



HARVARD
T.H. CHAN

SCHOOL OF PUBLIC HEALTH

Emergency Preparedness Research,
Evaluation, and Practice Program

Engaging Volunteers in exercises & real-life emergencies



PCEPN Emergency Preparedness Seminar
Baruch College | March 15, 2018



HARVARD
T.H. CHAN

SCHOOL OF PUBLIC HEALTH

Emergency Preparedness Research,
Evaluation, and Practice Program

 @HarvardEPREP

Harvard EPREP Program

Mission

...provides public, private, and non-governmental organizations with the expertise to prepare for and respond to emergencies of all types; convening public health, healthcare, first-responders, and other organizations to offer practice-based education, exercise and evaluation activities centered on public health emergency preparedness.



“If our hopes of building a better and safer world are to become more than wishful thinking, we will need the engagement of volunteers more than ever.”

~ Kofi Annan



HARVARD
T.H. CHAN

SCHOOL OF PUBLIC HEALTH

Emergency Preparedness Research,
Evaluation, and Practice Program

 @HarvardEPREP

Volunteering in America

24.9%

Americans
formally
volunteer

62.6 million
individual volunteers



7.9 billion
hours of service



62.5%

Americans
informally
volunteer

\$184 billion
worth of service



\$24.14 per hour*

*Bureau of Labor Statistics 2017



HARVARD
T.H. CHAN

SCHOOL OF PUBLIC HEALTH

Emergency Preparedness Research,
Evaluation, and Practice Program

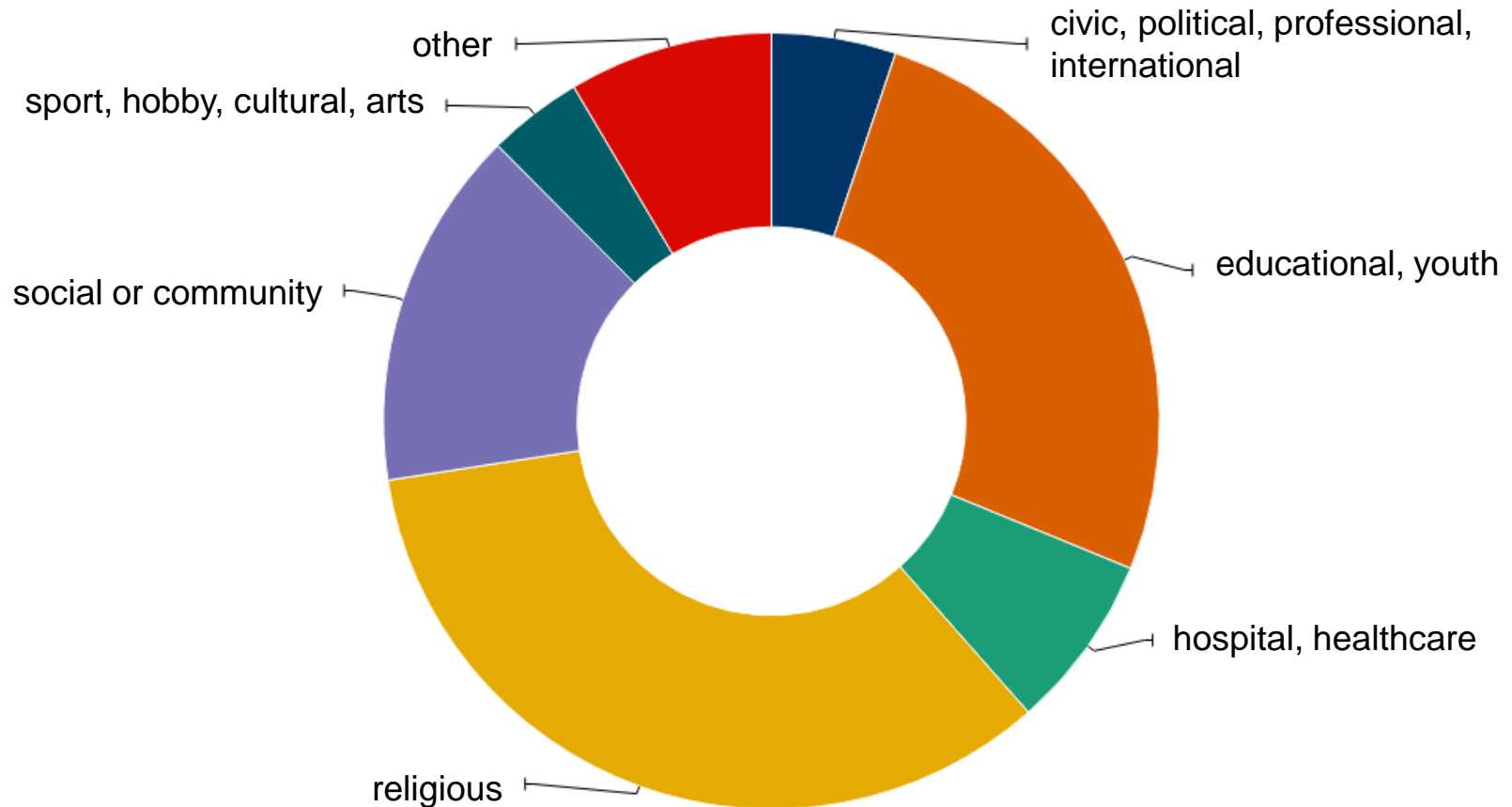
Volunteering & Civic Life in America
2018. Corporation for National & Community Service
<https://www.nationalservice.gov/vcla>



