



# **The Village of Point Venture**

## **Office of Emergency Management Standard Operating Guidelines for Volunteers**

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*December 2011*

## **I. Introduction**

The Village of Point Venture Office of Emergency Management (OEM) recognizes that volunteers are essential to the productivity, efficiency, and cost-effectiveness of government and encourage and welcome individuals who have the skill, talent, ability, and time to volunteer. The achievement of the goals of the OEM is best served by the active participation of citizens of the community. To this end, The Village of Point Venture accepts and encourages the involvement of volunteers before, during, and after emergency events or incidents and within all appropriate programs and activities.

### **A. Purpose**

This Guide was developed to provide the Office of Emergency Management overall guidance and direction to staff and volunteers engaged in volunteer activities and management efforts. These guidelines are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. The Office of Emergency Management reserves the right to change any of these OEM guidelines at any time and to expect adherence to the changed policy.

### **B. Scope**

Unless specifically stated, these guidelines apply to all volunteers in all programs and projects undertaken by or on behalf of The Village of Point Venture Office of Emergency Management.

## **II. Concepts of Operations**

### **A. General**

The Point Venture Office of Emergency Management (OEM) may recruit and accept, without regard to requirements of any civil service system, the services of volunteers, including regular-service volunteers, occasional-service volunteers, or material donors, to assist in planning for, response to, recovery from, and mitigation of disasters and emergency events.

### **B. Definitions**

1. Volunteer Coordinating Officer (VCO) – The VCO will be assigned to the Emergency Operations Center (EOC) to coordinate all Volunteers during standby, training, exercises, and activations. The VCO works at the direction of the Emergency Management Coordinator, Deputy Emergency Management Coordinator or designee. Assistant VCOs may be assigned as needed.

2. Regular-Service Volunteer – A person who, of his/her free will, provides goods or services to any unit of government without receiving monetary or material compensation, has no legal concern or interest in the project, and is doing so for the greater good and not for self-promotion or political reasons, and who engages in specific voluntary service activities on an ongoing or continual basis.
3. Occasional-Service Volunteer – A person who, of his/her free will, provides goods or services to any unit of government without receiving monetary or material compensation, has no legal concern or interest in the project, and is doing so for the greater good and not for self-promotion or political reasons, and who offers to provide a one-time or occasional voluntary service.
4. Material Donor – A person who provides funds, materials, employment, or opportunities for clients of the OEM without receiving monetary or material compensation.

### C. Policies and Procedures

- 1) Volunteer Application - Volunteer(s) will be selected through an application process by the OEM. All Volunteers must submit an application to OEM for review and approval.
  - a) Applications must be signed by the applicant.
  - b) Each application will be reviewed to ensure the applicant has no criminal history and can meet the needs of the OEM.
  - c) Applicants will be notified of acceptance or denial.
- 2) Responsibilities
  - a) The Village of Point Venture responsibilities will be:
    - i) Develop opportunities for Volunteers involved in the OEM programs.
    - ii) Take such actions as necessary to ensure that Volunteers understand their duties and responsibilities.
    - iii) Take such actions as are necessary and appropriate to ensure a receptive climate for Volunteers.
    - iv) Adopt rules governing the recruitment, screening, training, responsibility, use, and supervision of Volunteers.
    - v) Provide for the recognition of Volunteers who have offered continuous and outstanding service to OEM programs.
- 3) Volunteer Coordinating Officer (VCO)

