5. | | | | | | | | |
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| 10. | | | | | | | | |
| 11. | | | | | | | | |
| 12. | | | | | | | | |
| 13. | | | | | | | | |
| 14. | | | | | | | | |
| 15. | | | | | | | | |
| 16. | | | | | | | | |
| 17. | | | | | | | | |
| 18. | | | | | | | | |

*Your initials here are verification of time worked by volunteer and nature of volunteer's assignment.

Emergency Volunteer Center Layout



Adapt basic design to fit any existing facility

Emergency Volunteer Center Supply Kit

These supplies are for activation of the Emergency Volunteer Center. Adapt as necessary to supplies already stocked in the jurisdiction (e.g., first aid, equipment).

Forms, Maps, Signs, etc:

- o EVC plan
- o Disaster Volunteer Intake and Referral Forms
- o Disaster Service Worker Registration Forms
- o Disaster Volunteer Request Forms
- o Disaster Volunteer Time Sheets
- o Disaster Volunteer Position Description Forms
- o Street maps of city
- o Thomas Guide for county
- o Pre-printed EVC signs
- o Pre-printed EVC signs with directional arrows
- o Pre-printed 8x10 signs for identifying the different stations
- o Cones
- o Vests, hats, shirts, badges or preprinted name tags to identify EVC staff

Office Supplies:

- o Large Post-It flipcharts
- o Poster board and/or cardboard and large marker pens
- o Clipboards (3)
- o Dry erase board and dry erase pens
- o Eraser
- o Paper
- o R5 cards (pack of 100) and file box
- o File folders and labels (1 dozen)
- o Accordion or portable file box
- o Spiral notebooks (6)
- o Envelopes
- o Highlighter pens
- o Pens & pencils (2 dozen each)
- o Pencil sharpener
- o Tape (masking, scotch & duct)
- o Stapler and staples
- o Scissors
- o Paper clips
- o Push pins, etc.
- o Post-Its
- o 1 Post-It fax pad
- o Disposable
- o Polaroid camera and film
- o Supplies for Spontaneous Volunteer ID Badges (TBD)

Equipment & Supplies:

- o Fax machine
- o Laptop computer
- o Cell phones
- o Phones
- o Copy machine
- o Large taTp for outdoor set-up

Preparedness Items (can be in a separate kit or with above supplies):

- o First aid kit
- o Flashlights
- o Portable radio
- o Extra batteries
- o Water
- o Lightsticks
- o Disposable wipes
- o Emergency blankets

Disaster Volunteer Interview Guide

Possible questions for interviewing disaster volunteers:

1. Why have you decided to volunteer?
2. What skills do you have which may be useful as a disaster volunteer?
3. Are you prepared to work in a possibly stressful, unfamiliar situation? (If applicable)
4. Do you speak any language other than English?
5. What type of volunteer work would you like to do?
6. Have you ever volunteered in a disaster situation before?
7. When, and for how long, are you available to volunteer?
8. Do you prefer to work alone, with a partner, or in a group?
9. Do you have your own transportation?
- 10. Do you have any questions about volunteering?**
- 11. Are you under 18?**



Emergency Volunteer Center Press Release

Be sure to coordinate the release of information to the press and the public with the Public Information Officer for your jurisdiction

Date:

Time:

Contact:

Phone:

Fax:

FOR IMMEDIATE RELEASE

EMERGENCY VOLUNTEER CENTER OPENED

Sutter County, CA -In response to [insert name/type of incident and area affected] in [insert location], the [insert city/ cities][has /have] opened a local Emergency Volunteer Center in [insert city location]. The Emergency Volunteer Center has information about a variety of community needs and will match people who want to help with appropriate volunteer opportunities.

Volunteers can visit the Emergency Volunteer Center located at [insert street address and city] between [insert opening time] and [insert closing time] , or they may call [list area code and phone number] to learn about current volunteer needs and urgent skill requests. Agencies that need volunteers should call [insert area code and phone number] .

[IF NEEDED, ADD THIS SECTION] Volunteers with **[list specific urgent skills needed such as language, medical, and e t c.]** are urged to contact the Emergency Volunteer Center immediately.