@HarvardEPREP

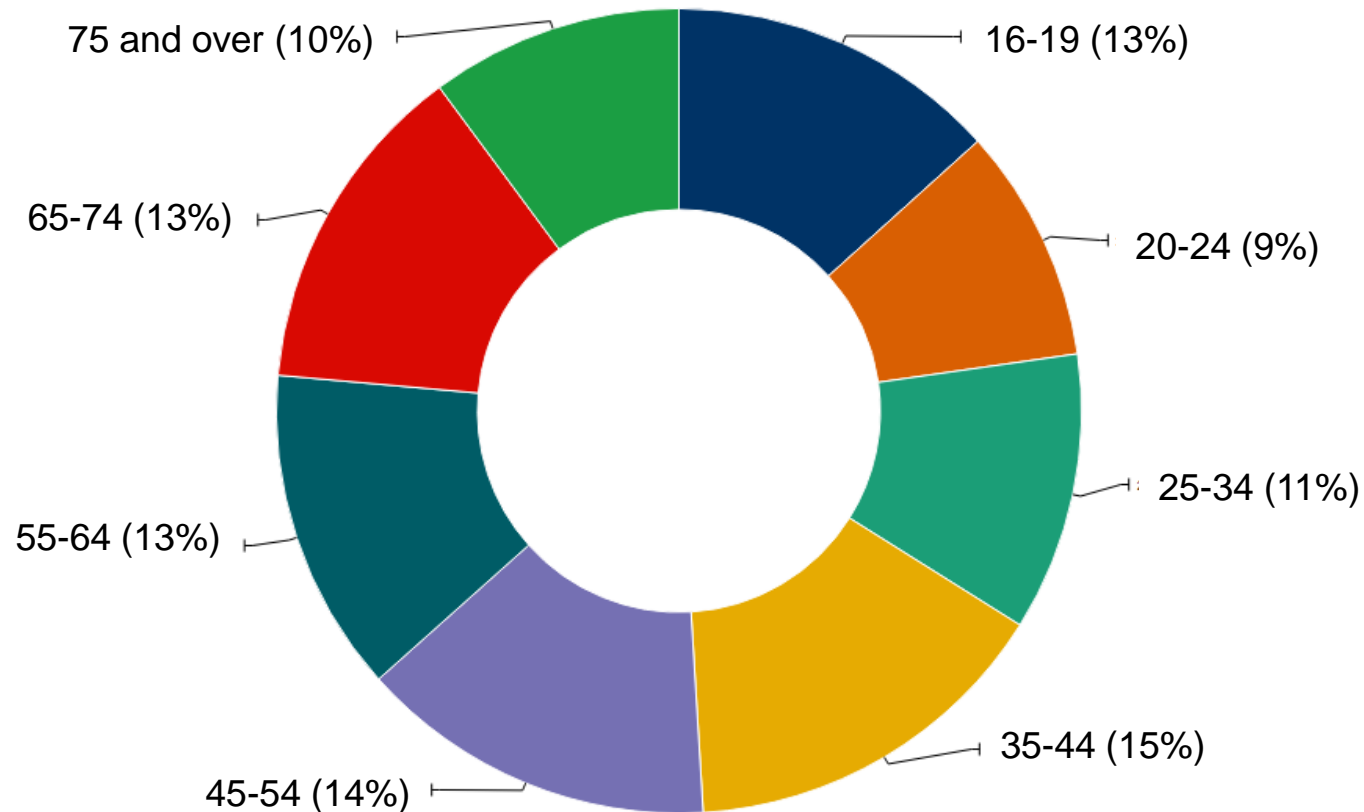
Volunteering in America

Organization



Volunteering in America

Age Group



Volunteer Motivations

- Believe in the cause.
- Professional development.
- Temporarily unemployed.
- Utilize their professional skills.
- Work team bonding.
- Expand social circle.
- Family activity.
- ‘Voluntolds’.

