



GEMA

Georgia Emergency Management Agency
Office of Homeland Security

Volunteer Management



Dylan Sorensen, MPA

Volunteer and Private Sector Liaison

GEMA

Outline

- **Introduction**
 - Definitions
 - Who is responsible for volunteers
 - Benefits and Challenges of volunteers
- **Affiliated Volunteers**
 - Affiliated Organizations in GA
 - Georgia VOAD
 - Coordinating Volunteer Agencies
 - Citizen Corps
- COAD's/Citizen Corps Councils
- **Unaffiliated Volunteers**
 - Why worry about them?
 - How to manage them?
 - Who will manage them?
- **Special Issues**
 - Trends in Volunteering
 - Tools
 - Match
 - Managing Volunteer Stress

Introduction

- Why do people volunteer?
- Definitions
- Assumptions
- Role of Volunteer Agencies in Emergency Management
- Benefits and Challenges of Volunteers

Why do people volunteer?

- Warm Fuzzy Feeling
- Religious Affiliation
- Empathy
- Been there before
- Like being a “hero”
- Looks good on a resume

Confusion?

- CERT
- CISM
- EMA
- EOC
- EOP
- ICS
- LEPC
- MRC
- NIMS
- NRF
- SUVs
- VOAD
- VRC
- ARC
- TSA
- SOG
- MOU
- UMCOR
- GBC
- CRWRC
- NGO

Definitions

Volunteer: any individual accepted to perform services by the lead agency (which has authority to accept volunteer services) when the individual performs services without promise, expectation, or receipt of compensation for services performed.

Definitions

Affiliated Volunteers

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.

Examples of affiliated volunteer groups include Community Emergency Response Teams (CERT), the Volunteers in Police Services (VIPS) program.

Unaffiliated (Spontaneous) Volunteers

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. However, they may possess training, skills and experience that can be useful in the relief effort. Unaffiliated volunteers may also be referred to as spontaneous volunteers and convergent volunteers.

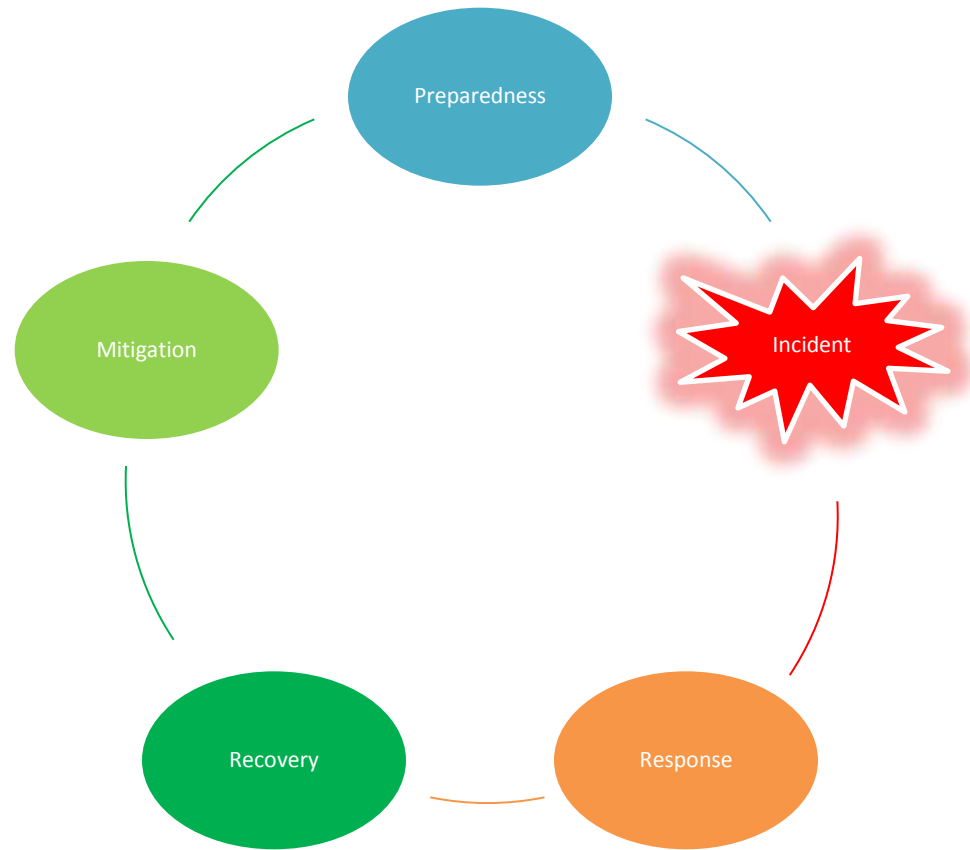
Affiliated or Not???



