



Rotary
DISTRICT 6510
DISASTER RESPONSE



The Volunteer Reception Center

VRC

Managing Volunteers in Disaster

DEFINITION

DISASTER: When the **resources** available are **exceeded**; or an event located in time and space in which a community undergoes severe danger and incurs losses so that the **social structure is disrupted** and the fulfillment of all or some of its **essential functions are prevented**. A disaster situation is comprised of **multiple incident sites**.

WHAT IS A VRC?

VRC stands for **Volunteer Reception Center**. VRC is a concept, not a location. It is used to manage and organize the **unaffiliated volunteers** during a disaster.

These volunteers are processed at the VRC to determine their skill-set and then tasked with assignments where their skills can be utilized for the disaster relief effort.

Why a Volunteer Reception Center?

Disasters result in chaos and confusion

People want to help, but don't know where or how.

People acting "**on their own**" may find themselves in **dangerous situations**.

Anxious volunteers **may overwhelm** traditional response organizations.

Potential volunteers may get in the way of **trained responders**.

Purpose of the VRC

Provide **face-to-face interviews** with volunteers.

Process and refer volunteers appropriately. Provide identification to volunteers. Provide registration and orientation.

Data coordination and record keeping related to the contribution of volunteers.



Activation of VRC

A Disaster Strikes!!

County Emergency

Manager determines if there is a need for a **VRC** following a disaster.



Upon **activation of VRC**, the **"Go-Team"** is contacted, briefed and deployed to **VRC**.

The **County PIO informs the public** on **VRC** activation, location, contact information and hours of operation.

ACTIVATION OF VRC (cont.)

Community organizations that are active in disasters will **send their volunteer requests** to the **VRC**.

These requests can be entered **on-line, by phone or fax**.

VRC remains active as long as the disaster recovery effort requires **volunteers**.

"Go-Teams"

"Go-Team" - A team of volunteers of county staff that have been formally trained for operating the Volunteer Reception Center.

"Go-Kits" - A container that contains all necessary materials required to operate the VRC, with or without power.

"Go-Teams" must complete VRC training exercise to understand VRC operations and staff station positions.

FIVE STATIONS of VRC

Registration Area

(Station 1):

Volunteers will complete a

Registration Application form and proceed as directed to an Interviewer at Station 2.



Interview Area

(Station 2):

Interviewer will take your Registration Application, get to know your skills and give you a Referral to an agency needing your help. Runner takes Registration Application to data entry.



FIVE STATIONS of VRC (cont.)

Agency Coordination Area (Station 3):

Coordinator will record and initial your Referral Form so that you will have access to the disaster site. Runner takes Referral Form to data entry.

Identification Card (Station 4):

You will receive an ID bracelet that will allow you to enter disaster restricted areas during the day(s) written on your I.D.

Safety Briefing Area (Station 5):

You will be given special instructions on safety, security and directions to Referral Site.

