

- **Region IX RCP NOW Volunteer Plan**
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PURPOSE

Until recently, volunteers have not been utilized outside the care and processing of oiled wildlife, due to the health and safety hazards often present during an oil spill incident. This Non Oiled Wildlife (NOW) volunteer plan has been developed for guidance to the UC to consider the integration of volunteers into oil spill response for missions other than oiled wildlife.

Volunteers usually fall into two categories:

- Affiliated volunteers. Individuals associated with an existing response organization prior to an incident. They usually have received sufficient training to allow them to function as part of that organization, although may not be trained in oil spill response.
- Unaffiliated/convergent volunteers. Individuals who spontaneously appear and would like to participate in the response effort, but have little or no training and are not part of an existing response organization.

A limited number of unaffiliated volunteers can be used in oiled wildlife rehabilitation. The Department of Fish and Game (DFG) Office of Spill Prevention and Response (OSPR) collaborates with UC Davis, Oiled Wildlife Care Network (OWCN) and their participating wildlife organizations for oiled wildlife response. This function is in the Wildlife Branch reporting to the Operations Chief.

The focus of this plan is on the NOW volunteers and is designed to assist the UC with guidelines on integrating volunteers into oil spill response.

INTRODUCTION

Volunteerism is at the heart of mankind's good nature. It allows the individual to make a positive difference in the world. An oil spill has a harmful effect to public health, the environment and wildlife. Its destruction can occur over many months and have prolonged lasting effects. The ability to give the public an opportunity to volunteer during an oil spill can be helpful for their emotional experience and assist in altering public perception in a positive manner.

Volunteers and volunteer organizations may not have an interest in participating in an oil spill incident. In general, volunteers do not participate in the majority of oil spill responses. In these cases, and during an initial response when there has been no volunteer interest expressed yet, the Incident Command System (ICS) structure may not contain any positions specifically dedicated to volunteer management. As the UC becomes aware of individuals or organizations interested in providing volunteer services, the UC should make assignments for volunteer coordination within the ICS.

California is known for having a high level of volunteer interest. Due to the complexity of volunteer management and its potential to hinder the UC and oil spill operations, this NOW volunteer plan activates a Volunteer Unit in the Planning Section.

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Policy Regarding the Use of Volunteers for Missions Other Than Oiled Wildlife

Despite the previous use of volunteers in the 2007 Cosco Busan incident, volunteers will not automatically be used for missions such as shoreline clean up. The benefit of volunteer efforts must be weighed against concerns for volunteer safety. Based on the conditions specific to that incident, the Unified Command will determine the suitability of integrating volunteers for oil spill response missions.

In reviewing the potential for use of volunteers in oil spill response missions, the UC will consider the following factors:

- Primary safety hazards (size, type and toxicity of discharged oil)
- Secondary safety hazards (sneaker waves, tides, visibility, slips/falls)
- OSHA guidance
- Coast Guard safety manual
- Incident Site Safety Plan
- Possible clean up locations
- Logistics and administrative support requirements (training, PPE, multi-jurisdictional coordination, public information)
- Local government desire/ability to activate an emergency volunteer management system (including recruiting, administering, training, deployment, recovery/decon)
- Weather/tidal conditions
- How volunteers can effectively be used in shoreline clean up.

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Concept of Operations for Volunteers

Once a UC has been established for an oil spill, the UC will decide whether or not Volunteers (Affiliated and/or Unaffiliated) will be employed and in what roles/capacities they may serve. If the UC decides to use affiliated and/or unaffiliated volunteers, a Volunteer Unit (VU) will be activated and will report to the Planning Section Chief. The Volunteer Unit Leader (VUL) will coordinate outreach to local government emergency volunteer management systems and/or other Non-Government Organizations (NGO) for activation of EVC's and direction of unaffiliated volunteers to appropriate NGOs for training. Local government representatives will be notified of volunteer efforts via the UC Liaison Officer and/or the Local Government On Scene Coordinator (LGOSC) when applicable. Local government will advise the VUL regarding their ability to assist in the requested volunteer management effort. If a particular local government cannot assist with volunteer management, they can request assistance **from other Bay Area counties via the Cal EMA Regional Emergency Contingency Plan (RECP)**. Additionally, if a local government can not assist in volunteer management, the VUL will work primarily with NGOs to facilitate volunteer management.