Assumptions

- People try to take care of themselves
- Some people don't have a network to get help
- People get some value (not monetary) from volunteering. Why?
- Some people will want to come and help
- Some people will want to come and take advantage of victims
- Some unaffiliated untrained volunteers will be more of a hindrance than help.
- Some volunteers may not come with food, shelter, water, and protective equipment.
- Others?

Volunteer Agencies in the Emergency Management Cycle



Challenges with Volunteers

Getting
them

Keeping
them

Training
them

Herding
them

Benefits of Volunteers

Economical

Social

Political

Logistical

Myths

- Volunteer Agencies should be able to handle all of the needs of disaster victims.
- Volunteer Agencies receive a considerable amount of government funding to provide disaster relief.
- The national offices of voluntary agencies and FEMA know best how to respond to disasters.
- If a disaster victim receives assistance from a voluntary agency then they are not eligible for government assistance.
- Most unsolicited donated goods and unaffiliated volunteers are useless and a hindrance to important emergency response operations and therefore should not be allowed into the area.

Affiliated Volunteers

- Affiliated organizations in Georgia
- VOAD
- Coordinating Affiliated Volunteers
- Citizen Corps Councils
- COAD

Affiliated organizations in Georgia



National VOAD

- Adventist Community Services
- American Radio Relay League
- American Evangelical Christian Church
- Ananda Marga Universal Relief Team
- Catholic Charities USA
- Christian Reformed World Relief Committee
- Church of the Brethren
- Church World Service
- The Episcopal Church
- Friends Disaster Service
- International Relief Friendship Foundation
- International Association of Jewish Vocational Services
- Lutheran Disaster Response
- Mennonite Disaster Service
- National Emergency Response Team
- Northwest Medical Teams International
- National Organization for Victim Assistance
- Nazarene Disaster Response
- Phoenix Society
- Points of Light Foundation
- Presbyterian Disaster Assistance
- REACT International
- Salvation Army
- Second Harvest National Food Banks
- Society of St. Vincent de Paul
- Southern Baptist Convention
- United Methodist Committee on Relief
- United States Service Command
- Volunteers of America
- World Vision
- Federal Emergency Management Agency (ex-officio)
- Volunteers in Technical Assistance
- World Vision



Georgia
Voluntary Organizations
Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

Adventist Disaster Response

American Red Cross

Angel Flight

Billy Graham Rapid Response Team

Caring Hearts Inc.

Catholic Charities Atlanta

LDS Church

Lutheran Disaster Response

Friends of Disabled Adults and Children

Georgia Baptist Convention

Georgia Association of Food banks

Habitat for Humanity

Hope Animal Assisted Crisis Response

Hosea Feed The Hungry

Humane Association of GA

Noah's Ark Inc.

Presbyterian Disaster Relief

Salvation Army

Samaritan's Purse

United Methodist Church North and South Conferences

United Way of Georgia

Unity In Disasters

Who is responsible for Volunteer Management?

- EMA Office?
- Red Cross?
- Salvation Army?
- United Way?
- No one?

Coordinating Volunteers

What options are there?

