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**Functional Annex –
Emergent Volunteer
Management**

Approved (June 3, 2011)

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1 Purpose

The purpose of this annex is to describe the methods for the intake, assignment, and management of emergent volunteers (those who call or show-up and offer assistance in time of emergency) during major emergency, response and recovery operations.

This annex does not address the management of affiliated volunteer resources that work in support of county departments on a daily basis, even if such volunteers engage in emergency response.

2 Situation and Assumptions

2.1 Situation

- Washington County is subject to a number of natural and technological hazards that can threaten public safety and necessitate the need for emergent volunteers.
- Emergent volunteers accepted by and assigned to work by the requesting agency in support of response and recovery operations may be considered Emergency Service Workers under ORS 401, and may be subject to the agency's Workers' Compensation benefits.
- Agencies agreeing to accept emergent volunteers referred to them by the Emergent Volunteer Clearinghouse will be responsible for the registration, screening (including any background checks), training, supervision, liability and evaluation of the emergent volunteers.
- Emergent volunteer hours contributed to response and recovery operations and documented may be used to provide "soft match" for the County's cost share in Presidentially-declared disasters.
- Emergent volunteers may lack the knowledge, skills, training, and/or abilities to be assigned to duties in a hazardous environment or in positions requiring significant physical exertion or the use of complex equipment or tools.

2.2 Assumptions

- The County Public Inquiry Center (PIC) will be able to communicate with the public via landline or cellular telephones.
- Sufficient personnel and technological resources will be available to operate the EV Clearinghouse.
- A web-based volunteer management database and Internet will be available for use.
- Assistance with volunteer management may be available from local non-profit, volunteer-based organizations including Oregon Voluntary Organizations Active in Disasters (ORVOAD).
- As the emergency event transitions from response into long-term recovery operations, local and national organizations will assume a primary role in the use and management of volunteer resources.

- Local Emergency Managers and partnering agencies will request and use emergent volunteers referred to them by the EV Clearinghouse.
- Individual citizens and groups from faith groups and other organizations may volunteer to assist during emergency/disaster operations.
- Collection, coordination, and sharing of information related to emergent volunteer resources Countywide will facilitate efficient use of these resources.
- Matching the needs of agencies and organizations to the skills of emergent volunteers will allow for effective deployment of these resources.

3 Concept of Operations

3.1 Definitions

3.1.1 Emergent Volunteer (EV)

An emergent (unaffiliated) volunteer is an individual who either calls to offer assistance or arrives at a disaster scene and either is not affiliated with a recognized disaster agency, or chooses not to volunteer for the agency with which they are affiliated and who is assigned one or more volunteer tasks. Designation as an “emergent volunteer” confers no official status on the individual and no right to participate in emergency response activities. Participation in emergency response activities or removal of emergent volunteer status is at the sole discretion of the County or agency to whom the emergent volunteer is referred.

3.1.2 Affiliated Volunteer

An affiliated volunteer is an individual who has completed the prerequisites to be officially recognized by, and has registered with, a recognized agency or organization. A person may be an affiliated volunteer with a particular agency and an emergent volunteer with another agency.

3.1.3 EV Clearinghouse

The EV Clearinghouse is an adjunct to the County Public Inquiry Center and serves as a focal point for the intake and referral of emergent volunteers to local jurisdictions, emergency response agencies and departments within Washington County.

3.1.4 Volunteer

A volunteer is someone who willingly offers his/her services without expectation of financial compensation or official status.

3.2 General

The primary objective of the EV Clearinghouse is to receive and refer emergent volunteers to agencies and organizations that have an emergency response/recovery role and serve Washington County residents. Timely information and instructions may provide citizens with a means to take action or assist effectively and without disrupting disaster response efforts.

3.3 Phases of Management

3.3.1 Response

During the immediate aftermath of a disaster, personnel responding in the field may encounter persons who are actively engaged in self-initiated actions involving life safety and property protection. Such volunteers may not be equipped or trained to safely conduct such actions. Although county emergency responders are not responsible for them, county emergency responders may make a reasonable effort, based on the totality of the circumstances, to warn such volunteers against engaging in unsafe activity.

County emergency responders are not expected to collect contact information on these volunteers during the emergency phase of a response. However, once the County's Emergency Volunteer Clearinghouse has been activated and as time and circumstances permit, all staff will be asked to direct volunteers to the EVC where they can register to become emergent volunteers and learn of volunteer opportunities.