Unlike other resources, volunteers are 'at will' participation and will be treated differently than other resources regarding staging, rest, and demobilizing. The RP/UC will supply logistical support while operationally deployed (regardless of status condition), engage in logistical support and continued relationship with volunteers regarding any issues resulting from volunteerism during a spill.

i. NON OILED WILDLIFE (NOW) VOLUNTEER JOB OPPORTUNITIES

Human health and safety is the first priority in decisions regarding use of volunteers. Volunteers will normally only be used in very low risk activities and only after receiving appropriate safety training. Volunteers with documented specialized training will be given higher priority for use.

The following is a list of roles for volunteers during an oil spill response. Please see the Training Matrix (Section 4002.85) for training specifics:

Volunteer Job Opportunities

Finance/Admin Section

- CP or EVC Volunteer Management Administrative Support
- CP or EVC Administrative Support
- Distribution of PPE
- Procurement
- Time Unit

Logistics Section

- Donations Manager
- Facility and Site Maintenance*
- Transport*
- Carpools*
- Scheduling
- Communications

Planning Section

- Volunteer Unit Leader
- Volunteer Training Coordinator
- Volunteer Time and Accounts Specialist
- Technical Specialist/IT and/or Data Entry Specialist

Operations Section

- Volunteer Branch Director*
- Volunteer Group Supervisor*
- Beach Cleanup*
- Pre-Impact Beach Cleanup
- Volunteer Strike Team Leader*
- Wildlife Marker/Sitter*
- Information distribution (Brochure distribution-need better language)

*Indicates that person maybe exposed to some oil or need specific training per Cal OSHA requirement.

ii. VOLUNTEER MISSION TASKING

Volunteer tasking will begin in the same manner as other resource tasking. During the preparation for the tactics meeting phase the OSC, PSC, and RESL will outline work assignments and determine the requisite volunteer resources. During the tactics meeting the SOFR and LSC must determine safety and support needs for volunteers. Following the Planning meeting and the UC's tacit approval, the volunteer tasking will be incorporated into the IAP. Upon completion of the IAP, the Branch or DIV/Group supervisor will convey to the appropriate staging area manager the volunteer tasking assignments as delineated on the ISC-204.

The following shoreline clean up tasking guidelines can be used as decided by the UC:

- Volunteers will only be deployed to shorelines where gross clean up is complete.
- Volunteers will NOT be deployed to Hot Zones.
- Volunteers will not be deployed in same operations periods on same shorelines as OSROs, NRDA or Wildlife Search and Collection Teams.
- Volunteers (teams 10-20) will be escorted by authorized safety personnel.
- Volunteers will be trained according to Training Matrix guidelines.
- UC will support all logistical Volunteer needs during and after a spill incident.

iii. EMERGENCY VOLUNTEER CENTERS (EVC)

Local government EVCs are Community Based Organizations (CBO) and have various capabilities. They are primarily administrative organizations with limited staff. The VUL should refer to the affected **Area's Local Contingency Plan (LCP) for pre-identified EVCs**. The VU should work with local government reps to activate their established EVC. If this is not possible, the VU can also work directly with an EVC.

Volunteer Team Leaders:

In addition to facilitating requisite volunteer training needs, the EVC Coordinator will provide direction to the EVCs to organize volunteers in to manageable groups and establish competent Group Team leaders. Group Team leaders will represent and provide the respective group status to the Staging Area Manager (STAM). This will be a crucial element in the tasking and deployment of volunteers in accordance with the IAP and ICS 204's.

It is recommended that volunteer team leaders be either an experienced government employee or NGO representative. Team leaders shall have the safety training commensurate with the volunteer team's assignment, be knowledgeable of oil spill clean up operations, and have experience supervising teams.

Most EVCs have the following abilities:

- Can respond in an emergency and can staff up accordingly.
- Can network and are registered with the State as a community volunteer organization.
- Serve and sometimes have an MOU with an identified city, town or county jurisdictions.
- Can receive, register and screen unaffiliated volunteers via website and phones.
- Can train or facilitate volunteer training.
- Can conduct outreach to their identified community base and media outlets.
- Can coordinate with local NGOs and their affiliated volunteer base.
- Have pre-designated volunteer receiving and training areas.
- Can set up mobile volunteer receiving centers.

(See ATTACHMENT B for Regional EVC contact information.)

iv. NON GOVERNMENT ORGANIZATIONS (NGO)

NGOs are organizations with a specific interest, which generally hold a non-profit status. Usually the NGO interest is specific to the region, county or city area. NGOs attract volunteers within a community via their mutual interest. NGOs generally provide training, keep an affiliated volunteer database and have volunteer functions to facilitate current volunteer experience and communication. NGOs also accept donations of money or materials.

