

# Volunteer Mobilization

# VOLUNTEER MOBILIZATION



## COMMITTEE OVERVIEW

The Emergency Volunteer Mobilization Committee plays a vital role during an emergency by organizing, coordinating, and deploying volunteers to support response efforts efficiently. The committee oversees and supports a volunteer recruitment process, ensuring volunteers with relevant skills are quickly mobilized and matched to critical roles such as mucking out properties, first aid, logistics, food distribution, and clean-up efforts.

The committee also provides essential training and briefings to prepare volunteers for their tasks and maintain their safety. The proven and comprehensive Team Rubicon resources, protocols, and training will be heavily relied upon throughout all volunteer mobilization efforts.

By offering ongoing support, monitoring their well-being, and addressing any challenges volunteers face, the committee ensures that volunteers are not only effective but also feel supported throughout the emergency.

This document outlines the foundational procedures during an emergency event and how to maintain a well-trained and informed volunteer base in preparation for emergencies. It includes step-by-step guidelines for:

### ROLES AND RESPONSIBILITIES

- Operational Details - Page B3
- Communication - Page B3
- Committee Coordinators & Committee Members - Page B4
- Coordination & Resource Management - Page B5

### TRAINING

- Committee Coordinator & Committee Member Training - Page B6
- Volunteer Training - Page B7

Through close coordination with local committees, resource partners, businesses, and government, the Emergency Volunteer Mobilization Committee enhances the overall emergency response, making sure that volunteer contributions are integrated, impactful, and responsive to the community's needs.



# VOLUNTEER MOBILIZATION

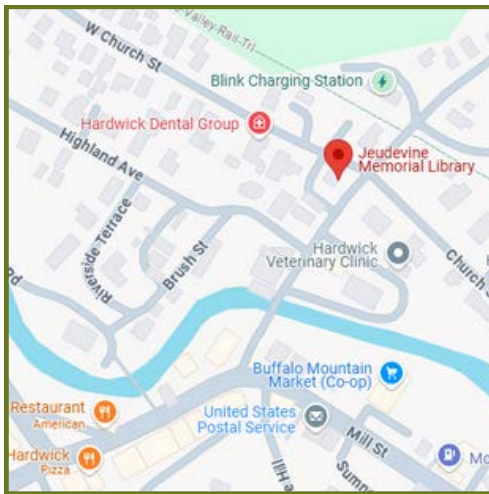


## ROLES & RESPONSIBILITIES

### OPERATIONAL DETAILS

**TRIGGER:** The town manager or LEMP Advisory Committee will contact one of the Volunteer Mobilization coordinators to start deploying volunteers.

**VOLUNTEER MEETING LOCATION:** The Jeudevine Memorial Library will serve as the operational base and central hub for the Volunteer Mobilization Committee, facilitating the organization and deployment of individual volunteers and teams.



**Jeudevine Memorial Library**  
93 N Main St  
Hardwick, VT

**TIME OF OPERATION:** The Volunteer Mobilization Committee will work as needed to coordinate and deploy volunteers throughout the community.

**MASTER VOLUNTEER LIST MAINTENANCE:** The Jeudevine Memorial Library will maintain a master list of volunteers for the Volunteer Mobilization Committee in coordination with the ongoing Hardwick Neighbor to Neighbor and the Civic Standard's volunteer coordination efforts.

### COMMUNICATION

**HARDWICK NEIGHBOR TO NEIGHBOR ASSISTANCE LINE:** (802) 441-3301

**VOLUNTEER ORGANIZING APP:** In an effort to schedule, deploy, and monitor volunteers, an online volunteer scheduling tool, Sign Up Genius ([www.signupgenius.com](http://www.signupgenius.com)), will be utilized.



**HARDWICK EMERGENCY  
REPORTING HOTLINE**  
**802-472-5475**

**EMERGENCY INQUIRY  
RECORDED LINE FOR  
UPDATES**  
**802-472-6120**

**TO VOLUNTEER**



# VOLUNTEER MOBILIZATION



## ROLES & RESPONSIBILITIES CONT'D

### COMMITTEE COORDINATORS & COMMITTEE MEMBERS

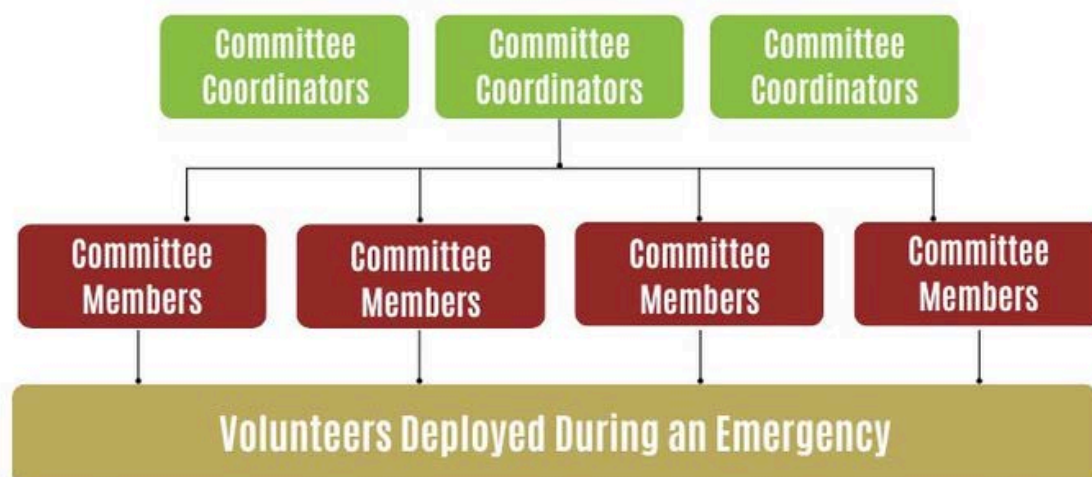
**COMMITTEE COORDINATORS:** Two to three Committee Coordinators will serve as the main organizers and contacts for the Volunteer Mobilization Committee. The Committee Coordinators will be responsible for the following:

- Being trained and current in emergency operations protocols including, but not limited to, volunteer mobilization, safety measures, situational awareness, communication, etc.
- Recruit, organize, and train committee members to ensure they can serve as strike team leaders in the event of an emergency. A train-the-trainer model will be utilized and deployed.
- Participate in an annual Hardwick tabletop exercise to ensure system relevancy.
- Encourage volunteer participation during and outside of an emergency.
- Utilizing SignUpGenius and email to solicit, organize, and track volunteers.
- Ensure needed volunteer mobilization supplies and Personal Protective Equipment (PPE) are onsite and available to volunteers.
- Be the main point of contact for the volunteer mobilization efforts during an emergency, working closely with the Hardwick Emergency Operations Center.

**COMMITTEE MEMBERS:** Committee members will serve as strike team leaders during an emergency to respond to community needs as assigned, including:

- Being trained and current in emergency operations protocols, including, but not limited to, volunteer mobilization, safety measures, situational awareness, communication, etc.
- Participate in an annual Hardwick tabletop exercise to ensure system relevancy.
- Encourage volunteer participation during and outside of an emergency.
- Lead teams of volunteers to assist in an emergency, such as leading and overseeing a team to muck out properties, check in on households, etc. and ensure safety protocols are followed.

### VOLUNTEER MOBILIZATION COMMITTEE





# VOLUNTEER MOBILIZATION



## ROLES & RESPONSIBILITIES CONT'D

### COORDINATION & RESOURCE MANAGEMENT

**ASSIGNING ROLES:** Volunteers are assigned based on their skills, experience, and the needs of the emergency. Examples of roles include mucking and water removal, large equipment operators, first aid, logistics, search and rescue, shelter operations, food distribution, and administrative support.

**COORDINATING WITH OTHER AGENCIES:** The Volunteer Mobilization Committee will coordinate with local agencies, committees, authorities, emergency services, and organizations to ensure efforts are unified and effective. The extensive resources, protocols, and training provided by Team Rubicon will play a critical role in supporting all volunteer mobilization efforts.

#### Agencies include:

- **Team Rubicon:** Christopher Dawson [christopher.dawson@teamrubiconusa.org](mailto:christopher.dawson@teamrubiconusa.org) 802-355 2152 - VT Planning Coordinator or Allissa Vigil, Vermont Deputy Planner, [allissa.vigil@teamrubiconusa.org](mailto:allissa.vigil@teamrubiconusa.org).
- **KURRVE:** Meghan Whalen - 802-624-0406, KURRVE is the Long Term Recovery Group for the Hardwick area <https://nekprosper.org/get-involved/flood-recovery-resources/>). They are charged with helping all NEK communities in the event of a disaster.
- **LEARN** - The mission of the Lamoille Area Recovery Network (LEARN) is to assist individuals and families impacted by flooding and other natural disasters and support resilience building in light of almost certain future disasters. Contact information for LEARN includes phone number 802-888-3252 and [learn@uwlamoille.org](mailto:learn@uwlamoille.org) to contact person Sarah Henshaw or website address <https://uwlamoille.org/learn/learn-mission.html>.
- **Medical Reserve Corp.** - The Vermont Department of Health's Volunteer Responder Management System (RMS) utilizes Vermont's Medical Reserve Corps (MRC) units to ensure successful disaster response and deployment of needed, qualified, and available volunteers. <https://oncallforvt.org/medical-reserve-corps/training/>

The master community partner list with contact information can be found at: [LINK](#).

**RESOURCE MANAGEMENT:** The Volunteer Mobilization Committee helps allocate resources, such as supplies, transportation, and communication equipment, to ensure volunteers are equipped to perform their tasks. Resource management will be coordinated with the Supply and Support Center Committee. Approval of the Town of Hardwick will be made for necessary supply purchases.

Volunteer mobilization supplies will be kept with supplies of the Supply & Support Center. In the event of an emergency, supplies will be moved to the Judevine Memorial Library for distribution.

**MONITORING & SUPPORT:** The committee will provide ongoing support to volunteers, addressing issues such as fatigue, safety concerns, and logistical challenges. The committee also ensures that volunteers are cared for and debriefed after their shifts. Local groups, businesses, and community members will be encouraged to support volunteers as needed.