Response activities supporting the management of emergent volunteers include:

- Activate the EV Clearinghouse (activation may take up to 72 hours depending on the severity of the event and needs of the community.)
- Provide EV Clearinghouse information to county staff and ask that they provide it to residents who express a desire to help.
- Liaison with the Joint Information Center (JIC) to initiate requests for volunteer support when warranted.

3.3.2 Recovery

- Continue volunteer recruitment and placement operations as needed.
- Evaluate status of volunteers, requests and assignments and follow-up to assure effective use of volunteers.
- Identify and coordinate with volunteer organizations that assume leadership of continuing volunteer management operations.
- Release unnecessary personnel and begin to demobilize the EV Clearinghouse.

4 Organization and Assignment of Responsibilities

4.1 General

Whenever it is necessary or desirable to make use of emergent volunteers during major emergency or disaster operations, Washington County will activate this plan and provide a central clearinghouse for the management of those resources. The clearinghouse function will be performed by two elements of the County's emergency response organization: the County Public Inquiry Center (PIC) and the EV Clearinghouse.

The County PIC serves as the point-of-entry for citizens or groups who wish to volunteer their services. When the EV Clearinghouse is activated, call-takers will be added to the PIC to conduct the volunteer intake process. The EV Clearinghouse Manager routinely provides data on available volunteer resources

to the Emergency Operations Center (EOC). EV Clearinghouse staff also informs potential volunteers of opportunities for service throughout the county.

The EV Clearinghouse serves as the coordination point for local jurisdictions desiring/needing volunteer assistance. The EV Clearinghouse also works closely with the Joint Information Center (JIC) to initiate calls for volunteers.

4.2 Task Assignments

4.2.1 County Emergency Operations Center

- Establish the EV Clearinghouse as determined necessary by the Logistics Section and following Command approval. (IC and Logistics Section)
- Identify space, staffing and placement of the EV Clearinghouse. (Logistics Section)
- Routinely coordinate with EV Clearinghouse Manager to review emergent volunteer needs of County departments and intake and placements of emergent volunteers (EVs) throughout Washington County. (Operations and Logistics Sections)
- Provide documentation on identified emergent volunteers to County Risk in support of submitting insurance claims. (Finance and Logistics Sections)

4.2.2 County Public Inquiry Center

- Acts as the point-of-entry for citizens or groups wishing to volunteer their services.
- Report increased call volumes to the Logistics Section Chief to determine when the EV Clearinghouse should be activated.
- Once the EV Clearinghouse is activated, additional call-takers will be added to the PIC to handle the volunteer intake process.

4.2.3 EV Clearinghouse

- Screen callers to identify location, skills, time availability, access to equipment, and basic information.
- Enter volunteer's information resulting from the screening into the volunteer management database.
- Receive requests from agencies, departments, etc. (requesting organizations) for emergent volunteers and produce lists using the volunteer management database. If new job types are requested, add these new job types to the volunteer management database.
- Notify the requesting agency of potential volunteers and provide basic information on each volunteer.
- Communicate to requesting agencies that when they utilize emergent volunteers referred to them by the EV Clearinghouse that they are responsible for screening/intake (including any background checks per agency policy), training, supervision, credential verification, liability, documentation of hours worked and evaluation.

- Enter deployment or assignment information into the volunteer management database to reduce possible duplication of individual referrals to requesting agencies.
- Routinely coordinate with EOC Logistics and Operations Sections to review volunteer needs of County departments and intake and placements of emergent volunteers throughout Washington County.
- Initiate requests for volunteer recruitment announcements to the JIC when the need for volunteers is identified.