Most coastal Counties have NGOs that focus on shoreline, wildlife and/or marine mammal interests. NGOs usually have the ability to reach out to a large segment of the public and can have great influence over public perception.

The UC and VU coordination with NGOs can provide affiliated volunteers to work with, as well as an organization to funnel volunteers into. If local government or an EVC is not able to assist in unaffiliated volunteer management, the VUL can coordinate with NGOs to manage the influx of convergent volunteers.

(See ATTACHMENT B for Regional NGO contact information.)

V. TRAINING

The UC will determine the level of training needed for the volunteer tasks approved. The Safety Officer will review requisite training using OSHA standards as guidelines. If circumstances dictate, UC may authorize incident specific training standards. The attached Training Matrix (Section 4002.85) has been approved by OSPR.

vi. PIO-JIC

Previous events have shown rapid media and public engagement is crucial to effectively managing public perception and volunteer efforts. Early and aggressive media engagement will not only keep the public informed but also alleviate perceptions of inaction, foster a better understanding of the oil spill response operations and provide direction to the public on various issues associated with a major oil spill. This is also a great opportunity to direct unaffiliated volunteers to affiliated volunteer organizations involved in the event.

As noted in the NRT 'Use of Volunteers Guidelines', press releases with general information – who, what, when, where, actions being taken – should be released ASAP. All public information released shall be verified. Public information telephone hotlines and websites for registration of volunteer interest should be established immediately and included in all public information released. Public hotline and website information could include health and safety notices, safety hazards associated with the event, oiled wildlife guidance, volunteer job opportunities, training requirements and registration abilities.

During press conferences, public information talking points should stress the health and safety hazards associated with oil spill clean up operations, the importance of coordinated clean up efforts, an understanding of site prioritization and how best the public can aid in the response. Public hotline numbers and website addresses are also key information pieces to release in press conferences and as screen crawl information.

(See Attachment D for Volunteers and Oil Spill Response Brochure)

vii. VOLUNTEER LIABILITY

Volunteer liability is covered under the California Disaster Service Worker (DSW) program.

California Disaster Service Worker Volunteer Program (DSWVP)

The California Disaster Service Worker Volunteer Program (DSWVP) is a state funded program. It provides workers' compensation benefits and medical compensation to registered Disaster Service Worker (DSW) volunteers injured while performing disaster-related activities or participating in pre-approved training/exercises. It also provides limited immunity from liability to political subdivisions or political entities, including a DSW volunteer civil suit resulting from an act of good faith while the DSW was providing disaster-related services.

Eligibility for the DSWVP is based on a volunteer's registration with an accredited Disaster Council in accordance with state law. In order to establish eligibility for DSWVP benefits, the DSW must be registered prior to his or her deployment to participate in disaster-related activities, including pre-approved training. The only exception to the pre-registration requirement is an "impressed volunteer" who is directed/ordered to perform disaster-related duties by an authorized government employee. In addition to the pre-registration requirement, the DSW must be deployed/assigned disaster-related activities by the registering authority.

Under no circumstances is a self-deployed volunteer eligible for DSWVP. California State laws and regulations governing the DSWVP, specify the need to provide DSWs with adequate training and supervision. The registering authority is responsible for ensuring the disaster training is commensurate with the duties of the DSW. The registering authority may require the DSW volunteer to participate in training as a condition of remaining an active DSW volunteer.

For more information on these and other rules and policies governing the DSWVP, see the Governor's Emergency Management Administration (Cal EMA, formerly known as the **Office of Emergency Services**) publication entitled "Disaster Service Worker Volunteer Program (DSWVP) Guidance" (available at www.oes.ca.gov under Plans and Publications).

4002.83 Roles and Responsibilities

This section refers to and supports the Incident Management (IM) manual.

i. UNIFIED COMMAND (FOSC, SOSC, RP)

- Makes decision to use volunteers.
- Determines authorized volunteer jobs.
- Determines method and frequency of Volunteer updates to the UC.
- Works with Operations and Planning to ensure smooth volunteer operations.
- Works with JIC to ensure effective public information is released in a timely manner.
- Work with Liaison Officer and/or LGOSC to ensure local government volunteer needs are addressed.