VRC Job Listings

VRC Director

Phone Bank Staff

Data Entry

Runners

Greeters

Safety Trainer

Host/Hostess

Shift Manager



Identification Coordinator

Interviewer

Master Data Coordinator

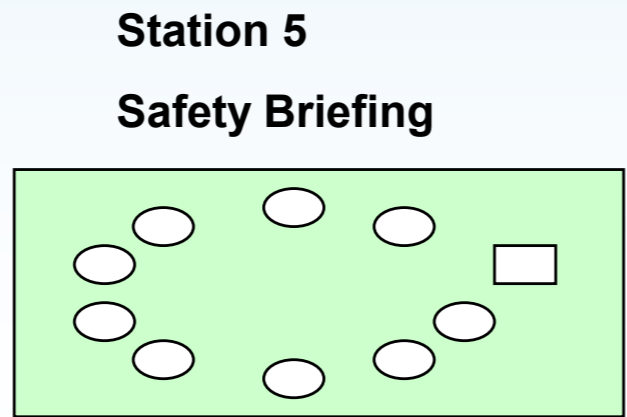
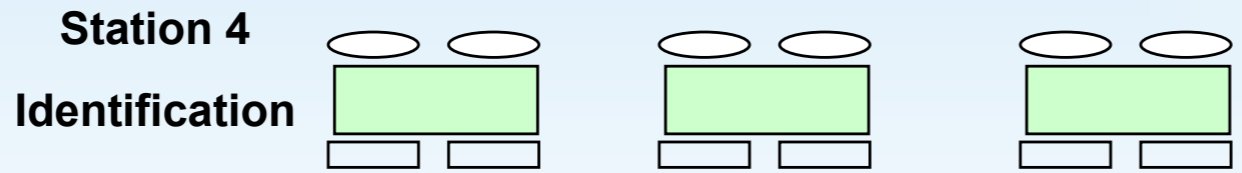
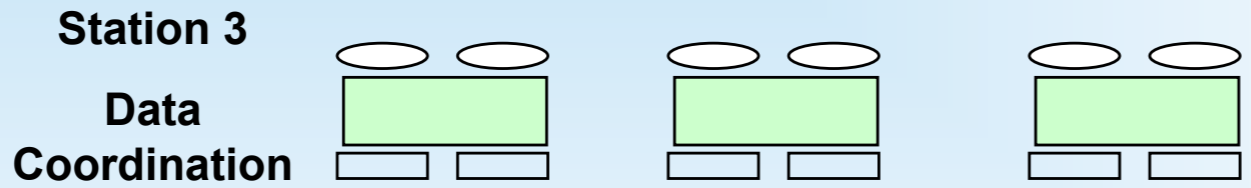
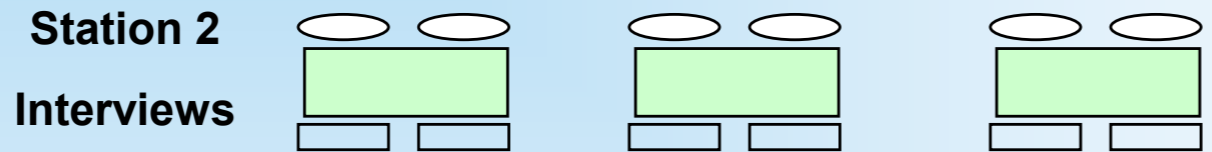
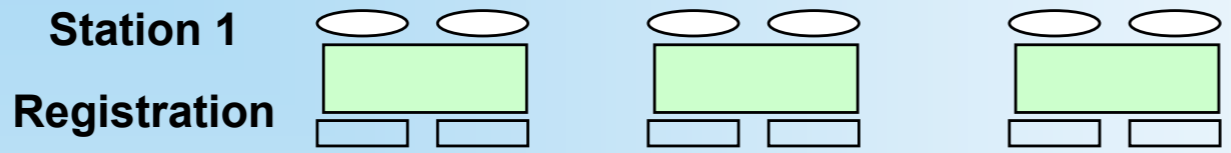
Notifications/Scheduling

Team Member



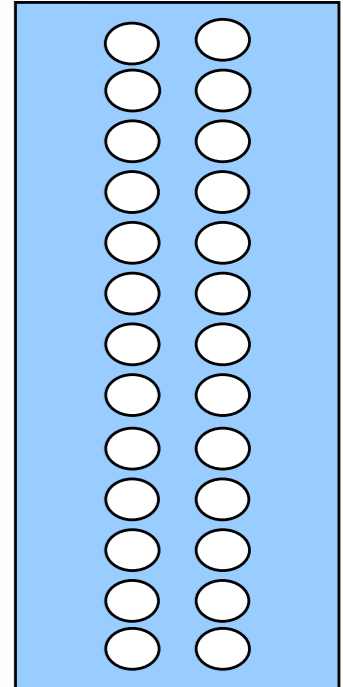
WALK-THROUGH

Volunteer Reception Center Floor Plan



Volunteer Entrance

WAITING AREA



Volunteer Exit

