This guide will help you prepare to use volunteers to assist your organization in disaster response and recovery.

Planning Phase

1. Determine Your Volunteer Needs
   » Make decisions in advance about how you will use volunteers.
   » Consider what services you may need and develop job descriptions for these positions.
   » Determine if you can accommodate volunteer families and children.
   » Determine the maximum number of volunteers you can accommodate at each site.

2. Identify and Track Volunteers
   » Fill out the Volunteer Agency Tracking Sheet based on contacts you have made with volunteer coordinating agencies. When a disaster occurs, refer to this sheet to access volunteers and services.
   » Develop a system to store all volunteer-related information in digital and hard copy format. Provide updated versions of documents to the Business Continuity Chief.

3. Create Volunteer Kits
   » Volunteer Kits include documents and materials volunteers should have to best assist your organization.
   » The list of recommended items to include in each kit should be customized to fit the needs of your organization.

Tip: National Volunteer Organizations Active in Disaster (VOAD) is a network of agencies which provides volunteer support, know-how and resources. For details, visit: www.nvoad.org
Documents
» A list of all items included in the Volunteer Kit.
» An information sheet describing your organization.
» Volunteer rules of conduct agreement.
» Safety guidelines.
» Liability release form.
» Volunteer job description and tasks.
» Neighborhood maps with locations of buildings.

Equipment and Materials
» Pens and pencils.
» Clipboards.
» Safety goggles.
» Name tags.
» First aid items.
» Other materials appropriate to volunteer tasks.

4. Maintain Volunteer Kits
» Track the number of Volunteer Kits assembled, their contents and location.
» Store kits and related materials in a secure location, in containers for easy transport.
» Monitor the condition of Volunteer Kits at regular intervals—monthly, quarterly or as needed.

5. Train Staff
» Train the Resident Engagement Team Leader and other staff who may be working with volunteers how to orient them to your organization, including the contents and location of Volunteer Kits.
» Designate space and materials needed at each site to accommodate volunteers.

Tip: Speak with your legal counsel when creating volunteer documents to protect your organization.