4.2.4 County Departments

- Departments utilizing EVs from the EV Clearinghouse will complete the following steps:
 - Provide additional screening (including background checks as described in Tab 5), training, placement and supervision of requested emergent volunteers as required by the Department or agency.
 - Maintain volunteer hours using the Emergent Volunteer Timesheet (EVT). See Tab 6.
 - Verify emergent volunteers' credentials, if appropriate for the position.
 - Evaluate emergent volunteers' work performance and communicate any problems to the EV Clearinghouse Requests Coordinator.
 - Provide reports, including the EVT, as required by Federal Emergency Management Agency (FEMA) to the EOC Finance Section.
- The Information Technology Division (IT) of County Support Services will provide:
 - Computers, phones and connectivity to the Emergency Operations Center (EOC) and the Internet whenever the EV Clearinghouse is activated. IT will provide support per service level agreement during EV Clearinghouse operations.
 - If a Web-based database is not available, IT will evaluate, recommend, purchase and install a database to support this plan.
- The County Risk Management Division will support the emergent volunteer program by:
 - Providing current information on the County's responsibilities for insuring emergent volunteers.
 - Processing insurance claims involving emergent volunteers.
 - Coordinating with the EOC Logistics and Finance Sections to obtain emergent volunteer documentation, when needed.
- The County Disability, Aging and Veteran Services Division will provide:
 - Staff support during EV Clearinghouse activations.
 - Maintenance of this plan and related forms/supplies.
- The Sheriff's Office will provide:

- Staff support during EV Clearinghouse activations. Staff support includes one EVC Manager and three staff to fill support roles per the EVC Organizational Chart (Tab 1). These three may be reassigned staff whose regular job assignment is deemed not critical during the emergency and short-term recovery phase.
- Appropriate criminal background checks of emergent volunteers will be conducted per standard guidelines as described in Tab 5.

5 Direction and Control

- The Board of County Commissioners provides overall guidance for the management of county resources, establishes policy, coordinates with other local elected officials, and supports the County’s response and recovery operations.
- Under direction from EOC Incident Command, the EOC Logistics Section will activate and support the EV Clearinghouse. The EOC Operations Section will coordinate with the EV Clearinghouse to utilize EVs as needed.
- County departments and County Department Operations Centers will contact EOC Operations to request EVs.

6 Administration and Logistics

6.1 Administration

- For emergencies requiring the activation of the EV Clearinghouse, the County Health and Human Services Department will be responsible for managing this function. Direct support will come from the County Disability, Aging and Veteran Services (DAVS) Division. Support includes the identification of EV Clearinghouse staff, training and coordination with key players as identified in this annex.
- This annex only addresses emergent volunteers. Affiliated volunteers contacting the EV Clearinghouse will be asked to contact the agency or organization with which they are affiliated. If they choose not to contact that agency, they may be assigned as an emergent volunteer with any other agency or organization. County departments with established volunteer programs will follow their own program guidelines and will provide staffing resources to the EV Clearinghouse as appropriate.

6.2 Logistics

- Each county department utilizing EVs will be responsible for logging and tracking volunteer hours. See Tab 6 – Emergent Volunteer Timesheet. Donated labor used on eligible emergency work may be credited toward the non-Federal share of grant costs under the FEMA Public Assistance Program.
- All emergent volunteer records will be retained permanently for designated or declared emergencies and for a period of five years for non-designated emergencies.

7 Annex Development and Maintenance

- Health and Human Services Department with support from the County Disability, Aging and Veteran Services Division, will maintain this annex in cooperation with Washington County Emergency Management.
- Each County department will ensure the contents of their plans are consistent with appropriate county policies and procedures.

8 References

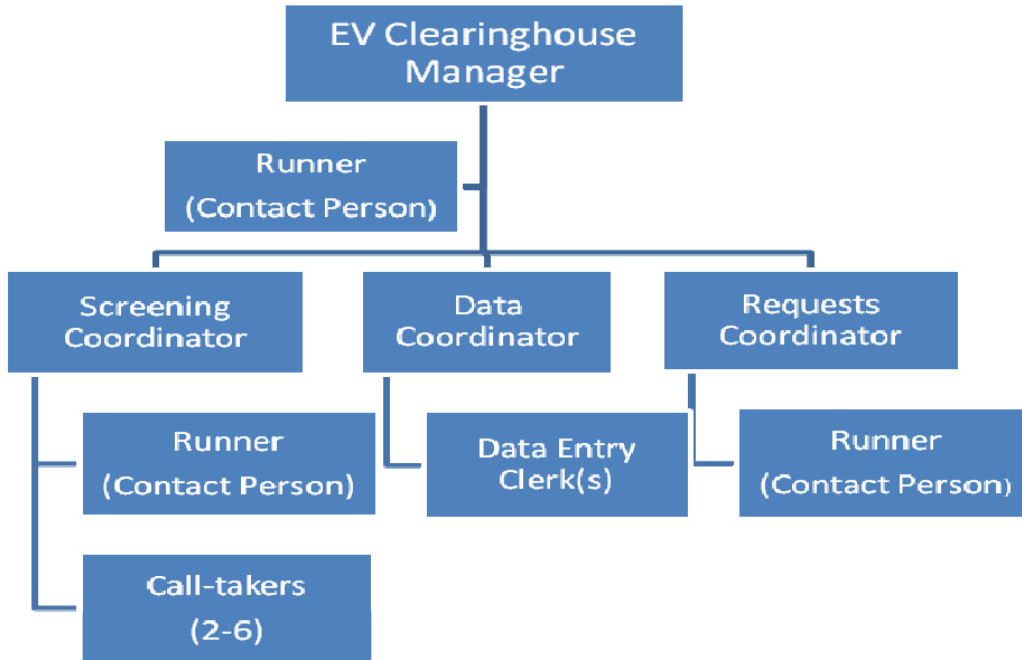
- Volunteer management database information
- County Public Inquiry Center (PIC) Manual