###

Sample Outline for Orienting New EVC Volunteer Staff

- o Welcome and introductions
- o Brief description of disaster, EVC's mission and role and how volunteer fit in
- o Expectations of volunteers
 - o Shift length
 - o Rest periods
 - o Call if can't come in
 - o Signing in and out
 - o Wearing identification (name tags, etc.)
 - o Responding to questions from media and citizens while on the job
 - o Use of vehicle on job
 - o Other policies and procedures
- o Safety information and instructions
 - o Procedure and form for reporting an accident
- o Housekeeping items
 - o Refreshments available (free?)
 - o Meals provided, if any
 - o Location of staff support/rest area
 - o Restrooms (is key needed?)
- o Job details (if appropriate)
 - o Confirm assignment and supervisor
 - o Instructions on how to do particular job (if applicable)
- o Guided tour of EVC
- o Thank volunteers for helping!

50 Nifty Ways to Recognize Disaster Volunteers

1. Listen to them.
2. Allow time to talk.
3. Smile.
4. Ask for their suggestions.
5. Act on their ideas whenever possible.
6. Provide debriefing opportunities.
7. Provide child care.
8. Make good job matches.
9. Say "Thank you!"
10. Give them a pat on the back.
11. Don't turn them away.
12. Give them added responsibility and promotions.
13. Provide job references.
14. Maintain safe working conditions.
15. Provide orientation.
16. Provide name tags.
17. Show length of service with "service stripes"-dots or ribbons on name tags.
18. Assign color-coded name tags to work teams.
19. Honor their preferences.
20. Send letters of appreciation to their employers.
21. Laugh often and loudly.
22. Write them thank-you notes.
23. Defend them.
24. Send "thank you" notes to their families.
25. Provide them with official identification.
26. Solicit feedback from them.
27. Facilitate gripe sessions.
28. Provide daily newsletters.
29. Enforce breaks.
30. Host a recognition event.
31. Provide a message board.
32. Post their accomplishments in a visible location.
33. Be creative in developing jobs.
34. Keep challenging them.
35. Feed the press good news about their good work.
36. Offer beverages, healthy snacks, meals.
37. Sponsor a reunion.
38. Ask for a report.
39. Call them by name.
40. Be a volunteer advocate.
41. Respect individual needs.
42. Provide good training.
43. Give them stuff-T-shirts, caps, buttons, plaques, patches, certificates.
44. Give special awards for extraordinary achievements.
45. Plan, plan, plan to make their volunteer experience run smoothly.
46. Honor exceptional work teams.
47. Write letters to the editor extolling their virtues.
48. Communicate clearly.
49. Provide updates on the current situation.
50. Invite them back-and thank them again when they show up!

Courtesy of Esther O'Donald, Santa Cruz County Office of Emergency Services/revised 2001

Glossary

(ACS) Auxiliary Communications Service - Volunteer specialists provide emergency administrative, logistical and tactical communications to the sponsoring government. The ACS can serve as the RACES during national emergencies. (See www.acs.oes.ca.gov for model ACS plan.)

(ARES) Amateur Radio Emergency Service - A service within the American Radio Relay League (ARRL), a private organization with a long history of training for emergency communications. Under certain conditions may serve as an ACS or RACES unit. (See www.acs.oes.gov.)

(DSW Volunteer) Disaster Service Worker Volunteer- Any person registered with an accredited Disaster Council for the purpose of engaging in disaster service without pay or other consideration.

(EMO) Emergency Management Organization - City/county staff assigned to the EOC to manage the response to a local disaster or emergency.

(EOC) Emergency Operations Center - The headquarters where emergency operations are managed by the DES and city/county staff assigned to fill roles in the Incident Command Structure.

(EOP) Emergency Operations Plan - A plan that describes principles, policies and methods to be applied in carrying out emergency operations and rendering mutual aid during emergencies.

(EVC) Emergency Volunteer Center- A walk-in center, phone bank or other means of referring the public to disaster volunteer opportunities. Can be administered by local government, an Operational Area or non-governmental organization.

(FEMA) Federal Emergency Management Agency - Agency of the US government tasked with disaster mitigation, preparedness, response and recovery planning. FEKA, bears responsibility for distributing federal relief funds to qualified applicants and allocating national resources to relief efforts.