- a) Responsibilities – OEM will utilize a Volunteer Coordinating Officer (reporting to the Deputy Emergency Management Coordinator) to coordinate training, deployment, standby, and exercises. The VCO will:
- i) Report directly to the Deputy Emergency Management Coordinator or designee for day-to-day assignments and the Logistics Section Chief or designee during activations.
  - ii) Establish emergency response priorities as they relate to EOC Operations based on needs and availability.
  - iii) Attend general meetings and functions as requested.
  - iv) Notify Volunteers of training, exercises, and activations.
  - v) Coordinate Volunteer resource distribution.
  - vi) Assist the OEM with the After Action Report for areas of assignment.
  - vii) “Type” all Volunteers and maintain training records for Volunteers.
  - viii) Maintain accurate and current Volunteer listings including contact information and skills.
- 4) Volunteer Responsibilities
- i) The OEM accepts the service of all volunteers with the understanding that such service is at the sole discretion of The Village of Point Venture Office of Emergency Management.
  - ii) Volunteers must comply with The Village of Point Venture OEM policies and procedures.
  - iii) Volunteers may be asked to work in conditions associated with severe weather, disaster, and public health emergencies.
  - iv) All Volunteers will work within the rules set by the Office of Emergency Management.
  - v) Volunteers will maintain strict confidentiality of any information to which they may have access within their volunteer job.
  - vi) Volunteers must be trained for the jobs they will perform, including safety aspects, and should only perform duties for which they are properly trained.
  - vii) Volunteers will use only the space, equipment, and materials authorized during their assignment.
  - viii) When Personal Protective Equipment is required for the position, the Volunteers must use the equipment provided by OEM or provide their own authorized equipment.
  - ix) Volunteers must not knowingly be exposed to any unnecessary danger or hazards in the workplace and must not perform any functions requiring a license or certification unless they have a current license or certification which allows them to do so and doing so is within their work assignment and they are following all applicable codes of law.
  - x) As representatives of the OEM, volunteers, like staff, are responsible for presenting a good image to citizens and within the community. Volunteers shall dress appropriately for the conditions and performance of their duties.

## D. Activation Procedures

- 1) When an emergency event or disaster occurs requiring the assistance of Volunteers, the VCO will contact Volunteers for deployment based on skills, training, and availability.
- 2) At the time of activation notification, the VCO will provide specific instructions to the Volunteer on the time, place, task assignment, special instructions, and any special equipment or attire that may be needed for the assignment.
- 3) Volunteers will report to ID and Badging immediately upon arrival to the Emergency Operations Center. If reporting directly to the incident, Volunteers MUST sign in immediately at their assigned staging area on ICS Form 211.
- 4) Volunteers MUST sign out and notify the VCO of the number of hours worked following the completion of their shift.
- 5) The VCO must provide time sheets to the Time Unit or Finance Section Chief for every Operational Period in order for the Volunteers' time to be properly documented.

## E. OEM Policies for VCO and Volunteers

1. Volunteers must read and abide by a Substance Abuse Policy (Attachment II). Violation of this policy will result in being immediately relieved of duty and may result in permanent dismissal from the program.
2. Volunteers working at the request of the OEM staff are eligible for Worker's Compensation in accordance with Texas Statutes.
3. Volunteers are prohibited from using information or materials not generally available to the public and obtained by reason of their volunteer positions for the personal benefit of themselves or others.
4. Volunteers will follow the City's policy in regard to conflict of interest in accordance with regulations specified in Texas Statutes.
5. The VCO and Volunteers are not permitted to speak with the media during deployment unless approved by the Incident Commander or the Public Information Officer.
6. Self-deployment and freelancing of volunteers is not authorized by the OEM.
7. Volunteers will not be compensated by the OEM for their time unless prior written agreement is made.
8. Select volunteers may be permitted to drive City-owned vehicles (if they possess a valid Texas Driver's License) and operate City equipment in accordance with guidelines and regulations as they apply to city staff.

9. As appropriate, Volunteers shall have access to city property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment.
10. Property and materials shall be utilized only when directly required for City purposes.
11. Workplace harassment will not be tolerated in or outside the workplace. Workplace harassment is defined as unsolicited, offensive, or retaliatory behavior based on race, sex, color, national origin, religion, affiliation, age, disability, ancestry, marital status, pregnancy, sexual orientation or a Volunteer's exercise of constitutional or statutory rights.
12. It is the policy of the OEM to provide a work environment that is reasonable, safe, secure, and free from threats, intimidation, abusive behavior, and physical violence. Acts of physical violence, direct or indirect verbal threats, stalking, aggressive or intimidating behavior, or provocation which could lead to violence will not be tolerated.
13. Volunteers are viewed by the OEM as valuable resources. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal coworkers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done.
14. Volunteers are considered partners in implementing the mission and programs of the OEM. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

## **F. Screening and the Volunteer Recruitment and Acceptance Process**

- 1) Screening – Screening Volunteers is an important step in the recruitment process. Screening establishes the suitability of potential volunteers for the roles and tasks they are expected to carry out, and helps protect OEM against financial loss, risk of criminal or civil legal action and/or damage to the reputation of the organization.
  - a) The VCO will interview all applicants to determine their level of training and interests.
  - b) The VCO will conduct a Sex Offender Registry and local law enforcement background check on the applicants. Applicants with a previous history of Sex Offense or any violent felony convictions are not authorized to volunteer for the OEM.
- 2) Recruitment –
  - a) Methods of Recruitment – the OEM will employ various methods to recruit Volunteers. They include, but are not limited to; radio ads, newspaper ads, newsletter ads, public talks, speaking with staff and existing volunteers, website, and attending events in the community.
  - b) Recruitment Message – Recruitment messages will motivate people to volunteer and address any barriers people may perceive to volunteering.
  - c) Inquiries – The VCO will follow-up with all Volunteer inquiries to answer any questions and provide all necessary documents and assistance for the application process.
  - d) VCO Recruitment Responsibilities