- Citizen Corps Council
- Community Organizations Acting in Disaster (COAD)

Why do I need a formal organization to help coordinate?

- How many EMA staff do you have?
- Communication, Coordination, Collaboration, Cooperation

Benefits of an organization:

- Delegate responsibilities
 - Volunteer Management Plan
 - Volunteer Reception Center
 - Donations Management Plan
 - Points of Distribution
- Coordination
 - Who is doing what and where
- Public Outreach
 - Volunteer lead activities

Unaffiliated Volunteers (Spontaneous)

- Why worry about them?
- How to manage them?
- Who will manage them?

Why worry about spontaneous volunteers?

They WILL come!



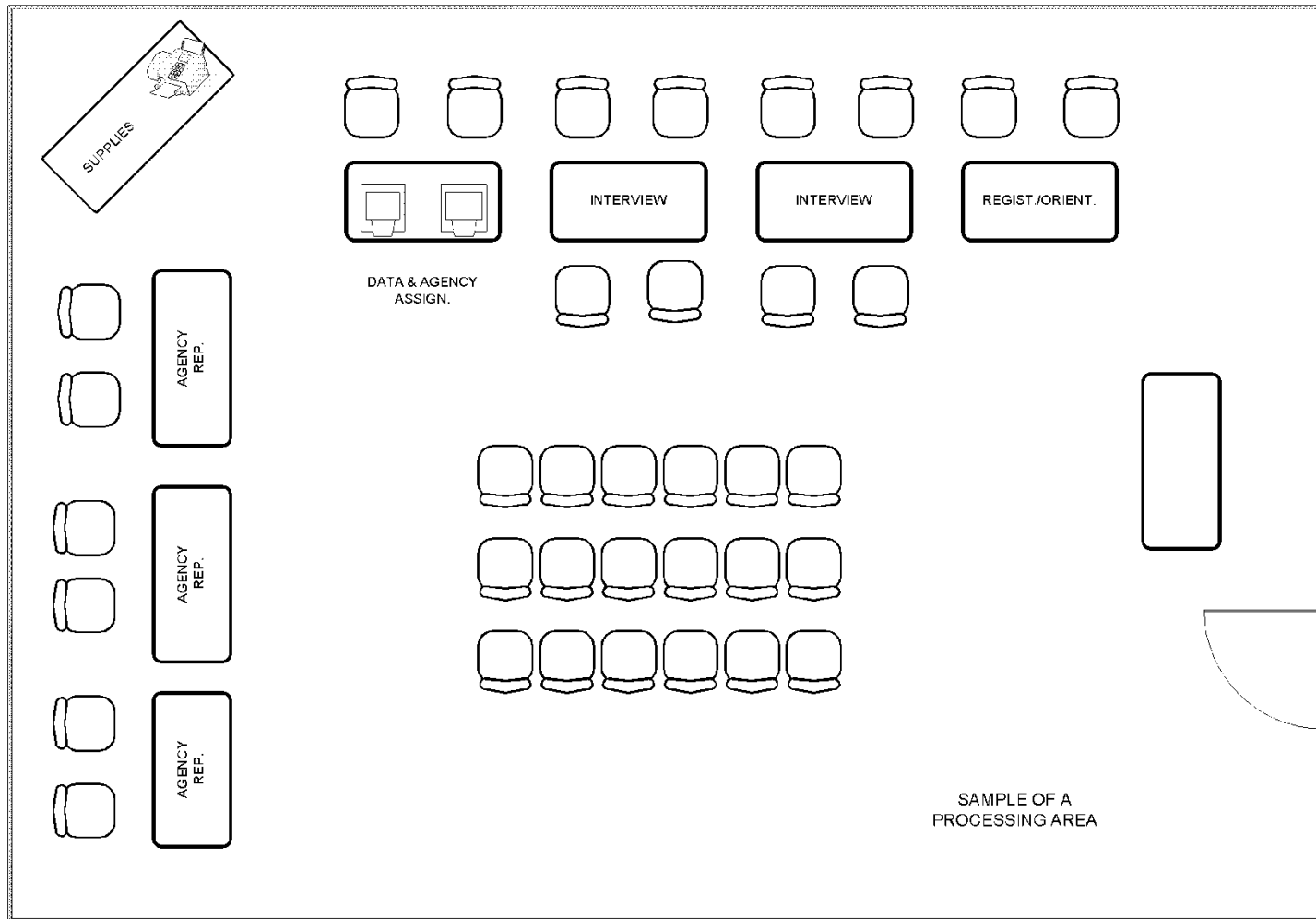
How to Manage Them

- Prepared public messaging
 - Online, Newspapers, TV, Radio, Telephone
- Volunteer Reception Center
 - Fit to disaster: In person, Telephone, Online

Public Messaging

- If volunteers are needed
- When and where they should check in to volunteer
- What type of work the volunteers are most needed for
- What volunteers need to bring with them
- What volunteer conditions are like

Volunteer Reception Center (VRC)



Who will manage the volunteers?

- Good question
- Community must decide

Special Issues

- Current Trends in Volunteering
- Tools
- Laws
- Match
- Managing Volunteer Stress

Trends in Volunteering

- Freedom to research volunteer options and connect online
- Expect fast response times
- Seeking project-based and skills-based opportunities
- Want to feel that their time was effectively utilized (less bureaucracy, more professionalism)
- “Just in time” volunteer training







Confirm your email address to access all of Twitter's features. A confirmation message was sent to dylan.v.sorensen@gmail.com.