9 Tabs

- Tab 1 - EV Clearinghouse Organizational Chart
- Tab 2 - EV Intake Form
- Tab 3 - EV Clearinghouse Intake & Placement Processes
- Tab 4 - EV Request Form
- Tab 5 – Standard Guidelines for EV Background Checks
- Tab 6 – Emergent Volunteer Timesheet

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Tab 1 - EV Clearinghouse Organizational Chart



JOB DUTIES FOR KEY POSITIONS

EV Clearinghouse Manager

- Establish EV Clearinghouse work areas
- Secure staffing and equipment
- Establish and communicate job assignments
- Handle personnel issues
- Act as liaison with EOC Ops, Logs, PIC & JIC
- Oversee Screening Coordinator, Data Coordinator & Requests Coordinator

EV Data Coordinator

- Determine number of data entry clerks needed & then assign, orient and supervise
- Assure that data is entered accurately & consistently, using intake form and computer software
- Assign tracking number to each volunteer
- Coordinate with Screening and Requests Coordinators in the filling of requests for volunteers
- Problem solve computer problems and liaison with County IT for resolution

EV Screening Coordinator

- Determine number of call takers needed, assign, orient and supervise
- Assure that calls are screened consistently and intake form is completed accurately
- Provide training as needed
- Coordinate with Data and Requests Coordinators in the filling of requests.
- Conduct criminal records checks for EVs requested by county departments.
- Arrange for volunteer appreciation.

EV Requests Coordinator

- Establish links with recipient agencies to determine needs for volunteers
- Receive requests & using software, develop lists of volunteers
- Coordinate with Screening and Data Coordinators to fill requests
- Inform EV Clearinghouse Manager when advertising for specific volunteer skills is needed

Notes:

Staff positions listed on left side (Screening Coordinator, Runner, Call-takers) will work along side of Public Inquiry Center (PIC) staff in an expanded call center. All other positions will work in an office environment accessing the volunteer management database via the Internet. Office space will be identified at the time of EV Clearinghouse activation.

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Tab 2 - Emergent Volunteer Intake Form Individual Group EV#: _____

| | |
|---------------|---|
| LAST NAME | DOB (Minimum age is 18 unless supervised) |
| FIRST NAME | DRIVER'S LICENSE # |
| ADDRESS | Do you volunteer for an agency, school or faith-based group? If so, for whom? |
| CITY | |
| ZIP | |
| DAY PHONE | Do you have disaster training? If so, list training: |
| EVENING PHONE | |
| CELL PHONE | |
| EMAIL | Name and number of emergency contact: |
| | |

Check appropriate skills below:

| Do you have MEDICAL skills? | √ | Prefer/Comment |
|--|---|----------------|
| * First Aid Certified (by whom?) | | |
| * CPR Certified (by whom?) | | |
| * Mental Health Counseling | | |
| Medical Doctor & Speciality | | |
| Nurse & Speciality | | |
| Emergency Medical Technician & Level | | |
| Veterinarian | | |
| Veterinary technician | | |
| Do you have SERVICE skills? | | |
| *Food Handlers Card | | |
| Crowd Control | | |
| Messenger/Runner – outside | | |
| Experienced Supervisor *Search & Rescue | | |
| Do you have OFFICE SUPPORT skills? | | |
| Clerical-filing, copying | | |
| Data entry – software name: | | |
| Phone receptionist | | |
| Messenger – inside runner | | |

| | | |
|---|--|--|
| Do you have COMMUNICATIONS skills? | | |
| Ham operator | | |
| Hotline operator | | |
| Language other than English (Spanish, Korean, Vietnamese, Russian, Other?) | | |
| Do you have GENERAL LABOR skills? | | |
| Loading/shipping | | |
| Sorting/packing | | |
| Clean-up/waste disposal | | |
| Operate heavy equipment (Backhoe, Chainsaw, Loader, Generator, Other?) | | |
| Experienced Supervisor | | |
| Do you have these OTHER skills? | | |
| 4-wheel drive & driver | | |
| * Structural Engineer | | |
| If none of above, what else can you do? | | |