- i) Develop and implement all recruitment programs in coordination with the OEM.
- ii) Interview Volunteer to determine best work assignments and training needed based on skill and interests.
- iii) Process new Volunteers following screening and approval of application.
  - (1) Schedule Volunteer for Orientation.
  - (2) Provide Volunteer with a tour of the EOC.
  - (3) Issue Volunteer an OEM identification badge.
  - (4) Introduce Volunteer to EOC staff members and other volunteers as applicable.
  - (5) Provide Volunteer with Health and Safety instructions as necessary.
  - (6) Review the Volunteer's role with OEM and provide information on mandatory training requirements.

## G. Training

- a) Mandatory training for all Volunteers
  - i) IS-100.a (Introduction to Incident Command System)
  - ii) IS-700.a (National Incident Management System (NIMS An Introduction))
  - iii) Any future training courses required by FEMA in order to maintain NIMS compliance.
- b) The OEM will provide the necessary training to all Volunteers for them to carry out their voluntary role in a safe and effective manner.
- c) Training levels will be dependent on the interests and skills of the Volunteer.

## H. Supervision and Support

- 1) The VCO or designee will supervise all Volunteers for day-to-day activities and training
- 2) During activations, Volunteers will be assigned to various job assignments. Direct supervision will be based on assignment. The VCO or designee will notify Volunteer upon deployment who will be his/her direct supervisor during the assignment.
- 3) The VCO or designee will contact all Volunteers annually to inquire on the Volunteer's needs and intent to continue service.
- 4) Volunteers are encouraged to immediately communicate with the VCO or OEM staff if they have unmet needs or concerns regarding job assignments.

## I. Recognition of Volunteers

- 1) All hours donated by Volunteers to OEM will be documented in by the VCO.
- 2) The VCO will report applicable Volunteer hours to The Village of Point Venture Mayor and will receive the Mayor's Volunteer Service Awards.
- 3) Mayor's Service Award Levels

### a. Bronze Level –

- Young Adults (15-24) 100-174 hours
- Adults (25 and older) 100-249 hours

### b. Silver Level

- Young Adults (15-24) 175 to 249 hours
- Adults (25 and older) 250-499 hours

### c. Gold Level

- Young Adults (15-24) 250 hours or more
- Adults (25 and older) 500 hours or more

### d. Mayor's Call to Service Award

- All Ages 4,000 hours or more of volunteer service (over a lifetime)

## 4. Award Recipients Receive:

- An official Mayor's Volunteer Service pin
- A personalized certificate of achievement
- A note of congratulations from the Mayor of the Point Venture
- Recipients are eligible to receive the award once every 12 months

## J. Removal/Dismissal

### 1) Volunteers

- a) Volunteers who do not adhere to the rules and procedures of the department or who fail to satisfactorily perform their volunteer assignment are subject to dismissal from their assignment.
- b) Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct, or insubordination, being under the influence of drugs or alcohol, theft of property,



misuse of city equipment or materials, abuse or mistreatment of citizens or co-workers, failure to abide by County policies and procedures, failure to satisfactorily perform assigned duties.

- c) Dismissed volunteers will have an opportunity to discuss the reasons for dismissal with the Emergency Management Coordinator or his Deputy or designee at a scheduled time following the disaster or event.
- d) Prior to dismissal of any volunteer staff will seek consultation and assistance from the Volunteer Coordinating Officer.
- e) Volunteers may at any time, for whatever reason, decide to sever their relationship with the OEM. Notice of such a decision should be communicated as soon as possible to the Emergency Management Coordinator or his Deputy.
- f) Any issued clothing, identification badges, or equipment must be surrendered to the VCO upon termination of service to OEM.

2) Volunteer Coordinating Officer (VCO) – The VCO is responsible for adhering to the compliance criteria established by OEM.