(ICS) Incident Command System - The Incident Command System is a key component of the State of California's Standardized Emergency Management System (SEMS). ICS allows agencies throughout California to communicate using common terminology and operating procedures. ICS clearly defines staff roles, responsibilities, and lines of communication.

(OES) Office of Emergency Services - A city, county or state office designated with the responsibility for managing emergency services. Typically includes everyday oversight responsibility for preparedness, response, recovery and mitigation.

(POC) Point of Contact - A designated person or agency to contact regarding a specific issue or topic.

(RACES) Radio Amateur Civil Emergency Service - A communications service provided by amateur radio volunteers to city/county EOCs, hospitals and other locations during a disaster. RACES volunteers are registered as DSW volunteers and must be activated by local government.

(SEMS) Standardized Emergency Management System - California's standardized system for managing disasters. SEMS uses the same operational procedures across jurisdictions so they can better interact and coordinate for faster mobilization, deployment and use of resources.

Typical Jobs for Spontaneous Volunteers

Clean-up/Inside: pick up and dispose of debris, clean furnishings and equipment, replace library books and other fallen items, do maintenance and janitorial work

Clean-up/Outside: clear roads blocked by toppled trees, remove and haul away fallen brick and other debris from sidewalks and roadways, shovel mud, fill sandbags

Clerical Support: assist with range of clerical duties including copying, faxing, mailing, acknowledging donations

Damage Assessment: go door to door in a designated area, observing and noting exterior damage

Data Entry: enter information on computer databases

Donated Items: staff designated collection and distribution sites, inventory goods

Drivers: transport people to work sites, deliver goods, drive courier routes

Food Preparation Crews: cook hot food, prepare cold food (sandwiches, etc.), serve food and beverages at fixed and mobile sites

Greeters/Receptionists: greet public, give information, refer to appropriate worker or location

Interpreters: assist in a wide variety of settings, wherever and whenever bilingual workers are unavailable

Phone Bank Workers: answer phones, provide information, make referrals

Researchers: call or visit agencies/work sites to assess needs and report back

Runners: take messages between agencies, work sites, command centers

Security: check IDs at entrances and exits to facilities where security is vital to safe, smooth operations

Sorters/Packers/Loaders: sort, pack and/or load goods (food, clothing, etc.)

Training: those with detailed knowledge of subject area and proven training ability, train other volunteers

Contact List for Disaster Volunteer Management*

Use the following list as a guide for developing a contact list for your jurisdiction. List names, titles and contact information for key government representatives. Also list agencies and organizations that may need volunteers, as well as those that may be able to provide resources to the EVC. Include name of agency or organization, contact name and contact information.

| Type of Resource | Name/Title | Contact Information |
|--|-------------------|----------------------------|
| <i>Government Resources</i> | | |
| City EVCs | | |
| Operational Area EVC | | |
| City EOCs | | |
| Operational Area EOC | | |
| | | |
| <i>Disaster Groups</i> | | |
| Citizen Corps Council | | |
| Inter-agency disaster groups | | |
| VOAD (Voluntary Organizations Active in Disaster) | | |
| | | |
| <i>Faith-Based Groups</i> | | |
| Congregations | | |
| Interfaith council | | |
| | | |
| <i>Non-Governmental Organizations</i> | | |
| American Red Cross | | |
| Blood Bank | | |
| Conservation Corps | | |
| Food Bank | | |
| Humane Society | | |
| Information and Referral Agencies/2-1-1 | | |
| Salvation Army | | |
| Others as appropriate (mental health, housing, homeless, etc.) | | |
| | | |
| <i>Service Clubs (Rotary, Lions, etc.)</i> | | |
| | | |
| <i>Businesses/Corporations</i> | | |

*For more comprehensive information regarding community resources, contact your local information and referral organization.