[Recent confirmation](#) · [Update email address](#) · [Learn more](#)

[← Back to Home](#)

[Save this search](#)

Results for Ringgold GA Tornado

Tweets · All

-  **sara_weaver** Sara
Nice hat Josh! j RT [@joshturnermusic](#): Taking a tour of the school damaged by the tornado in Ringgold, GA <http://twitpic.com/5q4rjg>
14 Jul
-  **Paul_Gilliam13** Paul Gilliam
*[@joshturnermusic](#): Tickets for tonight's tornado relief show in Ringgold, GA will be available for purchase at the gate! I want to go!
14 Jul
-  **incountrymusic** In Country Music
[joshturnermusic](#): Tickets for tonight's tornado relief show in Ringgold, GA will be available for... <http://bit.ly/mXUARf> #Country #Music
14 Jul
-  **joshturnermusic** Josh Turner
Tickets for tonight's tornado relief show in Ringgold, GA will be available for purchase at the gate! More info here [.bit.ly/mOwJ9s](http://bit.ly/mOwJ9s)
14 Jul
-  **Allyopps** Allison Tate
that's my school enjoy our town. *[@joshturnermusic](#): Taking a tour of the school damaged by the tornado in Ringgold, GA twitpic.com/5q4rjg
14 Jul
-  **KoozieCity** KoozieCity
*[@joshturnermusic](#): Taking a tour of the school damaged by the tornado in Ringgold, GA twitpic.com/5q4rjg You're a good man! C-ya tonight!
14 Jul

People results for Ringgold GA Tornado · view all

-  **wdefnews12** WDEF News 12 · Follow
Channel 3 You, There, News in Chattanooga, Tennessee.
-  **WRCB** WRCB · Follow
Channel 3 You, There, News in Chattanooga, Tennessee.
-  **11AliveNews** 11Alive News · Follow
Top stories and news from 11Alive - WJDA-TV Atlanta
-  **newschannelnine** WTVC NewsChannel 9 · Follow
Chattanooga's Number One TV Station

Popular images & videos

These results include media shared by people you don't follow.