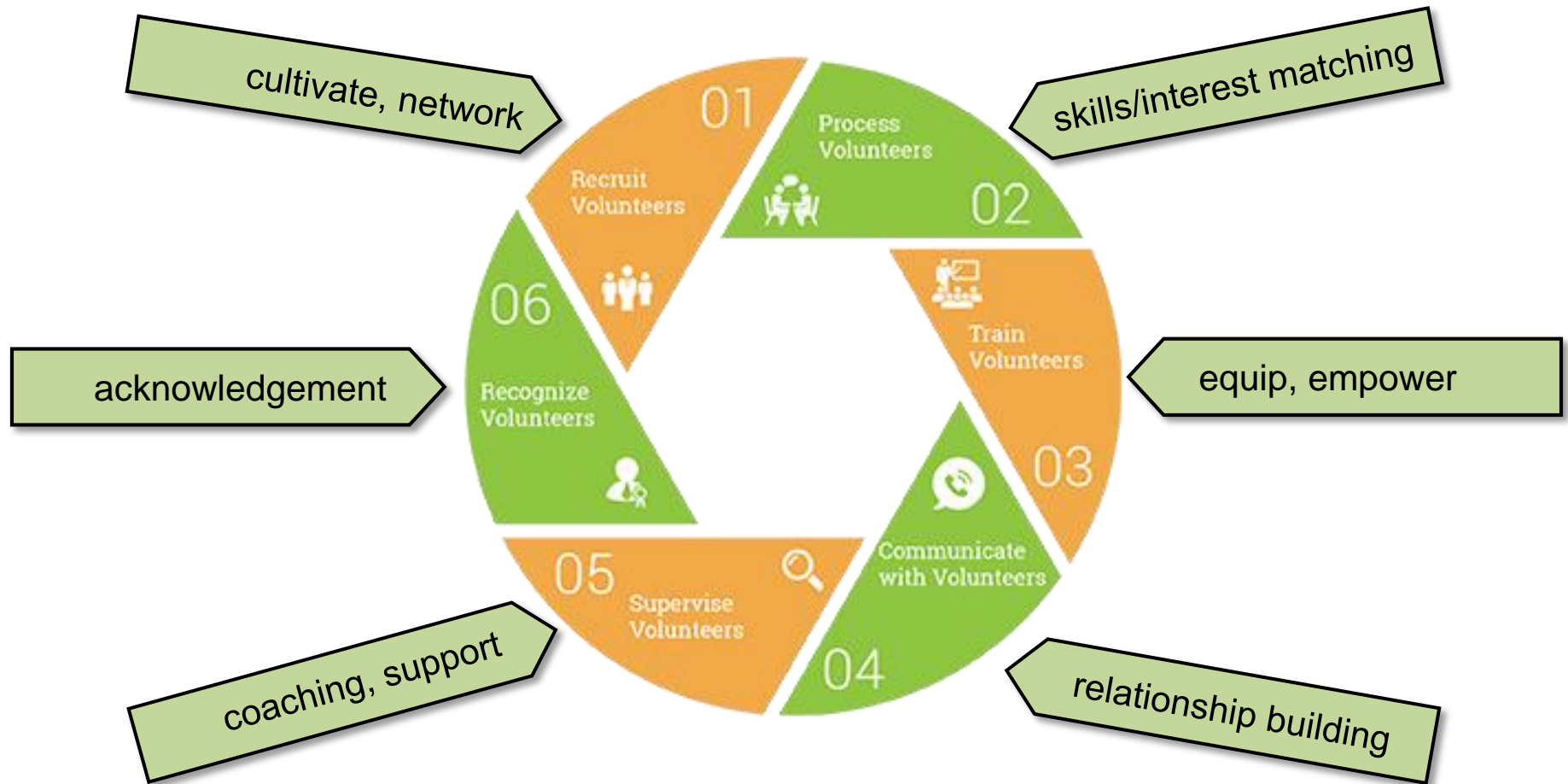


Volunteer Engagement

Volunteer engagement is a strategy that **builds organizational capacity** and the development of **meaningful volunteer opportunities** that increase impact, community involvement, and outcomes.



Volunteer Engagement Process



The Case for Volunteer Engagement

- Builds capacity beyond what staff alone can achieve.
- Increases community impact of the organization.
- Engages the community.
- Volunteer skills and interests matched with the needs of organization.
- Volunteers donate financially more (x2).



Volunteer Engagement Models

Model 1: The director leads the volunteer program and personally supervises volunteers just as s/he does paid staff.

Model 2: Designated volunteer program leader and all volunteers are recruited and supervised by this “Volunteer Program Director”.

Model 3: Volunteer program is decentralized. All staff recruit and supervise volunteers acting in their particular units.

...

Volunteer Engagement Models

Model 4: Combination of models 2 and 3. Volunteer Program Director administers volunteer program. Volunteers are recruited then assigned to departments, front line staff give direct supervision.

Model 5: Volunteers are self-led, or led by a lead volunteer, or volunteer committee.

Leadership Volunteers

Examples:

- Project manager who manages and oversees a task, event, or program.
- Volunteer task force creates a plan for a new program.
- Joint staff-volunteer committee plans a new event.
- A lead volunteer coordinates transportation scheduling.
- Volunteers review and revise volunteer policy manuals, handbooks and



Volunteer Placement



Volunteers during Disasters

Definitions

Spontaneous Volunteers

- An individual who volunteers during the time of an emergency.

Unaffiliated Volunteers