(* = Verifying valid license/certification for these positions is the responsibility of the requesting jurisdiction/agency. The EVC Screening Coordinator is responsible for this step when a county department makes the request for a licensed/certified volunteer.)

PROCESSING APPLICATION *(To be completed by EV Clearinghouse staff)*

| Action Completed | By (Print name) | Date Completed |
|--|------------------------|-----------------------|
| Initial Intake Application | | |
| Application Screened | | |
| Data Reviewed | | |
| Data Entered into Database & EV # Assigned | | |
| Application Provided to Requesting Agency | | |

| |
|-----------------------------------|
| Name of Requesting Agency: |
| Comments: |

Tab 3 - EV Clearinghouse Intake and Placement Processes

Volunteer Intake Script:

Emergent volunteer call-takers, working in conjunction with the Washington County Public Inquiry Center (PIC) will answer calls and follow the following script:

Call-taker Greeting: *“You have reached the Washington County Volunteer Clearinghouse, may I help you?”*

If the caller is interested in volunteering, describe the role of the Volunteer Clearinghouse as an intake site. Explain that preliminary information about them and their skills and interests will be collected and entered into a database that will be shared with governmental and partner organizations which need volunteers to respond to the event currently or in the future. Explain that an agency representative who needs their particular skills will contact them directly and that it’s not known if or when that will be.

Ask the caller: *“Are you affiliated with a local agency or faith-based group as a volunteer?”*

If yes, suggest that the caller contact that group and offer to help. If no, or if they want to register with the Volunteer Clearinghouse rather than contact their affiliated agency, fill out the top portion of an **“Emergent Volunteer Intake Form”** and stop before the section titled “Check appropriate skills below”. Before beginning the second portion (skills assessment), make the following points:

Tell the caller: *“I will now review with you several possible volunteer positions that may be needed by one or more agencies and jurisdictions in Washington County. Some of these positions require proof of certification, physical strength and a criminal background check. Verification of these things will be conducted by the requesting agency. Also, if you live in or work in a city within Washington County that has established a volunteer center, we will forward this information to them automatically. This is just the initial intake process. Do you have any questions so far?”*

Call-taker Action: Complete the form and cover the following points with the caller:

- Verify if the caller wants to volunteer alone or as part of a group. Check the appropriate box next to the title of this form. If the caller is representing a group, enter the callers’ contact information in the first section and then enter information on group members’ skills.
- *“The information you have provided will be distributed to a variety of jurisdictions, agencies and non-profit groups that have a role in helping communities recover from disasters. Are you OK with our distribution plan?” (If not, suggest that they contact the agency of their choice directly to see if they are in need of help).*
- *“If your skills are needed at this time you will be contacted within several days by the requesting agency. If not, your information will be included on a reserves list and referred to throughout the response and recovery to this event.”*
- *“At this time we encourage to you check on neighbors and assist them as best you can.”*
- *“Do you have any questions?”*
- *“Thank you for your interest in volunteering.”*

Call-taker Action: Submit the completed volunteer intake form to the EV Clearinghouse Screening Coordinator.

Utilizing Emergent Volunteers:

Governmental jurisdictions within Washington County and partner agencies including Washington County Community Organizations Active in Disasters (WC-COAD) members are eligible to receive volunteer information from the EV Clearinghouse. County personnel, coordinating with the Emergency Operations Center (EOC), are eligible to request volunteers as needed. Lists of potential emergent volunteers from the EV Clearinghouse are provided to these groups with the understanding that the requesting jurisdiction/agency will:

- Provide training, supervision and evaluation of utilized volunteers
- Confirm credentials
- Complete intake process before placing a volunteer
- Assume all liability associated with the use of the volunteers.
- Complete background checks of volunteers per their internal policies
- Document volunteer hours
- Notify the EV Clearinghouse if a volunteer was released from duty and should not be reassigned to other volunteer jobs.

