

Spontaneous Unaffiliated Volunteer (SUV) Pocket Guide (2023.10.02)

For more information: www.bcboha.org or info@bcboha.org



1. AT A GLANCE

What is an SUV? A spontaneous volunteer has not been deployed and is usually not affiliated with a recognized response organization. SUVs can provide critical skill and resources to large scale disasters. SUVs are deployed after affiliated volunteer resources are exhausted. They supplement the existing emergency management and response system.

Learning Objectives: Safety, Helping the Response and a Good Volunteer Experience. Welcome and Thank You for volunteering. We are grateful for your willingness to help your neighbors.

This training will provide you with information meant to: ensure that you are ready to volunteer; keep you safe; teach you about our organizational structure; explain the registration procedures.

#1 AT A GLANCE - OVERVIEW	#2 PERSONAL SAFETY/PREPAREDNESS	#3 CODE OF CONDUCT	#4 INCIDENT COMMAND / SUPERVISION
<p>Are you ready to volunteer?</p> <ul style="list-style-type: none"> Are you and your family safe? Are you flexible and willing? Are you aware of the potential risks? Considered your personal limitations? <p>Registration Process:</p> <ul style="list-style-type: none"> Fill in the Registration Forms Have your ID/Credentials checked Basic volunteer safety training Assignments, Support, Demobilization <p>House Rules:</p> <ul style="list-style-type: none"> Safety First Accountability: Always sign in/out Media: don't talk to the media; refer to the PIO Follow Chain of Command/ICS Respect Victims; Confidentiality; No photographs of victims 	<p>Volunteer Readiness Checklist</p> <ul style="list-style-type: none"> Personal Emergency Preparedness Appropriate Clothing/Boots/Gloves Good Health, Time, Transportation Special needs Staff should know about <p>Staying Healthy:</p> <ul style="list-style-type: none"> Eat Well, Sleep at least 6 hours Exercise Wash your hands; cover your coughs Restrict caffeine, sugar, alcohol, drugs <p>Psychological First Aid</p> <ul style="list-style-type: none"> Emergencies are stressful: know your limits Know your limits; take care of yourself Be Cautious and Compassionate Practice Active Listening <p>Personal Items to Bring</p> <ul style="list-style-type: none"> Boots and heavy gloves Snacks and water Hand sanitizer, goggles, disposable gloves Weather appropriate clothing Extra clothing to use before going home. Flashlight; cell phone Professional credentials; Gov't Photo ID 	<p>Volunteer Code of Conduct</p> <ul style="list-style-type: none"> Follow all safety instructions Treat all with respect; honor victims and responders Sign a Liability Waiver Honor the Confidentiality Agreement you signed Communicate clearly and often If in doubt, ask or report to your supervisor Work within your assignment, skills and training <p>Confidentiality and the Media on the Job</p> <ul style="list-style-type: none"> Respect the privacy of victims Understand the incident rules about social media; generally social media releases are not allowed. Do not speak to the media; send them to the Public Information Officer (PIO) or your supervisor 	<p>Who's In Charge?</p> <ul style="list-style-type: none"> Emergencies operate using the Incident Command System (ICS). All volunteers must use this structure to be safely integrated into the response system. Remember, there is always someone in charge! You just need to know: <ul style="list-style-type: none"> who you report to? who reports to you? <p>Communications is Key:</p> <ul style="list-style-type: none"> Coverage: Check your cell phone and radio Contacts: Exchange cell phone and radio numbers Check-ins: Know your "check-in times" and point(s) of contact or who you are supposed to call. ICS: Learn who you report to and who reports to you. Radio Etiquette: if using a radio for the first time, check with an experienced volunteer first
<p>#5 REGISTRATION</p> <p>Bring a government issued photo ID</p> <p>Complete Registration Forms</p> <ul style="list-style-type: none"> Volunteer Registration Form Liability Waiver Form Code of Conduct Agreement Confidentiality Agreement FEMA Volunteer Readiness Checklist CORI/SORI permission to check forms as needed. 	<p>#6 CREDENTIALING</p> <p>Credential Checks: Who are you?</p> <ul style="list-style-type: none"> Credentials: We need to know that you have the credentials you claim, so we will check your credentials/licenses. Assignments: Until those checks clear, please understand that you will be assigned to jobs that do not require any certifications/licenses and you will never be left alone with children. Unaffiliated volunteers: you may be placed on a standby list or paired with at least 1 - 2 credentialed volunteers until cleared. 	<p>#7 JOB ASSIGNMENT</p> <p>Matching Volunteers to Jobs:</p> <ul style="list-style-type: none"> We will try to match your skills with an appropriate job. You will be given a Volunteer Assignment Card (VAC) so that you and your supervisor have needed information. Keep this card with you at all times. <p>Job Action Sheets (JAS)</p> <ul style="list-style-type: none"> Assignments can be unexpected. If there is a JAS, it will be provided to you. 	<p>#8 DEBRIEFING, RETENTION, RECOVERY</p> <p>When the job is done:</p> <ul style="list-style-type: none"> Volunteers return to the Volunteer Reception Center for reassignment and or debriefing and release. You will complete a debriefing/review of events Sign out and return badges and all supplies/equipment. A report outlining tasks and hours worked may be available

WHAT ABOUT FUNDING?