VOLUNTEER CENTER

EMERGENCY ACTION CHECKLIST COUNTY OF SUTTER

| <u>Action</u> | <u>Date/Time</u> | <u>Personnel Assigned</u> |
|--|------------------|-------------------------------|
| Personnel Director or Logistics Chief requests activation of Volunteers Center's Response Plan. | _____ | _____ |
| Establish VRC and/or phone bank to enable community members to volunteer easily | _____ | _____ |
| Assign liaison to EOC Logistics Personnel Unit to ensure continued coordination. | _____ | _____ |
| Working through designated staff for Emergency Public Information, activate release of information on convergent volunteer needs | _____ | _____ |
| Maintain communications with designated staff to ensure coordinated convergent volunteer utilization. | _____ | _____ |
| Activate communications link with area agencies to determine need for volunteers. | _____ | _____ |
| Document all activities in terms of number, cost, time of service and assignment for reimbursement. | _____ | _____ |
| Send all reports of volunteer utilization requests for financial reimbursement to the Volunteer Program Specialist and the Emergency Services Manager. | _____ | _____ |
| Monitor Volunteer Reception Centers. | _____ | _____ |
| Demobilize as directed. Send copy of all reports of Volunteer utilization during the event to EOC/Logistics Personnel Unit. | _____ | _____ |
| Cooperate with County personnel in preparation of after action reports. Review emergency action checklists. | _____ | _____ |

National Service Programs in California

| NAME OF PROGRAM | DISASTER-RELATED ACTIVITIES | BEST CONTACT | AVAILABILITY FOR DISASTER RESPONSE |
|---|--|--|---|
| AmeriCorps | Projects focus on various issues, including disaster. Homeland security/emergency management projects include National Preparedness and Response Corps, California Safe Corps, Fresno Safe and Proud Neighborhoods and Los Angeles Conservation Corps Strike Teams | Local project, or CA@cns.jzov (310)235-7709 www.nationalservice.org | Homeland security/emergency management projects would be active in a disaster |
| AmeriCorps* NCCC | Most projects focus on homeland security, public safety, public health or disaster relief. 500 members stationed in Sacramento, one of 5 campuses nationwide | Local project, or CA@cns.jzov (310)235-7709 www.nationalservice.org | Would be active in a disaster |
| AmeriCorps* VISTA | Focus on anti-poverty initiatives. Currently, no VISTA projects with homeland security focus, although some are in development. | Local project, or CA@cns.jzov (310)235-7709 www.nationalservice.org | Individual volunteers may respond to a disaster |
| Foster Grandparents | Not a disaster-focused program | Local project, or CA@cns.gov (310)235-7709 www.nationalservice.org | Individual volunteers may respond to a disaster |
| Retired and Senior Volunteer Program (RSVP) | Engages people age 55 and over in wide range of activities; limited number engaged in disaster preparedness and response. Many local projects now have CERT-trained teams. | Local project, or CA@cns.gov (310)235-7709 www.nationalservice.org | Most programs will upon request be able to mobilize a team of volunteers to respond to a local emergency |
| Senior Companion Program | Not a disaster-focused program | Local project, or CA@cns.gov (310)235-7709 www.nationalservice.org | Individual volunteers may respond to a disaster |

Trained and Affiliated Volunteer Groups

Following is a list of all trained volunteer groups that are affiliated with the jurisdiction, the SEMS Section and Branch/Unit with which they are affiliated, and how they are activated.

| NAME OF GRoup | SEMS SECTioN/BRANCH/UNrr | How ACTIVATED? |
|---------------|--------------------------|----------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Volunteer Centers of California
2004 Membership Roster
Brian E. Bolton, Executive Director
Volunteer Centers of California
1110 K Street, Suite 210
Sacramento, California 95814

Tel (916) 324-4521
Fax (916) 323-3227
Email ca.vols@sbcglobal.net
Website: www.volunteercentersca.org

Butte County

Chico
Deanna Berg, Executive Director
Community Action Volunteers in Education (CAVE)
Bell Memorial Union, Room 309
California State University, Chico
Chico, CA 95929-0750

Tel (530) 898-5817 Fax (530) 898-6431
Email: dberg@csuchico.edu
Website: www.csuchico.edu/cave

Contra Costa County

Walnut Creek
Tracy Murray, Executive Director
Volunteer Center of Contra Costa/Alameda
1820 Bonanza Street, Suite 100
Walnut Creek, CA 94596
Tel: (925)472-5760 Fax: (925)472-5780

Email: tmurray@helpnow.org
Website: <http://www.helpnow.org>

Fresno County

Fresno
Donna Ueland, Executive Director
Volunteer Center of Fresno County
Executive Plaza
1900 Mariposa, Mall, Suite 114
Fresno, CA 93721