Process for Requesting Volunteers:

When volunteer resources are needed, qualifying jurisdictions/agencies will complete an “**Emergent Volunteer Request Form**.” Steps in completing this form are as follows:

Step 1: The requesting jurisdiction/agency enters their **identification information** in the top portion of the form.

Step 2: In the section titled “Part 1” summarize the **job type(s)** needed by either entering in the **first column** the job title or job code (that immediately precedes the job title in Part 2). If there are specific days or times of the day **when each job type is needed** enter that information in the **Date, Begin and End columns**.

Reminder: *Requesting agency is responsible to confirm credentials if required and conduct a full intake process.*

Step 3: Listed in “Part 2” of the request form are primary job types identified by the EV Clearinghouse. There are seven primary job categories – **Medical** (Code EV01-08), **Service** (Code EV10-14), **Office Support** (Code EV20-23), **Communications** (Code EV24-26), **General Labor** (Code EV30-35), **Skilled Labor** (Code EV40-43) and **Other** (Code EV50-55). The number of EVs needed are entered in the column after each job title.

If there is a need for other types of skills, the requesting agency can enter a description of those at the bottom of the right-hand column.

Step 4: Submit completed form to the EV Clearinghouse Requests Coordinator.

Process for Filling Volunteer Requests:

Upon receipt of an EV Request Form, the EV Clearinghouse Requests Coordinator will identify requested EV(s) and contact the requesting agency if any are found. Process steps for matching volunteer requests with volunteers are as follows:

Step A: Upon receiving a request for volunteers (by job code) the Requests Coordinator reviews the volunteer management database for possible matches. If there is a match the Requests Coordinator works with the Data Coordinator to develop a list and transmits it to the requesting agency, with a copy to the EV Clearinghouse Manager. The Data Coordinator enters (or directs staff to enter) referral information on the bottom of page two of the volunteer's EV Clearinghouse Intake Form. This step prevents duplication of assignments.

Step B: The Requests Coordinator logs and tracks all EV requests and informs the EV Clearinghouse Manager when there is a need to request a Press Release from County EOC PIOs to recruit individuals with specific skills. When such a Press Release is produced, the requesting agency will be informed of the recruitment effort.

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Tab 4 - Emergent Volunteer Request Form

| | | | |
|--|-----------------------------|------------|--|
| REQUESTING AGENCY: | | | |
| STREET: | | | |
| CITY: | | | |
| CONTACT PERSON: | | | |
| WORK PHONE: | | WORK FAX#: | |
| CELL PHONE: | | | |
| EMAIL: | | | |
| Part 1 – Skills Needed & When | | Date | Beginning |
| | | | |
| | | | |
| Part 2 – Enter appropriate skills needed below | | | |
| MEDICAL skills? | | # Needed | GENERAL LABOR skills? |
| | | | # Needed |
| EV-01 | First Aid Certified | | EV-30 Loading/shipping |
| EV-02 | CPR Certified | | EV-31 Sorting/packing |
| EV-03 | Mental Health Counseling | | EV-32 Clean-up/Waste disposal |
| EV-04 | Doctor | | EV-33 Building Maintenance |
| | Speciality: | | EV-34 Operate heavy equipment |
| EV-05 | Nurse | | EV-34-A backhoe |
| | Speciality: | | EV-34-B chainsaw |
| EV-06 | Emergency Medical Certified | | EV-34-C loader |
| EV-07 | Veterinarian | | EV-34-D generator |
| EV-08 | Veterinary technician | | EV-35 Experienced Supervisor |
| SERVICE skills? | | # Needed | SKILLED LABOR skills? |
| | | | # Needed |
| EV-10 | Food Handlers Card | | EV-40 4 wheel drive & driver |
| EV-11 | Crowd Control | | EV-41 Structural Engineer |
| EV-12 | Messenger/Runner – outside | | EV-42 Building Construction |
| EV-13 | Experienced Supervisor | | EV-43 Operate & Own |
| EV-14 | Search & Rescue | | EV-43-A backhoe |
| OFFICE SUPPORT skills? | | # Needed | EV-43-B chainsaw |
| | | | EV-43-C loader |
| EV-20 | Clerical-filing, copying | | EV-43-D generator |
| EV-21 | Data entry – software name: | | EV-43-E other |
| EV-22 | Phone receptionist | | |
| EV-23 | Messenger – inside runner | | |
| COMMUNICATIONS skills? | | # Needed | OTHER skills? |
| | | | # Needed |
| EV-24 | CB or ham operator | | If none of above, what else do you need? |
| EV-25 | Hotline operator | | |
| EV-26 | Speak other than English | | |
| EV-26-A | Spanish | | EV-26-D Russian |
| EV-26-B | Korean | | EV-26-E Other |
| EV-26-C | Vietnamese | | |
| Part 3 – Directions to Requested Volunteers? (road closures, who to report to, what to bring, etc.) | | | |
| | | | |