- a) Possible grounds for dismissal include all of the above grounds listed in Section J(1), in addition to gross misconduct, failure to adhere to the rules and procedures of FCEM, failure to maintain a good image with citizens and within the community, and/or a failure to maintain a professional working relationship with County staff,
- b) The VCO may at any time, for whatever reason, decide to sever the relationship with OEM. Notification of termination must be in writing and must be communicated as soon as possible to the The Village of Point Venture Emergency Management Coordinator or his Deputy.
- c) Misrepresenting the OEM, operating with malicious intent, or operating in a manner deemed not in the best interest of FCEM may result in immediate dismissal. This will be at the discretion of the Emergency Management Coordinator or his Deputy.

## **ATTACHMENT I**

The Village of Point Venture is an Equal Employment Opportunity Employer

As an Equal Employment Opportunity (EEO) employer, the City will conduct its staffing activities: selection, promotion, demotion, transfer, training and separation, in accordance with established federal, state and local EEO laws and regulations as they affect the City. The Village of Point Venture will employ positive business and personnel practices designed to ensure equal employment opportunity.

The Village of Point Venture will not discriminate against any applicant or volunteer based on race, creed, color, national origin, sex, gender identity, age, religion, veteran status, disability, or sexual orientation. In addition, the City will not discriminate in employment decisions on the basis of an individual's AIDS, AIDS Related Complex, or HIV status; nor will the City discriminate against individuals who are perceived to be at risk of HIV infection, or who associate with individuals who are believed to be at risk.

Every manager, supervisor or coordinator is expected to implement this policy through uniform and consistent employment practices. Management is also responsible for maintaining a professional working environment free of intimidation, sexual harassment, racial harassment, other forms of harassment and discriminatory conduct.

Americans with Disabilities

"The Village of Point Venture does not discriminate on the basis of disability in the admission or access to, treatment or employment in, its programs or activities." Reasonable accommodations will be provided upon request in the employment process.

## **ATTACHMENT II**

Substance Abuse Policy

### **DRUG AND/OR ALCOHOL USE/CONSUMPTION**

1) The sale, use, acceptance, possession or being under the influence of alcohol or any drug as defined in these policies on City-compensated work time, on City property, or in/on any City building, facility, or equipment may result in disciplinary action, up to and including termination.

- If it is determined, or there is reasonable and/or probable cause to suspect that, as a result of drug and/or alcohol use/consumption, the volunteer's work performance, work habits, etc. begin to decline, or there is a concern for the safety of the volunteer, other volunteers, or the public at large; or, the volunteer, upon reporting to work or while at work appears to be under the influence of alcohol or a controlled substance (as previously defined), supervision will do one or more of the following:
  - (a) The affected volunteer will immediately be relieved of duty, and may be subject to disciplinary action.
  - (b) At the Village's expense the affected volunteer may be sent to a Village approved physician for a medical examination and/or appropriate drug screening. Refusal to be examined or screened or to release to the City the results of same shall be cause for dismissal.
  - (c) The affected volunteer may be placed on personal leave or leave without pay until such time as other action is determined to be in the best interest of the County; or,

(d) The affected volunteer shall receive supervisory counseling and shall be required to successfully participate in counseling treatment or a similar program as a condition of continued employment. Return to work shall be conditioned on the treatment programs verification of successful participation and completion of treatment.

2. The affected volunteer may be subject to disciplinary action, up to and including termination.

**ATTACHMENT III**

**Volunteer Typing Criteria**

<b>CERTIFICATIONS</b>	<b>Type IV</b>	<b>Type III</b>	<b>Type II</b>	<b>Type I</b>
IS-100 Introduction to ICS	x	x	x	x
IS-200 ICS for Single Resources		x	x	x
IS-700 NIMS, an Introduction	x	x	x	x
IS-800.B National Response Framework		x	x	x
IS-230 Principals of Emergency Management		x	x	x
IS-235 Emergency Planning				x
IS-240 Leadership and influence				x
IS-241 Decision Making and Problem Solving				x
IS-242 Effective Communications			x	x
IS-244 Developing and Managing Volunteers			x	x
IS-288 The Role of Volunteer Agencies			x	x
I-300 Intermediate ICS			x	x
I-400 Advanced ICS				x
I-701 NIMS Multiagency Coordination Systems				x
I-703 NIMS Resource Management				x
CERT			x	x
Ham Radio License or GMRS			x	x
CPR			x	x
<b>VOLUNTEER EXPERIENCE</b>				
- Less than 6 months	x			
- 6 Months		x		
- 1 year			x	
- 2 Years				x