During declared emergencies some supplies, or reimbursements may be available, but volunteers should be willing to cover their own costs, unless otherwise agreed in writing.

WHAT ABOUT LIABILITY?

Check with your insurance provider, but most often affiliated volunteers will be covered by Federal and State Good Samaritan laws, their organization or Mutual Aid Agreements.

How do we fit into ICS? Start your volunteer experience by learning a about the Incident Command System (ICS). This system is used across the nation to help coordinate agencies, personnel, resources and tasks during emergencies. It is a standardized, all-hazards approach that provides a flexible, scalable structure with common processes for planning/response.

ICS IN YOUR COMMUNITY

During an emergency your community local emergency management system will likely use the ICS system. Below are the standard ICS positions:

Incident Commander (IC): The person in charge of the incident who sets the incident objectives, strategies, and priorities and has overall responsibility for the emergency. The IC has several people who help with specific functions:

Safety Officer, who makes sure that all responders/operations are safe.

Liaison Officer, who works with other agencies, COAD, VRC, State, others

Public Information Officer (PIO) makes sure that responders and the public have the information they need.

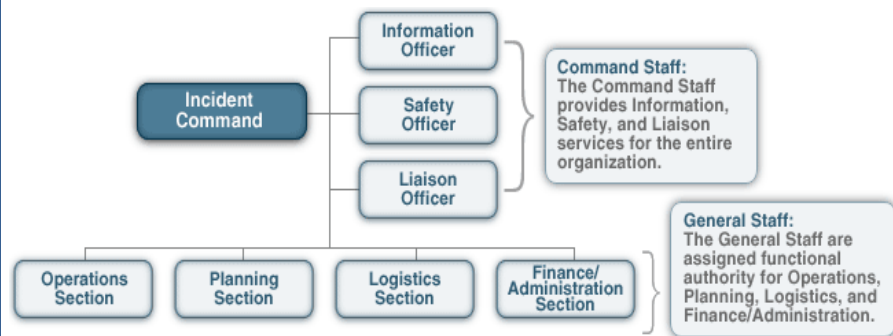
Operations Section Chief, develops the tactical objectives and organization, conducts tactical operations and directs all tactical personnel to carry out the plan.

Logistics Section Chief provides support, resources, and all other services needed to meet the operational plan.

Planning Section Chief, monitors the situation, collects and evaluates information, manages the Resource Unit, prepares/documents the Incident Action Plan (IAP) for the next operational period to accomplish IC's objectives.

Finance Section Chief collects data, monitors costs related to the incident and provides accounting, procurement, time recording, and cost analyses.

In a large incident, many of these positions will have team of people operating under them to take on more specific functions and roles. Here is an ICS Chart:



ICS AT THE VOLUNTEER RECEPTION CENTER (VRC)

The ICS system at the VRC can be quite simple or complex. There are three basic VRC functions:

1. VRC Management: (Command/Planning/Safety/Finance/Public Information)
2. VRC Operations: Registration, Credentialing, Training, Support, Demobilization
3. VRC Facility & Supplies (Logistics)

The ICS organizational chart is set up to support these functions.

Volunteer Supervisor	<ul style="list-style-type: none"> • Overall Management of the VRC • Liaison with EMD/EOC in the community • Plan for the next day's operations • Coordinate Staff • Ensure Health and Safety of volunteers and staff • Manage Finance and Administration • Recommend expenditures; obtains supplies • Maintain records and completes reports • Ensure timely/accurate management of public information
Building Manager	<ul style="list-style-type: none"> • Maintain and operate the facility; sanitation
Command Staff	<ul style="list-style-type: none"> • Safety Officer, Public Information Officer, Liaison Officer
Registration Unit Leader	<ul style="list-style-type: none"> • Welcome, orientation, registration, credentialing, training
Volunteer Unit Leader	<ul style="list-style-type: none"> • Volunteer assignments, support, demobilization/retention

Before an Emergency that requires you to set up your VRC, it is a good idea to have people assigned to each of these roles. Complete this training with your team, or as self-learning instruction, so that everyone understands how the VRC runs and roles and responsibilities.

***Every operation should have at least two - three staff members on site at all times.**