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Tab 5 – Standard Guidelines for EV Background Checks

This document outlines the standard guidelines that Washington County staff will use when determining when background checks on emergent volunteers are required and at what investigative level. This document addresses EVs requested by County departments only. Outside jurisdictions and partner agencies within Washington County are responsible for completing their own background checks based on their own internal policies.

These standard guidelines take into account any exposures to at-risk populations and/or potential access to sensitive information. With flexibility in mind, circumstances that may affect these standard guidelines and potential solutions are included for consideration and should be reviewed before the Washington County EV Clearinghouse (EVC) is activated.

As a general rule, EVC staff will follow these standard guidelines:

- At a minimum, all EVs requested by Washington County departments will complete basic (Level 1) background checks. (See background check definitions below).
- In addition to the basic background checks, EVs will require full background checks when they are expected to have access to sensitive information or work unsupervised with vulnerable populations (e.g., youth, seniors, disabled).
- EVs failing either the basic or full background checks will not be placed in volunteer jobs managed by Washington County departments.

Circumstances that may require changes to standard guidelines:

- The emergency's magnitude and resulting impacts are great and emergent volunteer labor is a desired resource.
- The need for EV labor is immediate and there is not enough time or resources to screen all EVs registered at the EVC per standard guidelines.
- The limited numbers of background investigators are unable to complete the standard guidelines for EV background checks in a timely manner.
- Some department requests for EVs describe jobs with no exposure to at-risk populations or sensitive information and do provide trained supervision. (e.g., clean-up teams, office work).

Potential variations to standard guidelines:

- Require only basic background checks when EVs are exposed to at-risk populations and/or have access to sensitive information but are still under close supervision by an affiliated volunteer or staff member of Washington County.
- Require basic and full background checks when jobs expose EVs to at-risk populations and/or give them access to sensitive information and EVs are not always under close supervision by an affiliated volunteer or staff member of Washington County.
- In volunteer positions not involving at-risk populations or exposure/access to sensitive information, remove requirement for any background checks. Sample positions may include: laborer, office worker, food service worker in shelters, maintenance worker, and runner.

- Identify number of background checks that can be performed within an established timeline by available background investigators and only place that many EVs in sensitive positions.

Note: All requested variations of the EV standard guidelines will require approval by the EOC Policy Group which includes representation from the Washington County Sheriff's Office.

Definitions of “Basic” and “Full” background checks:**Basic background Investigation**

1. Full legal name
2. Date-of-Birth
3. Driver's license number and state

Further inquiry may require the addition of:

4. Full set of fingerprints
5. Social Security Number

Basic (Level 1): At this level the background investigation consists of:

1. A review of subject's DMV record. This will show recent driving history including any infractions or criminal infractions.
2. A review of CCH (Computerized Criminal History). This will show any entries a person has in the Law Enforcement Data System and/or National Crime Information Center (NCIC) database.

Full background investigation

1. Submission of a “Statement of Personal History” (SOPH).
2. Set of fingerprints.

The SOPH is a lengthy document that is normally used to evaluate the suitability of prospective employees and volunteers who will regularly be unsupervised in the Law Enforcement Center. These individuals have access to sensitive areas within the LEC. This level of background investigation requires a lengthy period of time to complete and would not be advisable for emergent volunteers who are only going to be volunteering for a limited amount of time.

Based on the information obtained during a basic investigation, some elements of the full investigation might be required to fully assess the prospective EV.

Tab 6 - Emergent Volunteer Timesheet

Location: _____

| EV # | EV NAME | POSITION | SIGNATURE | DATE/TIME CHECK IN | DATE/TIME CHECK OUT |
|------|---------|----------|-----------|--------------------|---------------------|
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