Tel: (559) 237-3101 Fax: (559) 237-6860
Email: dueland@pacbell.net
Website: www.volunteercenteroffresno.org

Humboldt, Del Norte

Eureka
Leslie Lollich, Director
Volunteer Center of the Redwoods
3300 Glenwood St.
Eureka, CA 95501-3490

Tel: (707) 442-3711 Fax: (707) 442-3714
Email: vcor@alaa.org
Website: <http://www.alaa.org/vcor>

Los Angeles County

La Mirada
MiMi Frick, Executive Director
La Mirada Volunteer Center
11900 La Mirada Blvd., Suite 4
La Mirada, CA 90638
Tel (562) 943-3177 Fax (562) 943-3078

Email: mimifrick@lamiradavolunteercenter.org
Website www.lamiradavolunteercenter.org

Monrovia

Pattie Tellez, Executive Director
The Monrovia Volunteer Center
119 W. Palm Ave.
Monrovia, CA 91016
Tel (626) 256-8187 Fax (626) 256-8243

Email: ptellez@ci.monrovia.ca.us
Website: www.ci.monrovia.ca.us

Panorama City

Jim Leahy, Executive Director
Volunteer Center of Los Angeles
Assistance League of Southern California
8134 Van Nuys Blvd., Suite 200
Panorama City, CA 91402
Tel (818) 908-5066 Fax (818) 908-5147

Email: jirnleahy@vcla.net
Website: www.volunteers.org

Pasadena

Maria B. Nunez, Executive Director
Volunteer Center of San Gabriel Valley
1005 E. Colorado Blvd. Suite 207
Pasadena, CA 91106-2342
Tel (626) 792-6819 Fax (626) 792-9715

Email: None
Website: <http://www.vcsgv.org>

Santa Clarita

Laura Piening, Executive Director
Santa Clarita Valley Resource Center
P.O. Box 802890
Santa Clarita, CA 91380-2890
20880 Centre Point Parkway
Santa Clarita, CA 91350

Tel (661) 250-3720 Fax (661) 250-3730
Email: scvrc@earthlink.net
Website: www.scvrc.org

Torrance

De De Hicks, President/CEO
Volunteer Center, South Bay-Harbor-Long Beach
1230 Cravens Ave.
Torrance, CA 90501
Tel (310) 212-5009 Fax (310) 212-7201

Email: dede@volctr-sobay.org
Website: www.volctr-sobay.org

Marin County

San Rafael

Linda Jacobs Davis, Executive Director
Center for Volunteer and Nonprofit Leadership of Marin
650 Las Gallinas Avenue
San Rafael, CA 94903
Tel (415) 479-5710 Fax (415) 479-9878

Email: ldavis@cvnl.org
Website: www.centerforleadershipmarin.org

Mendocino County

Ukiah

Dianne Lawrence, Executive Director

The Volunteer Center of Mendocino County

413 N. State Street

Ukiah, CA 95482

Tel (707) 462-2596 Fax (707) 462-0191

Email:

Website:

Monterey County

Salinas

Stephanie Fraser, Executive Director

Volunteer Center of Monterey County

901 Padre Drive

Salinas, CA 93901

Tel (831) 757-3206 or (800) 408-9191

Fax (831) 751-9840

Email: Stephanie@yesillhelp.org

Website: www.yesillhelp.org

Napa County

Napa

Trisha Tortolani, Executive Director

Volunteer Center of Napa Valley

1820 Jefferson St.

Napa, CA 94559

Tel (707) 252-6222 Fax (707) 226-5179

Email: trisha@interx.net

Website: www.volunteemapa.org

Orange County

Santa Ana

Carol R. Stone, President/CEO

Janet Whitcomb, Executive Vice President

Volunteer Center of Orange County

1901 E. Fourth St., Suite 100

Santa Ana, CA 92705

Tel (714) 953-5757 Fax (714) 834-0585

Email: cstone@volunteercenter.net

Website: www.volunteercenter.org

Westminster

Mary Yorba, Executive Director

Volunteer Exchange

14120 Beach Blvd., Suite 210

Westminster, CA 92683

Tel (714) 899-6849 Fax (714) 899-6851

Email myorba@ocvolunteerexchange.com

Website: <http://www.ocvolunteerexchange.com>

Riverside County

Riverside

Mary Salvador, Executive Director

Volunteer Center of Riverside County

2060 University Ave. Suite 212

Riverside, CA 92507

P.O. Box 5376, Riverside, CA 92517-5376

Tel (951) 686-4402 Fax (951) 686-7417

Email: mesalvador@yahoo.com

Website: <http://www.info=riversidecounty.com>

Sacramento County

Sacramento

Cheryl Ford, Director

Community Services Planning Council President

Volunteer Sacramento/Hands On Sacramento

c/o The Community Service Planning Council

909-12th St., Suite 200

Sacramento, CA 95814

Tel (916) 447-7063, ext. 304 Fax (916) 443-7052

Email: cford@communitycouncil.org

Website: www.handsonsacto.org

San Bernardino County

San Bernardino

Robin L. Kelley, Executive Director

Volunteer Center of the Inland Empire

661 N. Arrowhead Ave.

San Bernardino, CA 92401

Tel (909) 884-2556 Fax (909) 381-8822

Email: robin.kelley@yourvolunteercenter.org

Website: www.yourvolunteercenter.org

Victorville

Arlina, Fejeran, Office Manager

Volunteer Center of Victor Valley

16692 Mojave Dr., Suite A

Victorville, CA 92395

Tel (760) 245-9646 Fax (760) 243-4762

Email: None

Website: None

San Diego County

San Diego

Wanda Vevia Bailey, Executive Director

Volunteer San Diego

4699 Murphy Canyon Rd.

San Diego, CA 92123

Tel (858) 636-4131 Fax (858) 492-2016

Email: wveviasandiego.org

Website: www.volunteersandiego.org

San Francisco & San Mateo Counties

San Francisco

John Power, Executive Director

The Volunteer Center serving San Francisco and San Mateo Counties

1675 California Street (at Van Ness)

San Francisco, CA 94109

San Francisco:

Tel (415) 982-8999 Fax (415) 982-0890

TTY: (415) 982-0291

San Mateo County:

Tel (650) 235-3550 Fax (650) 235-3580

Email: jpower@thevolunteercenter.net

Website: www.volunteercenter.net

Santa Clara County

San Jose

Stephen T. (Tim) Quigley, Jr., Executive Dir.

The Volunteer Center of Silicon Valley

1922 The Alameda, Suite 100

San Jose, CA 95126

Tel (408) 247-1126 Fax (408) 247-5805

Email: tquigley@vcsv.us

Website: www.vcsv.us

Santa Cruz County

Santa Cruz

Karen Delaney, Executive Director

Volunteer Center of Santa Cruz County

1010 Emeline Ave., Building C

Santa Cruz, CA 95060

Tel (831) 427-5070 Fax (831) 423-6267

Email: kd@scvolunteercenter.org

Website: www.scvolunteercenter.org

Shasta and Tehama Counties

Redding

Jessica Cunningham, Director

Shasta County RSVP/Adult Literacy/VISTA

Serving the Counties of Shasta and Tehama

Shasta County Administrative Office

1670 Market Street, Suite 300

Redding, CA 96001

Tel (530) 225-5803 Fax (503) 225-5178

Email: chawes@co.shasta.ca.us

Website: www.rsvponline.org

Sonoma County

Santa Rosa

Wes Winter, Executive Director

Volunteer Center of Sonoma County

153 Stony Circle, Suite 100

Santa Rosa, CA 95401

Tel (707) 573-3399 Fax (707) 573-3380

Email: vcsc@volunteemow.org

Website: www.volunteemow.org

Stanislaus County

Modesto

Barbara Borba, Program Director

Volunteer Center of United Way of Stanislaus County

Linda Avedon, President/CEO

United Way of Stanislaus County

Mailing address: P.O. Box 3066

Modesto, CA 95353

113 Palm Ave.

Modesto, CA 95350

Tel (209) 524-1307 Fax (209) 523-4568

Email: volunteer@uwaystan.org

Website: www.uwaystan.org

Yolo County

Woodland

Mary Jo Bryan and Jim Lockwood

Executive Directors

Volunteer Connection

(A program of Hands Together)

327 College St., Suite 100

Woodland, CA 95695

Tel (530) 661-6636 Fax (530) 669-3295

Email: volunteers@yoloconnections.org

Website: www.yoloconnections.org