- Volunteers who are not affiliated with a recognized community or non-profit voluntary organization.

Episodic Volunteers

- Individuals who volunteer for a specific time-limited period.



Volunteers during Disasters

Definitions

Just in Time Training (JIT)

- Training that covers the basics of the direct tasks that is required for a volunteer to perform.

Job Action Sheets

- Summary of the tasks that a volunteer is being asked to perform in a specific role.



Volunteer Messaging during Disasters

Existing Volunteers or a Community Recruitment?

- What is the timeframe they will be needed?
- What tasks are you asking to be performed?
- Where should they report, and to whom?
- Do they need any special skills, training, abilities?
- What should they wear, bring, etc.?
- What are the next steps?

If there isn't a need for volunteers how else can they help?



Voluntary Organizations

Disaster Specific

VOAD
Medical Reserve Corps
CERT
Salvation Army
American Red Cross
AmeriCorps

Other

NY Cares
Boy Scouts
Schools
Local Faith Congregations
Rotary, etc.
American Legion



VOAD Network



National
Voluntary Organizations
Active in Disaster



New York
Voluntary Organizations
Active in Disaster

VOAD: Voluntary Organizations Active in Disaster

An association of organizations that mitigate and alleviate the impact of disasters, provides a forum promoting **cooperation, communication, coordination and collaboration**; and fosters more effective delivery of services to communities affected by disaster.



HARVARD
T.H. CHAN

SCHOOL OF PUBLIC HEALTH

Emergency Preparedness Research,
Evaluation, and Practice Program

 @HarvardEPREP

VOAD Network



National
Voluntary Organizations
Active in Disaster



CHURCH WORLD SERVICE



American
Red Cross



Islamic Relief USA
WORKING TOGETHER FOR A BETTER WORLD.



The Jewish Federations
OF NORTH AMERICA

AmeriCares

A passion to help. The ability to deliver.



Episcopal
Relief & Development

Healing a hurting world



FEED THE
CHILDREN®



Lutheran
Disaster
Response



THE HUMANE SOCIETY
OF THE UNITED STATES



CONVOY OF
HOPE®

POINTS
OF LIGHT



Save the Children®



HARVARD
T.H. CHAN

SCHOOL OF PUBLIC HEALTH

Emergency Preparedness Research,
Evaluation, and Practice Program



@HarvardEPREP

Disaster Volunteer Reception Centers

“A **Volunteer Reception Center** (VRC) is an operation in which spontaneous, unaffiliated disaster volunteers are registered and referred to local agencies to assist with relief efforts” *

- Physical or Virtual.
- Clearinghouse for Volunteer Needs
- Welcome & Registration.
- Credential Check.
- Referral or Assignment.
- Orientation.



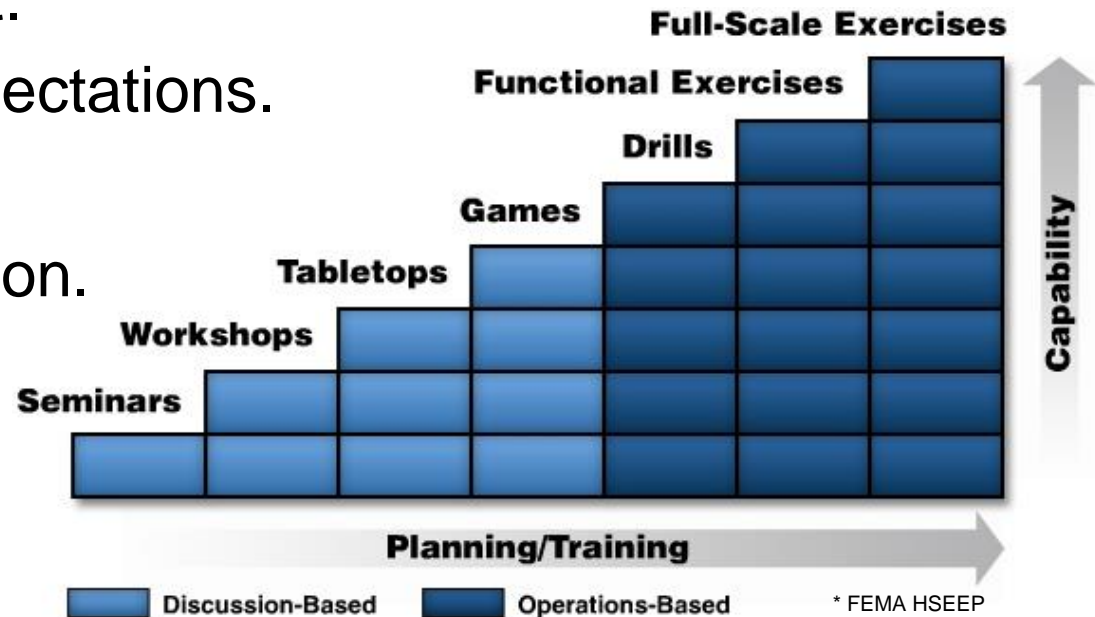
Volunteer Considerations in Disasters

- Volunteer Availability (30%).
- The Need for Just-in-Time (JIT) Training.
- Volunteers May be Impacted by the Disaster.
- Community Serving the Community.
- Assists the Community with Recovery.



Volunteers in Exercises

- Recruitment Sources for Exercise Volunteers.
- Improve Exercise with Diversity.
- Community Involvement.
- Partner Involvement.
- Clear Volunteer Expectations.
- Volunteer Logistics.
- Volunteer Appreciation.



“There is only one thing worse than training your **volunteers** and having them leave, that's not training them, and having them stay.”

~ Unknown



HARVARD
T.H. CHAN

SCHOOL OF PUBLIC HEALTH

Emergency Preparedness Research,
Evaluation, and Practice Program

 @HarvardEPREP

Thank-you

Contact:

ljones@hsph.harvard.edu

Web:

www.hsph.harvard.edu/preparedness/eprep