COMMAND STAFF

Liaison Officer (LNO)

- Refers local government agency reps to VUL for any volunteer issues.
- Provides volunteer hotline/website to community stakeholders.
- Distribute prepared citizen/volunteer education packets to media to community stakeholders.
- Assists VUL with Town Hall meetings as necessary.
- Coordinates with the VUL to ensure Cal Volunteer Agency Representative can assist the VU as needed and has appropriate, timely information to share with the Governor's Office.

PIO

- Works with JIC to ensure UC public messaging is communicated.
- Distribute prepared citizen/volunteer education packets to media.

Safety Officer (SOFR)

- Ensures volunteers have appropriate training, PPE and volunteer site safety assignments.
- Ensures SSHP guidelines are followed.

ii. OPERATIONS SECTION

Operations Section Chief (OSC)

- Activates and supervises volunteer organizational elements in accordance w/ IAP.
- Directs execution of volunteer operations.
- As necessary to the event establish a VOL Branch within the OPS Section

Branch Director (OPBD)

- Ensures implementation of the volunteer portion of the IAP, appropriate to the Volunteer Branch.

Division/Group Leader (DIVS)

- Ensures implementation of the volunteer portion of the IAP, appropriate to the Division/Group.
- Reports progress of control operations and status of resources within the Division/Group.

Strike Team Leader (STLCR)

- Works under respective DIVS to assist in volunteer operations and deployment, focusing on volunteer access to and departure from shoreline.
- Works at assigned shoreline access points to answer public questions, hand out pamphlets and receive volunteers.
- Coordinates multi agency needs at assigned shoreline. ???
- Coordinate with and assists Safety Monitor in volunteer logistical support.
- Meets volunteers at assigned shoreline, checks in/out volunteers using ICS #204 and distributes logistical support (PPE, food, water) if/when needed.

Staging Area Manager (STAM)

- Ensures volunteer check-in is ready.

iii. **PLANNING SECTION**

Planning Section Chief (PSC):

- Establish a Volunteer Unit (VU) when the UC authorizes the use of volunteers.
- Ensure the VU is appropriately staffed and supported.
- Remain cognizant to the role volunteers are participating in the event.

Resources Unit Leader (RESL)

- Ensure volunteers are fully incorporated into all Resource Unit activities.
- Coordinate with the VUL to ensure accurate volunteer accountability and status.

Volunteer Unit Leader (VUL) (SOSC Rep or CNCS in large events)

- Ensures VU is appropriately staffed for the event size.
- Assigns VU/VC Assistants as needed.
- Coordinates with the JIC on approved press releases, including volunteer hotline/website, appropriate and timely public messaging.
- Provides VOL status updates as directed by the UC.
- Works with Liaison Officer, LGOSC and/or regional NGO to activate local government volunteer management systems.
- Works with Planning Chief, Operations Chief, Logistics Chief and Environmental Unit Leader to ensure effective and proper use of volunteers is included in the IAP.
- Ensures requests for volunteer are initiated and completed using Resource Request Form.
- Coordinates with Liaison Officer to ensure appropriate sharing of information in a timely manner with Cal Volunteers Liaison.

EVC Coordinator (EVC-C) (Emergency Management Representative?)

- Reports to VUL/VC.
- Coordinates outreach and EVC operations with local government.
- Ensures and facilitates requisite training is provided based on volunteer assignments.
- Coordinates with the JIC on Town Hall meetings.
- Ensures EVC's are forming volunteer teams and assigned competent team leaders.

NGO Coordinator (NGO-C)

- Reports to VUL/VC.
- Coordinates outreach and NGO operations with local government.
- Ensures and facilitates requisite training is provided based on volunteer assignments.
- Coordinates with the JIC on Town Hall meetings.

iv. **LOGISTICS SECTION**

Logistics Section Chief (LSC)

- Ensures volunteer activities are incorporated into all aspects of the Logistics Section.

Situation Unit Leader (STIL)

- Ensures volunteer information is incorporated into the normal collection, processing, and organizations of information relating to the event.
- Ensures field observers are deployed to assigned operational volunteer locations.

Field Observers (FOBS)

- Accompanies and monitors volunteers, ensuring safety standards are followed.
- Follows SSHP guidelines.

Check in/Status Recorder (SCKN)

- Receives, records, and maintains volunteer status information on Resource Status Cards (ICS-219) for incident-assigned volunteers and overhead volunteers.
- Should we add Documentation Unit here to “collect all volunteer tasking and deployment information”??

vi. FINANCE/ADMINISTRATION SECTION

Finance Section Chief (FSC)

- Ensures volunteer participation is represented in all aspects of Finance Section.

vii. LOCAL GOVERNMENT OPERATIONS

Emergency Management representative

- Coordinate volunteer operations and messaging between UC and local government leadership.
- Work with VU and EOC staff to activate EVC operations, as requested by UC.
- Keep UC informed of local volunteer situation.