**COMMUNICATION & REPORTING:** Clear communication between volunteers, emergency operations centers, and other agencies is essential. The committee will help relay critical information to volunteers and report on the status of efforts to leadership, including tracking volunteer hours and efforts.

# VOLUNTEER MOBILIZATION



## TRAINING

### COMMITTEE COORDINATOR & COMMITTEE MEMBER TRAINING

**TRAINING RESOURCE OPTIONS:** During an emergency, Volunteer Mobilization Committee Coordinators and Committee Members must possess essential skills, including effective organization, volunteer coordination based on skills and experience, and adherence to communication and safety protocols. Given the train-the-trainer approach, Committee Coordinators are expected to have expertise across several areas. Below is a list of valuable training resources for Committee Coordinators, who can then train all Committee Members.

**TEAM RUBICON TRAINING:** In order to access the Team Rubicon training resources, you must sign up as a Team Rubicon volunteer at <https://teamrubiconusa.org/>. There are no requirements to volunteer for Team Rubicon once you sign up as a volunteer. Suggested Team Rubicon training:

- Core Operations 1 (Online Pre-Course)
- Core Operation (in-person training, limited availability) On-the-job in-person training during a Team Rubicon deployment is the quickest way to get this training/experience.
- Strike Team Leader (Online Course)
- Leadership Expectations (Online Course)
- Site Survey (Online Pre-Course)
- Site Survey (Virtual course with instructor)

**FEMA COURSES:** FEMA offers a wide array of emergency response courses that can be found at <https://training.fema.gov/is/crslist.aspx?lang=en&all=true>. Courses that may be of interest to the Volunteer Mobilization Committee include:

- Basics of Incident Command System
- IS-100.C: Introduction to the Incident Command System, ICS 100
- IS-200.C: Basic Incident Command System for Initial Response, ICS-200
- For EOC Operations (operations, plans, communications, situational awareness)
- IS-2002: Introduction to FEMA Operational Planning
- IS-2200: Basic Emergency Operations Center Functions
- Other Courses
- IS-244.B: Developing and Managing Volunteers
- IS-242.C: Effective Communication
- IS-42.A: Social Media in Emergency Management
- Volunteer Development & Management

**KURRVE:** The Northeast Kingdom's long-term recovery group, KURRVE, will provide in-person volunteer mobilization and emergency response training.



# VOLUNTEER MOBILIZATION



## TRAINING CONT'D

### VOLUNTEER TRAINING

**TRAINING VOLUNTEERS:** Training volunteers during an emergency is crucial to ensure they work efficiently and safely. Following is a list of example steps to effectively mobilize volunteers.



#### 1. SAFETY TRAINING

- **Flood Awareness:** Educate volunteers on flood risks, hazards, and the current state of recovery efforts.
- **Personal Protective Equipment (PPE):** Train on the proper use of safety gear like gloves, boots, helmets, and masks.
- **Site Safety Protocols:** Explain how to recognize and avoid dangerous areas, such as flooded buildings or downed power lines.



#### 2. EMERGENCY RESPONSE PROCEDURES

- **First Aid and CPR:** Provide basic first aid and CPR training to ensure volunteers can assist in emergencies.
- **Evacuation Procedures:** Teach volunteers the evacuation routes and safe locations.
- **Incident Reporting:** Train volunteers to report hazards, accidents, and injuries quickly and effectively.



#### 3. TASK-SPECIFIC TRAINING

- **Debris Removal:** Train volunteers on proper techniques for removing debris without causing harm or further damage.
- **Sanitation and Health:** Educate on maintaining hygiene during recovery, including water safety, preventing disease spread, and cleaning contaminated areas. Teach how to handle mold safely and how to protect themselves from inhalation risks.



#### 4. VOLUNTEER ROLES & RESPONSIBILITIES

- **Coordination and Teamwork:** Clarify roles, from managing relief distribution to support.
- **Effective Communication:** Emphasize how to stay connected with the team and community members using radios, phones, or group communication tools.
- **Respect for Affected People:** Instruct volunteers on how to approach and assist affected residents with empathy and sensitivity.



#### 5. LOGISTICAL & OPERATIONAL TRAINING

- **Supply Distribution:** Train volunteers in organizing, distributing, and tracking relief supplies, such as food, water, and medical aid.
- **Resource Management:** Teach them how to help with inventory and equipment management, ensuring resources are efficiently allocated.
- **Time Tracking:** Train volunteers to track all time spent volunteering to ensure accurate record-keeping for state and FEMA reimbursement.



#### 6. MENTAL HEALTH & EMOTIONAL SUPPORT

- **Mental Health & Emotional Support:** Provide training on where to refer people who need more than basic emotional support.
- **Stress Management:** Teach volunteers how to manage their own stress and remain resilient during long recovery periods.



#### 7. MONITORING & EVALUATION

- **Feedback Mechanisms:** Set up systems for volunteers to report progress, challenges, and any resource needs.
- **Post-Operation Review:** Teach volunteers the importance of reviewing efforts and identifying areas of improvement for future recovery operations.