Display media Always display media like this

Trends · Worldwide · change

- #NewYearBefore
- #WayUpstairs
- #ask1d
- MonsterVideo
- Rack City
- Emile Eric
- IngenuMusicVideo
- Cheap Trick
- Nelson Mandela
- Longuira

[About](#) [Help](#) [Blog](#) [Mobile](#) [Status](#) [Jobs](#) [Terms](#) [Privacy](#)
[Shortcuts](#) [Advertisers](#) [Businesses](#) [Media](#) [Developt](#)
Resources · © 2011 Twitter



Cartersville Cares Like

Create a Page



Wall Cartersville Cares · Top Posts

- Wall
- Info
- Photos

About connecting needs and resources after the storms

2,195 people like this

Likes See All

- Prayers for Garrett Jones
- 3BU Creative Solutions
- Pine Log United Methodist Church
- Pray for Kacey
- Prayers for Keith Cunningham

- Create a Page
- Add to My Page
- Add to My Page's Favorites
- Subscribe via RSS
- Report Page
- Share

Cartersville Cares
Please like this page of a friend of mine - so inspirational - great for us all! And, recommend to your friends!

Keeping In Stride Ministries
Jerry has a passion to share God's word in a way that excites & inspires women by giving them hope & the tools to pursue God in the day-to-day grind. She writes Bible studies, speaks and teaches all with that goal in mind, pursuing God daily.
Page · 389 people like this.

July 13 at 9:38am · Share
Jerry Smith likes this.

Cartersville Cares
Lara @ NPC here~We are in need of hair cutters to volunteer their services for the Bartow Give a Kid a Chance event on Saturday, July 20 at Adairville High. One of the services offered to the kids is a free haircut. The event is from 9 until 1 and if you could cut for even an hour it would be much appreciated. To volunteer or for more info, message Stacy Order or respond here and I'll get word to him
July 9 at 5:47pm

Ginger Whaley Kirby likes this.
View all 6 comments

Michelle Andrew John I have not got a message, sorry. My number is 770-394-6345 maybe that will work better
July 9 at 11:05pm

Stacy Order Sorry Michelle, I put it in your in box on your facebook page...I don't know what happened. I will call you either tomorrow or Sunday.
July 9 at 11:27pm

Kandi Leigh
We are looking for a very cheap mobile home for our daughter. We are trying to stay under \$3000. Not too worried about the condition as long as it is something that can be worked with. Please call me at 954-219-9703.
13 hours ago

BAT Buy Bartow

Birthdays See All
Adam Goodwin
It's his birthday.
Say Happy Birthday

Event Invitations See All
Lia Sophia Jewelry Party
Thursday, July 29
RSVP: Yes - No - Maybe

Sponsored Create an Ad
Sunwave American Craft Beer...
Over 150 Beers Live music & tons of Fun! Get Your tickets now! sunwavebeerfest.com
RSVP · 205 people are attending.

Tankless is Affordable
thosasaeroplumbing.com
Save money and energy with a tankless water heater from Aaron Plumbing! Call today to save with tax credits and energy savings!

JD Pressure Washing and Painting
Hardworking high school students looking for work. Call or email today to schedule a free quote!
Pressure Washing & Painting
www.jdpresurewashing.com
Like · 26 people like this.

Georgia Fanatics!
Win Free Bulldogs Gear! Join Georgia Fanatics for the chance to win cute new Dawgs Gear! Click Like Now - Don't miss the chance to win!
Like · Peter Noel likes this.

Chat (42)

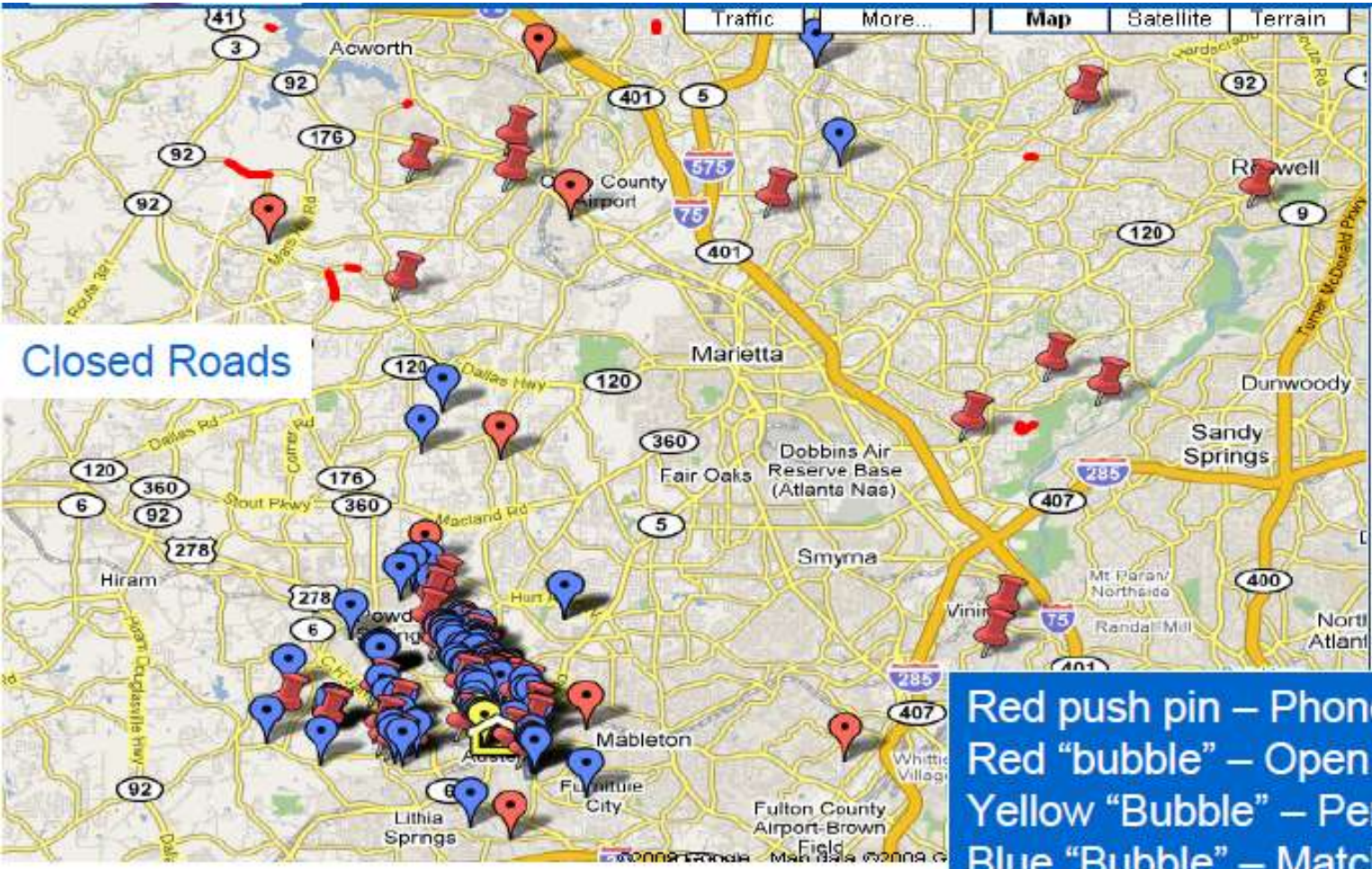
LDS Response

Work Orders TUSCALOOSA/WEST ALABAMA

This form is for assessment and request of work to be undertaken on behalf of victims suffering from the recent storms.

Please fill out this form.

Associated Event	409 - SE U.S. Tornado Incident (Emergency initiated on 2011-05-02 15:44:27) ▾
* Priority of Request	<input type="radio"/> Urgent <input type="radio"/> Intermediate <input type="radio"/> Minor
* Name Person Filling Out This Work Order	<input type="text"/>
* Home Owners Name:	<input type="text"/>
* Street Address	<input type="text"/>
GPS Location <small>Please place gps coordinates if known</small>	<input type="text"/>
Additional Directions To Home	<input type="text"/>
* City and ZipCode	<input type="text"/>
Home Phone <small>Area Code and Number</small>	<input type="text"/>
Cell or Alternate Phone <small>area code and call number</small>	<input type="text"/>
* Person Status	<input type="radio"/> First Responder <input type="radio"/> Community Member <input type="radio"/> Ward Member
* What Organization, Locality, or Ward is This Homeowner Associated With?	<input type="text"/>
* Procedure For Work	<input type="checkbox"/> Please call first because I want to be there when work crew arrive. <input type="checkbox"/> I don't need to be there. I have taken care of any photos needed for insurance and give permission for repairs and debris removal.
* Home Owner Authorization <small>Has The Home Owner or Home Owner Representative Authorized The Following Release: RELEASE: I hold the volunteers, including their representatives and agents, harmless from any damage or injury that may occur on my property, including personal property. Further, I understand that no warranty or guarantee, express or implied, is provided for work performed on or for my property.</small>	<input type="radio"/> yes <input type="radio"/> no
What is the name of the person giving authorization for work?	<input type="text"/>
Assessment	
Today's Date	<input type="text"/>



Sign Up Georgia

Train • Prepare • Respond

[Home](#) | [Contact Us](#) | [FAQ](#) | [Terms of Service](#) | [Privacy Policy](#) | [Resources](#)

Welcome to "Sign Up Georgia"...

Use this resource system to partner with your local Public Health Agency to improve community readiness for emergencies and other significant events. Prepare, plan, and respond together.

Volunteer Recruitment & Management

Georgia's State Emergency Registry of Volunteers

For volunteers who are willing and able to help during disasters and significant events. Register now to assist your local Public Health, local hospital, neighbors, and others who need assistance.

[Click here to watch SERVGA video!](#)

[SERVGA Volunteer Testimonials video](#)

[Click Here to Register](#)

Community Organizations & Resources

Registration system for medical and health responders for Georgia

For organizations and businesses who want to help affect friends and neighbors during disasters and significant events. Register facilities, personnel, equipment, or supplies to inform your local Public Health and to make your resources available to the community.

[About Community Organizations & Resources](#)

[Click Here to Register](#)

Username:

Password:

[Log In](#)

[Forgot Username or Password?](#)



[Click here to find out more about all Systems.](#)

[Home](#) | [Contact Us](#) | [Terms of Service](#) | [Privacy Policy](#)

CORES™ is powered by Collaborative Fusion, Inc.

Tools

- Volunteer & Donations Annex Template
- Volunteer Reception Center SOG Template
- Building Resilient Communities Campaign
- GODAWGS

Match

- FEMA PA Policy
- GEMA Match Policy

Managing Volunteer Stress

- Before
 - Ask emergency responders to talk about how they have dealt with stress during volunteer orientation and/or in stress management training seminars.
- During
 - Supervisors should ensure that volunteers are appropriately matched to job assignments, get regular meals and breaks, and are rotated out at the end of a reasonable-length shift.
- After
 - Invite a mental health professional to hold a Critical Incident Stress Debriefing (CISD).

Action Steps

Affiliated Volunteers

1. Volunteer Coordinator
2. BRC Seminar Series
3. COAD Informational Meeting

Spontaneous Volunteers

1. Decide which agency(ies) will be responsible for Volunteer Reception Center (VRC)
2. Develop a written procedure or volunteer management plan
3. Determine Possible locations for VRC
4. Exercise and Improve



Online Volunteer Resources

- www.nvoad.org
- <http://www.handsonnetwork.org/>
- <http://www.pointsoflight.org/>
- <http://www.nationalservicerresources.org/online-courses>
- www.fema.gov/IS IS 244.a and IS 288
- <http://www.citizencorps.gov/>