Emergency Operations Center (EOC)

- Activate EVC operations as requested by VU.
- Establish an EOC Volunteer Unit in Logistics to work with EVC operations.
- Work with VU and local EVC to convey volunteer mission tasking.
- Coordinate public messaging as appropriate.

Emergency Volunteer Center (EVC)

- Coordinate with VU and local government to receive, register and screen affiliated volunteers.
- Coordinate training operations to fulfill mission requests.
- Coordinate volunteer management with regional NGOs.
- Coordinate public outreach using approved public messaging from JIC/PIO.
- Provide status reports on volunteer management to VU and local government rep.

viii. VOLUNTEERS

Affiliated

- Will coordinate volunteer efforts through affiliated NGO or local EVC.

Unaffiliated

- Must register, screen and coordinate volunteer efforts through local EVC or NGO.

Non Government Organizations (NGO)

- Coordinate volunteer efforts through local EVC and/or VU.

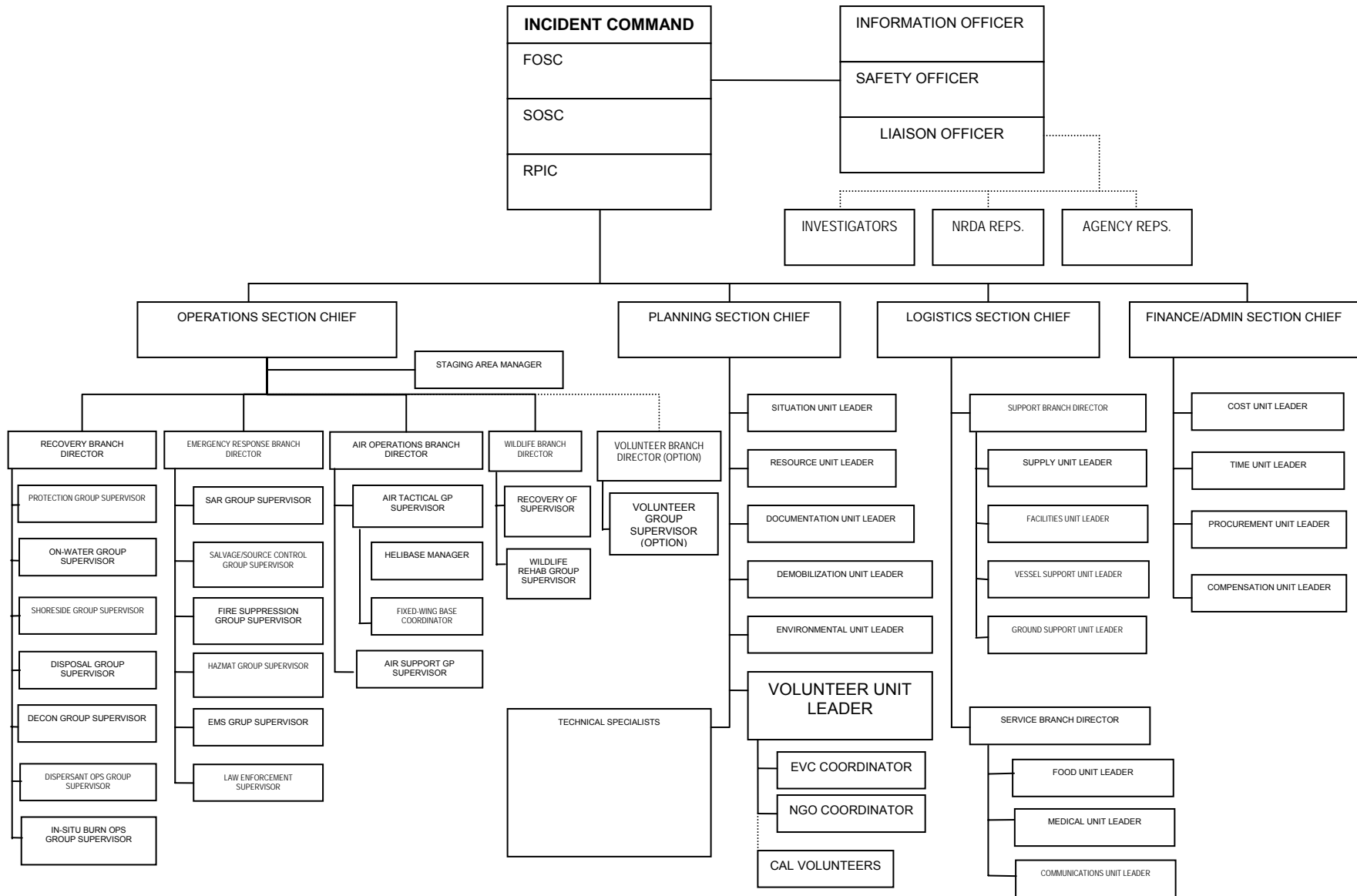
Community Based Organizations (CBO)

- Coordinate volunteer efforts through local EVC, NGO and/or VU.

Oiled Wildlife Care Network (OWCN)

- Publish appropriate volunteer messaging, 800 number and website via JIC.
- Receive, register, train maximum number of unaffiliated volunteers as possible.
- Update VU on OWCN volunteer needs.

ICS Organizational Chart



ATTACHMENTS:

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Attachment A

United States Coast Guard Unified Command Non-Oiled Wildlife (NOW) Volunteer Job Aid

Incident Name: _____

Date: _____

PURPOSE: This job aid is intended to aid the Unified Command (UC) in deciding whether or not NOW volunteers shall be used during an oil spill event and in what roles that may serve.

REFERENCES: Below is a list of references that may be required while using this job aid:
Region IX Regional Contingency Plan, Section 4002.8 Non-oiled Wildlife Volunteers.
Sector San Francisco Area Contingency Plan (ACP), Section 4320.
Sector Los Angeles /Long Beach Area Contingency Plan (ACP), Section 4320.
Sector San Diego Area Contingency Plan (ACP), Section 4320.

Region IX RCP NOW Volunteer Policy: Despite the use of NOW volunteers in previous incidents, NOW volunteers will not automatically be used. The benefit of NOW volunteer efforts must be weighed against concerns for NOW volunteer safety. Based on the conditions specific to that incident, the UC must determine the suitability of integrating NOW volunteers into an oil spill response.

The UC will consider the following factors when considering the use of NOW Volunteers:

- Primary safety hazards (size, type and toxicity of discharged oil).
- Secondary safety hazards (sneaker waves, tides, visibility, slips/falls).
- OSHA guidance.
- Coast Guard safety manual.
- Incident Site Safety Plan.
- Possible clean up locations.
- Logistics and administrative support requirements (training, PPE, multi-jurisdictional coordination, public information).
- Local government desire/ability to activate an emergency volunteer management system (including recruiting, administering, training, deployment, recovery/decon).
- Weather/tidal conditions.
- How volunteers can effectively be used in shoreline clean up.

NOW Volunteers will normally be used in very low risk activities and only after receiving appropriate safety training. NOW Volunteers with documented specialized training will be given higher priority for use.

UNIFIED COMMAND NOW Volunteer decision list:

- Decision to use NOW volunteers. Yes No
- Determine authorized NOW volunteer jobs. (See page2)
- Determine method & frequency of NOW Vol. updates to the UC.
Method: _____ Frequency: _____
- Determine method and time of NOW Volunteer information message release:
Method: _____ Time: _____

Attachment A

United States Coast Guard Unified Command Non-Oiled Wildlife (NOW) Volunteer Job Aid

The following are the Volunteer Job Opportunities authorized by the UC for _____ (incident name) event/response.

(Checked boxes indicate the UC authorizations of job for NOW Volunteers.)

Finance/Admin Section

- CP or EVC Volunteer Management Administrative Support
- CP or EVC Administrative Support
- Distribution of PPE
- Procurement
- Time Unit

Logistics Section

- Donations Manager
- Facility and Site Maintenance*
- Transport*
- Carpools*
- Scheduling
- Communications

Planning Section

- Volunteer Unit Leader
- Volunteer Training Coordinator
- Volunteer Time and Accounts Specialist
- Technical Specialist/IT and/or Data Entry Specialist

Operations Section

- Volunteer Branch Director*
- Volunteer Group Supervisor*
- Beach Cleanup*
- Pre-Impact Beach Cleanup
- Volunteer Strike Team Leader*
- Wildlife Marker/Sitter*
- Information distribution (Brochure distribution-need better language)

*Indicates that person maybe exposed to some oil or need specific training per Cal OSHA requirement.

UC guidance, instructions or restrictions for NOW Volunteers:
