



Lamorinda CERT

**Volunteer
Reception
Center**

LEND A HAND

Operations Manual



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Introduction

The Volunteer Reception Center (VRC) is a service of the Lamorinda Community Emergency Response Team (CERT), a program of the Moraga-Orinda Fire District. During times of disaster, many people will want to help in the response and recovery effort. The VRC will be opened at the request of a municipal Emergency Operations Center (EOC) Volunteer Coordinator.

Requests for volunteers are accepted from all governmental departments and agencies as well as from Voluntary Organizations Active in Disasters (VOADs) and private organizations responding to a declared disaster.

To properly utilize volunteers, it is essential that they be identified, background checked, interviewed, matched with requests and registered. These processes assure the various agencies which need help that the volunteers who are referred are vetted as to ability to do the job and have no contra-indicated criminal background. The registration process for those volunteers going to a public agency is an insurance liability process. By registering the volunteers as Disaster Service Workers (DSW), their Worker's Compensation liability is transferred from the local jurisdiction to the State of California Disaster Service Worker Volunteer Program through the Specialized Claims Operations of the State Compensation Insurance Fund. Those volunteers who are placed with private organizations or VOADS will not be sworn in as DSW and the organizations that utilize these volunteers will be responsible for their liability.

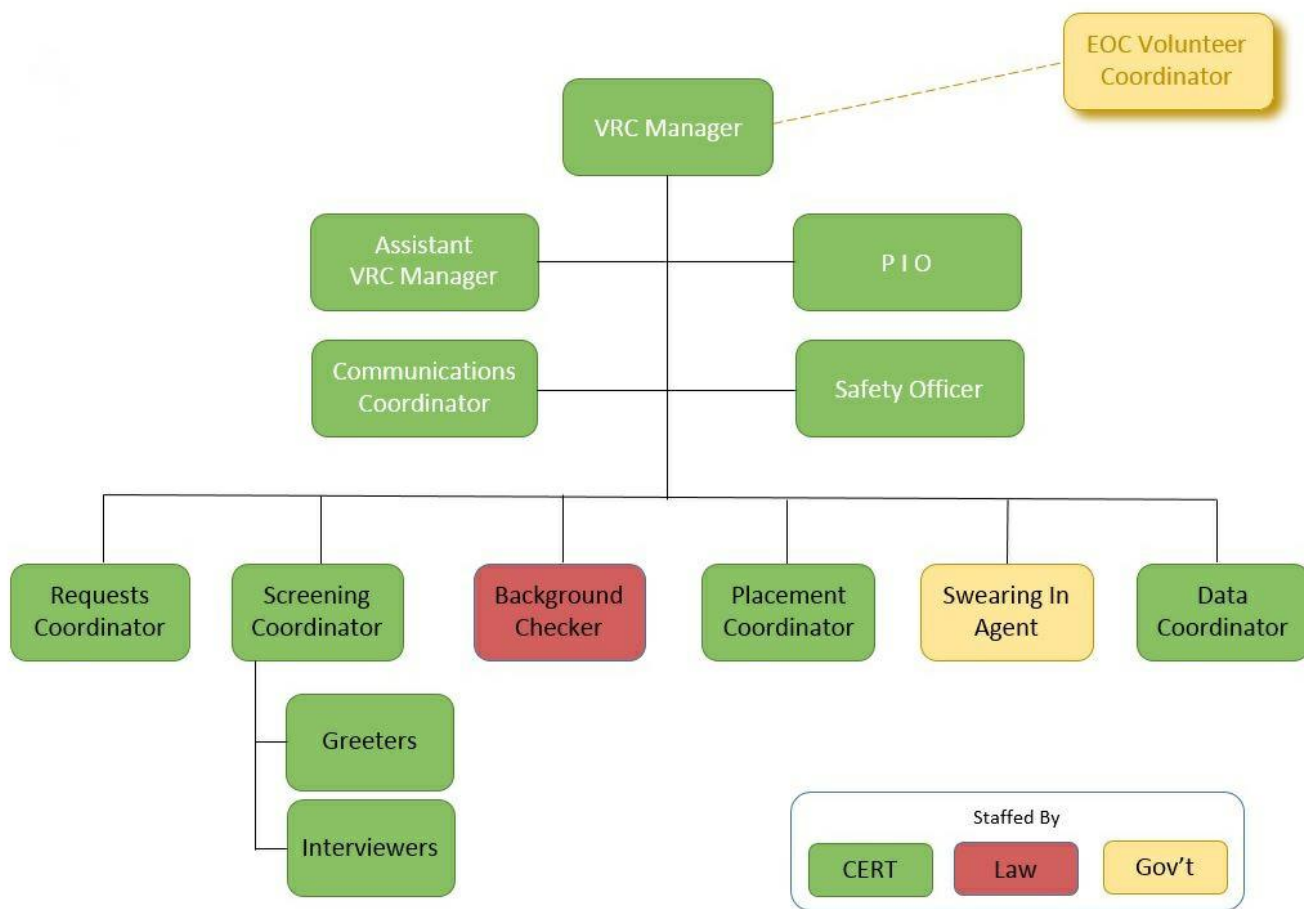
Lamorinda CERT's implementation of a Volunteer Reception Center is housed in a custom outfitted trailer. This trailer has a communications center consisting of HAM, GMRS and Public Works radios as well as a Local Area Network with the ability to be connected to the internet using a cellular connection.

Housed within the trailer is a server with custom software designed for the management of volunteers and requests. This server is accessible from a group of laptop computers and is connected to appropriate network printers.

This Operations Manual provides the information necessary to open, operate, close and maintain the VRC.

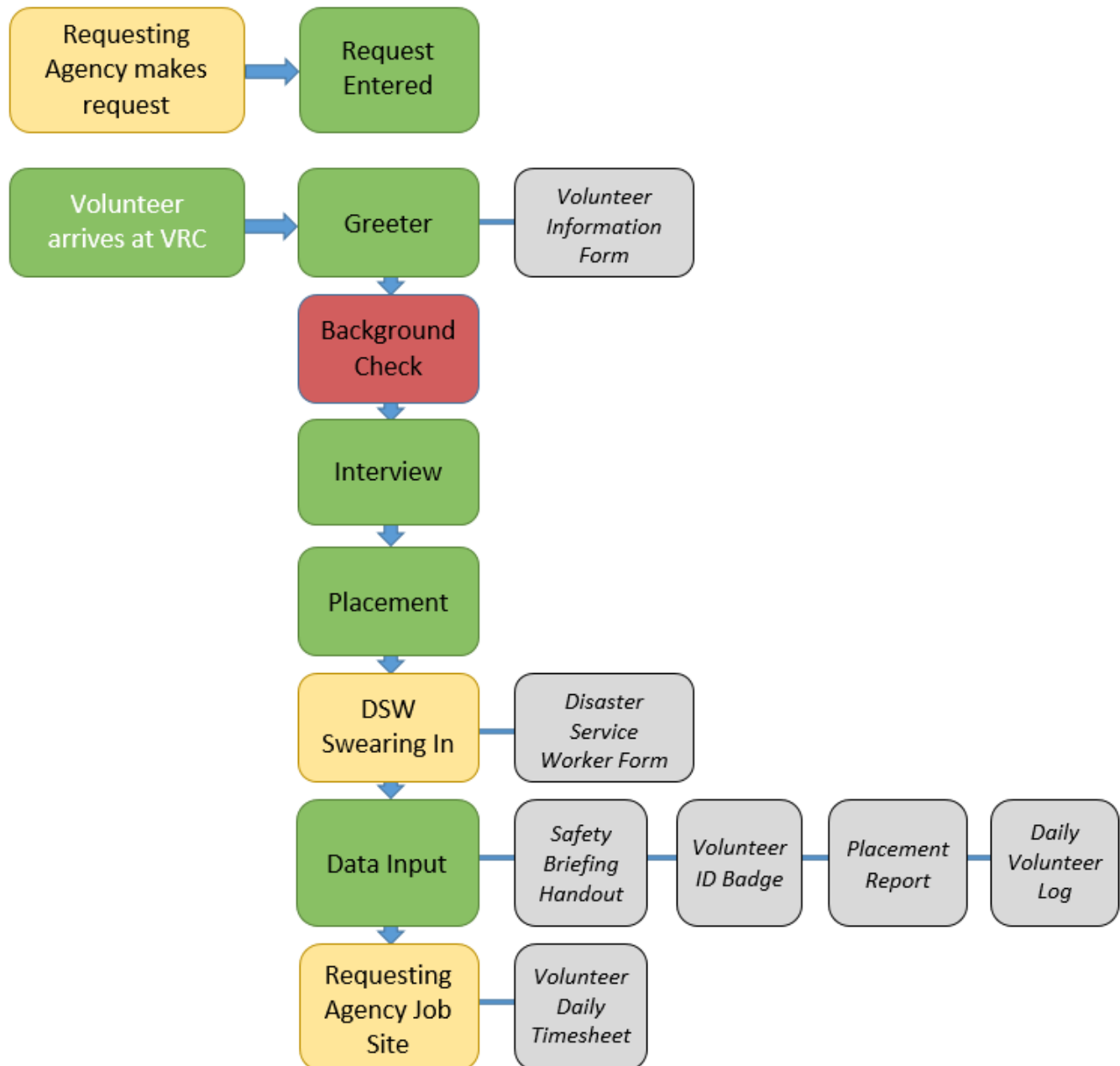


VRC Organization Chart





VRC Flow Chart with Forms





Set-up Procedures

VRC Set-up Procedures

- ❑ Choose a site for the VRC. These factors should be considered when deciding on a site:
 - Easy access with plenty of parking
 - Access to restroom facilities
 - Line-Of-Sight simplex radio communications with EOC
 - Far enough away from disaster site to not disrupt recovery efforts
- ❑ Determine if power, cell phone service, water, etc., are available.
- ❑ Site the trailer, disconnect from the tow pick-up truck, move the truck away from trailer and cone off the empty truck space. This will be the parking area for law enforcement vehicle.
- ❑ Deploy stabilizing jacks (all four corners).
- ❑ Deploy stair step.
- ❑ Extend awning and place Reception Station table and chairs under the awning.
- ❑ Assemble and connect the radio and WiFi antennas.
- ❑ Lower ramp and attach side-walls to ramp cables.
- ❑ Erect pop-up cover behind trailer.
- ❑ Site the generator if no building power is available.
- ❑ Connect power cable to building power or generator.
- ❑ Request needed resources from EOC, including food and water for staff.
- ❑ Establish waiting area near Reception Station.
- ❑ Place table and chairs behind trailer as data entry / DSW area.
- ❑ Post VRC signs in visible locations surrounding the trailer.
- ❑ Start planning for demobilization.



Station Procedures

VRC Stations

The VRC layout can be adapted according to the size of the response and volume of volunteer interest. Stations are set up to handle the flow of volunteers through the sequence of VRC functions. Each station has a corresponding staff assignment, position checklist and forms. In a small-scale operation, one person can perform multiple roles, taking on the responsibility for more than one station. In a large-scale operation, multiple people can be assigned to each position, expanding VRC capacity to process volunteers. The table, chair and laptop requirements listed are for normal operation.

Request Station

This station is staffed by the Request Coordinator(s) who proactively contact government agencies and voluntary organizations to identify volunteer opportunities. Using the “VRC Destination Agency List” from the city EOP, the Coordinators distribute *VRC Agency Orientation Packets* and help agencies/organizations complete *Volunteer Request Forms*. When agencies place requests, the Request Coordinator enters the request into the database. If the request is urgent, the Request Coordinator will advise the Placement Coordinator and will post notices in the Reception area. They maintain contact with agencies/organizations and inform them when requests for volunteers have been filled or cannot be filled. This station needs one table (may be shared with Placement) with chair, laptop and cell phone.

Reception Station

The Reception Station is located outside the entrance with a “waiting area” nearby. Receptionists greet visitors, distribute *Volunteer Information Forms* to volunteers as they arrive, and handle the public’s questions and concerns. Because of the potential visibility of a VRC, this station will probably serve as an informal information and referral desk. This station needs a minimum of 1 table with 2 chairs and a waiting area with many chairs, a laptop and a notice board.

Background Check Station

The Background Check Station follows the Reception Station and is located outside the VRC, near the entrance. Law enforcement and, possibly, senior CERT members, staff this station. This station needs no table but does need a stool or chair. This station will use a scanner supplied by the local police department connected to a radio equipped police vehicle.

Interview Station

The Interview Station follows the Background Check Station. Interviewers staff this station, help volunteers complete their *Volunteer Information Form*, and conduct a brief interview of the volunteers. This station has two fixed tables with chairs and two laptops.



Placement Station

The Placement Coordinator coordinates with the Request Coordinator in the filling of requests. The coordinator and staff evaluates the needs of the requesting agency and matches the skills of available volunteers with open requests, if any. The coordinator and staff then assigns the volunteer to the site listed on *Volunteer Request Form*. Once the volunteer has been sent out, the coordinator advises the requester that volunteer is assigned and when volunteer should arrive. If no open request matches a volunteer's skillset, the coordinator will advise the volunteer that their information will be held for the duration of the disaster and they will be contacted when a request matches their skills. This station needs one table with chair, laptop and cell phone.

DSW Registration Station

In this station, a City Clerk or other person authorized to administer the State of California loyalty oath will review the *Disaster Service Worker Registration Form*, assign a DSW Classification and will administer the oath of allegiance to the volunteer. This must be done for each municipality in which the volunteer will work. The DSW Registration is valid for one municipality, for the declared single classification, for the current disaster and for a period not to exceed one year. This station needs one chair.

Data Station

The Data Coordinator photographs the volunteer, verifies that all data is entered into the database and then prints and laminates a *Volunteer ID Badge*. After the badge is prepared, the Coordinator provides the volunteer with a *Placement Report* and a *Safety Briefing Handout*, has the volunteer sign the *Volunteer Daily Log* and directs the volunteer to the job site. This station needs one table with one chair, a laptop and camera.

Safety Staff

The Safety Staff is responsible for verifying the physical safety of the VRC and its safe operation.

Communications Station

The Communications Team has two responsibilities.

1. It contacts potential sources of volunteers using the "VRC Resource List" from the municipal EOP EF-17 annex.
2. It tracks outgoing and incoming communications for the VRC.

The Team is responsible for establishing communications with the EOC and possibly other agencies such as the American Red Cross, other NVOADs, etc. This station needs two chairs and two laptops.



VRC Manager

General Duties and Position Checklist

Reports to:

EOC VOLUNTEER COORDINATOR

Qualifications

- IS-29, IS-100.a, IS-200.a, IS-244.b, IS-288.a, ICS-300, ICS-400, IS-700, IS-800.b, G606 (SEMS)
- MOFD qualified to drive trucks and tow trailers

General Duties

- Transport and open the trailer for the VRC.
- Manage VRC set-up, operations and demobilization.
- Request staffing and other resources to support VRC operations.
- Assign and supervise VRC staff.
- Plan and execute orientation and training for new VRC staff.
- Coordinate press inquiries regarding volunteers with EOC's PIO.
- Maintain close communications with the EOC.

Action Checklist – VRC Set-up (may be delegated to other VRC staff)

- ☐ Initiate an event log of activities, beginning with notification of the emergency.
- ☐ Together with the EOC management, choose a site for the VRC.
- ☐ Request assistance from the Safety Officer to ensure a safe, secure and sanitary site.
- ☐ Determine if power, cell phone service, water, radio reception, etc., are available.
- ☐ Request needed resources from EOC, including food and water for staff, cell phones and electronic communications equipment, and assignment of HAM Radio Operator backup.
- ☐ Verify equipment and supplies from list.
- ☐ Establish waiting area near Reception Station.
- ☐ Verify VRC signs are posted by the Safety Officer in visible locations near the VRC.
- ☐ Designate a break/rest area away from the public to provide a resting area for staff, stocked with water, coffee and healthy foods if possible.
- ☐ Work with Communications Coordinator to establish mode of communication with the EOC. If you will be using HAM Radio Operators, ensure enough are assigned to cover all shifts for the entire time of operations. Utilize early volunteers as runners to deliver messages to the EOC, if necessary.
- ☐ Working with PIO, notify local media, emergency services officials and local communities regarding activation of the VRC.
- ☐ Maintain all required records and documentation to support the history of the emergency.

Action Checklist – VRC Opening Briefing

- ☐ Inform Staff of the scope of the Disaster.
- ☐ Project number of volunteers needed and number of days of operation.
- ☐ Review role of Volunteer Reception Center.
- ☐ Review Responsibilities of VRC positions and job descriptions.
- ☐ Establish duty shifts – days and times. The recommended maximum shift for any employee or volunteer is eight hours. Decisions regarding overtime work for local government employees should be coordinated with the Personnel Unit in the Logistics Section of the EOC.
- ☐ Determine and post hours of operation for the public.



Action Checklist – VRC Management

- ☐ Identify all VRC staff members by supplying nametags with their name and position.
- ☐ Designate an assistant VRC Manager for a multi-shift operation.
- ☐ Designate yourself or another VRC staff member as PIO to address press inquiries.
- ☐ Utilize Communications Coordinator as hub for incoming and outgoing messages.
- ☐ Determine staffing levels. If possible assign at least two people to each station and more if necessary. When assigning more than one person to a station, designate a lead staff to be in charge.
- ☐ Forecast personnel needs and request extra staff if needed.
- ☐ Assign early volunteers to provide refreshments and support in the waiting area near Reception Station.
- ☐ Plan breaks according to jurisdiction guidelines.
- ☐ Schedule brief meetings at beginning and end of day before / after opening the doors to the public to address operational issues and update staff on disaster situation.
- ☐ Overlap shifts to help with the transition of information and updates at each station.
- ☐ Frequently rotate staff through the most stressful positions, e.g., Receptionist.
- ☐ Encourage VRC staff to monitor stress levels, watch for burnout and promote breaks among one another whenever possible.
- ☐ Work with EOC Finance/Administration Section to make sure VRC staffing and operations cost tracking follow FEMA guidelines.
- ☐ Manage process for staff to check in and out each day (*Volunteer Daily Time Sheet*).

Action Checklist – Training (may be delegated to other VRC staff)

- ☐ Plan orientation and training for new VRC staff.
- ☐ Include safety information in curriculum.
- ☐ Update orientation and training curriculum as needs, policies or procedures change.
- ☐ Issue identification badges to new VRC staff.
- ☐ Add training comments to the volunteer's Volunteer Information Form electronic record.
- ☐ Assign new volunteers to a supervisor.
- ☐ Address re-training as needed.

Action Checklist – VRC Demobilization

- ☐ Start planning for demobilization when beginning VRC operations.
- ☐ Determine if and when to transition intake and placement activities to another entity.
- ☐ Set a date and time for demobilization and announce to all staff and volunteers.
- ☐ If needed, provide critical incident stress debriefing services from professional mental health counselors for VRC staff.
- ☐ Prepare a brief report on intake and placement statistics for the EOC and your own records.
- ☐ Meet with the EOC's Volunteer Coordinator to coordinate transition to another entity.
- ☐ Resolve or refer outstanding issues.
- ☐ Working with designated PIO, notify local media, emergency services officials and local communities regarding the deactivation of the VRC.
- ☐ Thank volunteers who contributed to VRC operations and/or response efforts in the community. Consider also recognizing volunteers after the event (e.g., phone call, letter, an article or ad publishing their names in a local newspaper, gift of commemorative item).



Requests Coordinator

General Duties and Position Checklist

Reports to:

VRC MANAGER

Qualifications

- IS-100, IS-200, IS-244.b, IS-288, IS-700, IS-800, G606 (SEMS)

General Duties

- Establish links with recipient agencies to determine needs for volunteers.
- Receive requests and, using software, develop lists of needs.
- Coordinate with Placement Coordinator to fill requests.
- Inform VRC Manager when advertising for specific volunteer skills is needed.

Action Checklist

- ☐ Contact the Agencies that are pre-identified as probably needing volunteers through the EOC Annex for EF-17.
- ☐ Receive *Volunteer Request Forms* and enter them into the computer system.
- ☐ At least every four hours produce lists of needs by date and by skill ID number for use by interviewers and placement staff.
- ☐ When a volunteer is assigned to a request, contact the requesting agency and transmit a Placement Report with the name, request number, position, start date, start time and number of shifts available of the volunteer.
- ☐ If there is a need to recruit for a particular skill, post signs in the waiting area near the Reception Station, as directed by the VRC Manager.
- ☐ If a need cannot be filled in a short time, advise the VCR Manager that a Press Release may be needed to advertise for that job.
- ☐ At least daily, review all open requests. If any are past due and not filled, confirm with the requesting agency that the request should still be active.



Background Checker

General Duties and Position Checklist

Reports to:

VRC MANAGER and CHIEF OF POLICE

Qualifications

- Law Enforcement Officer qualified to operate fingerprint scanner

General Duties

- Test and maintain background check system.
- Receive volunteers with completed *Volunteer Information Form*.
- Perform fingerprint background check on each volunteer.
- Perform more extensive background checks as conditions require on individual volunteers.

Action Checklist

- ☐ Review *Volunteer Information Form* header information.
- ☐ Perform fingerprint scan.
- ☐ If scan returns any negatives or if skill EV-203, Child Skills is marked, investigate further.
- ☐ Sign *Volunteer Information Form* Processing Section whether passed or failed or NBC if system is not available.
- ☐ Excuse any volunteers who fail the background check and deliver their *Volunteer Information Form* to Data Coordinator.
- ☐ Send volunteers who do not fail to Interview Station.



Screening Coordinator

General Duties and Position Checklist

Reports to:

VRC MANAGER

Qualifications

- IS-100, IS-200, IS-700

General Duties

- Establish and manage Reception and Interview Stations.
- Oversee call center, if one is available.
- Provide training to Greeters and Interviewers as needed.
- Assure that volunteers are screened consistently.
- Assure that data is entered accurately and consistently.

Action Checklist

- ❑ Consult with the EOC to determine local policy on donations management.
- ❑ Create a Community Resources and Referral List for directing non-volunteer related inquiries, e.g., where to donate, where to get help, contact information for VOADs. Update information daily or as new information becomes available. Supply this list to Greeters.
- ❑ If there are large numbers of people in the waiting area, field questions regarding the status of their application. Stay in close contact with the Requests Coordinator to keep updated on the availability of positions.
- ❑ If there is a need to recruit for a particular skill, post signs in the waiting area or near the Reception Station, as directed by the VRC Manager.
- ❑ Supervise greeters to make sure they are giving out accurate information to the public.
- ❑ Supervise interviewers to make sure they are conducting accurate, consistent volunteer interviews.
- ❑ **During a large-scale activation, activity at these stations can be intense and prone to causing staff burnout. Rotate new staff into these stations every 4 hours if possible.**



Reports to:

SCREENING COORDINATOR

Qualifications

- IS-100, IS-200, IS-700

General Duties

- Greet visitors and field inquiries
- Distribute *Volunteer Information Forms*
- Direct people with non-volunteer related inquiries to the appropriate source
- Post urgent volunteer needs

Action Checklist

- ❑ Systematically determine each person's desire as soon as they arrive at the VRC.
- ❑ Using the Community Resources and Referral List, refer those with non-volunteer related inquiries to the appropriate agency or organization.
- ❑ If volunteer is offering resources, determine resource availability and conditions of use and refer to Screening Coordinator or VRC Manager.
- ❑ Refer any media inquiries to the VRC Manager or the EOC PIO.
 - No media should be allowed to interview or film at the VRC.
 - Contact Safety Officer for assistance.
- ❑ Refer representatives of agencies or departments that need volunteers to the Request Coordinator.
- ❑ Give those who wish to volunteer
 - A brief explanation of how the VRC works.
 - A *Volunteer Information Form* to fill out.
 - A clipboard and a pen.
 - Instruct volunteers to return the *Volunteer Information Form* to the Reception Station.
 - Direct the potential volunteer to the Background Station or back to the waiting area, as necessary.
- ❑ For returning volunteers, place them in queue for an Interviewer who will update their record, including new availability data.



Interviewer

General Duties and Position Checklist

Reports to:

VRC MANAGER

Qualifications

- IS-100, IS-200, IS-700

General Duties

- Review the *Volunteer Information Form* supplied by each volunteer
- Conduct a brief interview with each prospective volunteer

Action Checklist

- ❑ Make sure the *Volunteer Information Form* is filled out correctly. Assist prospective volunteer, if necessary.
- ❑ Ask volunteer for all information needed to complete form.
- ❑ Review with volunteer:
 - Priority skills and abilities
 - Other skills. Input comments if they can perform but rather not.
 - Whether or not they are 18 years of age. If under 18 they need a parent or guardian to sign consent.
 - Physical limitations
 - Language skills
 - Availability
 - Travel method and distance
- ❑ Ask volunteer questions that may screen out those whose intentions seem not to be compatible with volunteering. There are, unfortunately, many people who have motives that are not the most honorable who may try to get an assignment.
- ❑ For returning volunteers, ask if they would like to update their skills or their availability.
- ❑ Send volunteer to the Placement Coordinator.
- **General Questions**
 - Why do you want to be a volunteer in our organization?
 - Do you have family responsibilities that could call you away from work?
 - Tell me about your current and past volunteer experiences.
 - What have you enjoyed most about previous volunteer positions?
- **Human Relations Skills**
 - What kind of people do you most enjoy working with?
 - Describe a time when you've been involved in a conflict with another individual or group. How did you handle the situation?
 - How do you feel about working with people different from yourself? What did you learn? (e.g. different racial / ethnic backgrounds, developmentally disabled, different socio-economic, backgrounds, different sexual orientation, etc.)
- **Adaptability**
 - Describe a situation in which you did not get your way or when you did not agree with a decision made. How did you handle it? What was your reaction?
 - Describe a particularly stressful situation in which you have been involved. How did you handle this? What made it stressful?



Placement Coordinator

General Duties and Position Checklist

Reports to:

VRC MANAGER

Qualifications

- IS-100, IS-200, IS-700

General Duties

- Establish and manage Placement Station
- Provide training to Placement Staff as needed.
- Coordinate with Requests Coordinator.
- Assure that data is entered accurately and consistently.

Action Checklist

- ☐ If you have concerns during the interview, DO NOT place the volunteer. Inform volunteer you will get back to him or her and consult with the VRC Manager.
- ☐ Refer volunteer to an appropriate opportunity
 - Assess volunteer for suitability
 - Assess volunteer's priority skills
 - Select request most suitable for volunteer, if any
 - Assess volunteer availability for duration of assignment
 - Briefly explain assignment to volunteer
 - Note referral on *Volunteer Information Form*
 - Enter volunteer data into computer system
- ☐ Document any notes, questions or concerns you have about the volunteer in the computer.
- ☐ If unable to place volunteer at that time, explain situation and give them an idea of when they can check back with you. Do not promise to get back to them!
- ☐ If volunteer is being referred to a position with a governmental agency, send volunteer to the DSW Swearing-In-Agent.
- ☐ If volunteer is being referred to a position with a non-governmental agency, send volunteer to the Data Station.



DSW Swearing-In Agent

General Duties and Position Checklist

Reports to:

VRC MANAGER and CITY CLERK

Qualifications

- Must be qualified to administer oaths pursuant to California Government Code Sections 1225 or 24057 or California Code of Civil Procedure Section 2093.
- Must be either the City/Town/County Clerk of the governmental body whose EOC called up the VRC or a person appointed in writing by the clerk.
- A copy of the Appointment Letter must be on file in the VRC.

General Duties

- Determine DSW classification that is appropriate to work assignment.
- Verify that DSW form is completely and properly completed.
- Issue Oath of Allegiance to volunteer if workplace will be with a governmental agency.

Action Checklist

- ☐ Briefly explain DSW process to volunteer
- ☐ Provide volunteer DSW form for completion
- ☐ Assign Classification and Specialty according to placement
- ☐ Administer oath
- ☐ Sign DSW form
- ☐ Refer volunteer to Data Station for credentialing

California Disaster Service Worker Classifications

Animal Rescue, Care & Shelter

Communications

Community Emergency Response Team Member

Finance & Administrative Staff

Human Services

Fire

Laborer

Law Enforcement

Logistics

Medical & Environmental Health

Safety Assessment Inspector

Search & Rescue

Utilities



Data Coordinator

General Duties and Position Checklist

Reports to:

VRC MANAGER

Qualifications

- IS-100, IS-200, IS-700
- Network troubleshooting ability
- Computer and printer familiarity
- Photographic technical skills
- Typing

General Duties

- Establish and manage Data Station
- Manage IT system
- Transfer any information that is still only on paper forms into the database.
- Photograph the volunteer.
- Create a *Volunteer ID Badge* for the volunteer.
- Provide volunteer with *Safety Briefing Handout*.
- Have volunteer sign the *Daily Volunteer Log*.

Action Checklist – VRC Set-up

- ☐ Start server, database and network
- ☐ Distribute and bring up all workstation PCs
- ☐ Verify LAN connectivity
- ☐ Verify WAN connectivity. If no Wireless Bridge available, establish Cellular Access Point
- ☐ Verify printers and laminator
- ☐ Verify supplies
- ☐ Setup photo area with background, camera and lights

Action Checklist – VRC Operation

- ☐ Receive volunteer from Placement or DSW
- ☐ Photograph volunteer, entering photo into database
- ☐ Complete volunteer data record
- ☐ Print, fold and laminate *Volunteer ID Badge*. Attach to lanyard and give to volunteer
- ☐ Provide a copy of the Safety Briefing Handout to the volunteer and answer any questions
- ☐ Have volunteer sign the *Daily Volunteer Log* indicating whether they are DSW and that they received the *Safety Briefing Handout*
- ☐ Print the *Placement Report* in duplicate. Give one copy to the volunteer and one copy to the Requests Coordinator
- ☐ Email the *Placement Report* to the Requesting Agency
- ☐ Replenish supplies as needed

Action Checklist – VRC Demobilization

- ☐ Shutdown server, database and network
- ☐ Shutdown, gather and stow all workstation PCs
- ☐ Close Cellular Access Point connection
- ☐ Stow printers, laminator, photo equipment
- ☐ Replenish supplies



Safety Officer

General Duties and Position Checklist

Reports to:

VRC MANAGER

Qualifications

- **IS-100, IS-200, IS-700**
- **First Aid Certification**
- **Full Adult, Child, Infant CPR/AED Certification**

General Duties

- Establish and manage a safe working environment for the VRC
- Post signs in the vicinity of the VRC directing people to the VRC waiting area
- Remove any unwelcome or combative people from the VRC or call for Law Enforcement
- Call first responders, when appropriate, for any injuries
- Complete *Accident Report Form* for any injured persons

Action Checklist

- ☐ Place signs on perimeter of VRC grounds
- ☐ Monitor VRC staff sign in and out on *Volunteer Daily Timesheet*
- ☐ Inspect VRC for physical hazards, especially slip / trip / fall hazards
- ☐ Watch for potentially unsafe actions / movements
- ☐ In the event of an unruly volunteer, take control of the situation and ask the person to leave. If there is an unsatisfactory response, call for law enforcement intervention
- ☐ Be available as first responder for first aid, CPR, fire and other needs
- ☐ Interact with Fire, Law, EMS first responders
- ☐ Fill out *Accident Report Form* when there is any injury or medical issue



Communications Coordinator

General Duties and Position Checklist

Reports to:

VRC MANAGER

Qualifications

- **IS-100, IS-200, IS-700**
- **HAM License**
- **GMRS License**
- **Network maintenance experience**

General Duties

- Establish and manage Communications Station
- Provide training to Comms Team as needed
- Assure that data is entered accurately and consistently

Action Checklist – VRC Set-up

- ☐ Setup and connect antennas
- ☐ Configure radios with microphones and headsets
- ☐ Verify radio transmission / reception on HAM 2 meter, HAM 70 cm, GMRS and Public Works frequencies using standard LARIG programming
- ☐ Boot laptops. Open ICS-213 fillable form window and VRC database window
- ☐ Verify connectivity to networked laser printer
- ☐ Verify supplies

Action Checklist – VRC Operation

- ☐ Proactively contact agencies and voluntary organizations to identify potential volunteer resources using the “VRC Resource List” from the EOP.
- ☐ Maintain contact with the EOP.
- ☐ Receive any incoming messages or documents.
- ☐ Maintain network and internet connectivity.



Nightly Closure

VRC Nightly Closure Procedures

Each night at VRC closing time the trailer will be closed and secured in the following manner:

- ❑ Post “open hours” notice at VRC for the following day.
- ❑ Shut down all laptop computers and stow.
- ❑ Shutdown and stow generator, pack and stow power cords.
- ❑ Stow outside tables and all chairs.
- ❑ Stow awning and pop-ups if any overnight wind considerations.
- ❑ Stow stair step.
- ❑ Secure VRC trailer doors.



Demobilization

VRC Demobilization Procedures

Upon direction from the EOC, the VRC will be closed and all records transferred in the following manner:

- ❑ Announce closure to staff giving as much notice as possible.
- ❑ Post closure notice at VRC and at each sign giving direction to the VRC.
- ❑ Coordinate with EOC PIO to publish the closure notice.
- ❑ Collect and package all paper documents that contain information about volunteers.
- ❑ Export database to Excel files (one file for each table).
- ❑ Dump database to .sql file.
- ❑ Transfer paper and electronic document package to the EOC's City/Town/County Clerk representative.
- ❑ Maintain database on server for a minimum of 30 days or until the next disaster.
- ❑ Shut down all laptop computers and stow.
- ❑ Secure all printers in place.
- ❑ Stow all supplies.
- ❑ Shutdown and stow generator, pack and stow power cords.
- ❑ Stow any pop-up covers.
- ❑ Dismantle and stow radio antennas.
- ❑ Stow interview station tables.
- ❑ Stow outside tables and all chairs.
- ❑ Stow VRC signs from trailer and surrounding area.
- ❑ Return excess food and water to EOC designated location.
- ❑ Stow awning.
- ❑ Retract stabilizing jacks.
- ❑ Connect truck.



Maintenance

Monthly maintenance is essential to the constant state of readiness required for disaster preparedness. The following items shall be checked and logged at least monthly:

- Tire pressure – 65 psi cold
- Lug nut torque – 105 ft. lbs.
- Main Trailer Battery condition – check voltage
- Generator starting
- Fuel supply
- Lubricate rear drop door hinges
- Check running lights
- Check breakaway battery
- Check breakaway switch
- Test electric breakaway system, you will have to have the trailer hitched to the tow vehicle. You will also want to check the state of charge in the breakaway battery; it should be fully charged.
 - Step 1. Unplug the trailer connector from the tow vehicle.
 - Step 2. Pull the pin straight out of the breakaway switch. This will require approximately 40 pounds of pull to remove the pin.
 - Step 3. Attempt to pull the trailer with the tow vehicle. The trailer wheels will rotate a little, to apply the brakes. The brakes should then be set hard enough to not allow the trailer to roll freely. If the trailer rolls freely, service breakaway system or trailer brakes and retest.
 - Step 4. Reinsert the pin into the breakaway switch and reconnect the trailer plug to the tow vehicle.

Six month maintenance includes the following:

- Check tire condition
- Check wheel rims for damage
- Grease axels
- Check wheel bearings
- Grease Landing Jack
- Generator
 - Change engine oil
 - Clean sediment cup
 - Clean – adjust spark plug
 - Clean spark arrester
 - Clean fuel tank and filter
 - See Honda EM3500SX User's Manual for Maintenance Schedule and other items



Equipment and Supplies

VRC Equipment List

- Furniture
 - Tables, folding 5 foot – 4 each
 - Chairs, folding unpadded – 16 each
 - Chairs, folding padded – 6 each
 - Stool – 1 each
- Communications
 - Antenna – Workman UVS300 – 1 each mounted to pipe on tongue
 - Antenna – SVU4500SP1 GMRS – 1 each
 - Antenna – HAM – 1 each
 - Radio – Kenwood TM-V71a – 3 each
 - Radio – Motorola MR355R GMRS Repeater capable radios – 12 each
- Electronics
 - Computer, Laptop, CentOS server with MySQL database – 1 each
 - Computer, Laptop, Windows XP or greater with browser – 9 each
 - Printer, Laser monochrome – 1 each
 - Printer, Inkjet color – 1 each
 - Laminator, ID card – 1 each

VRC Supply List

- Forms
 - *Volunteer Information Form* – 1000 each
 - *Disaster Service Worker Volunteer Registration Form* (Rev. 1/2013) – 1000 each
 - *Safety Briefing Handout* – 1000 each
 - *Volunteer Daily Log* – 100 each
 - *Volunteer Daily Timesheet* (Agency) – 250 each
 - *Volunteer Request Form* – 250 each
 - SCIF form e3267 – *CalEMA EMPLOYER'S REPORT OF OCCUPATIONAL INJURY OR ILLNESS* (Rev. 8-10) – 25 each
 - *Accident Report Form* – 25 each
 - *Agency Orientation Packet, complete* – 25 each
- Communications
 - ICS-213 form – 500 each
- Electronics
 - ID card blank stock – 1000 each
 - ID Card lamination pouches – 1000 each
 - Lanyards – 1000 each
 - Paper – 20# 92 brightness, laser – 5 reams



- Photo ID Station
 - Camera – Digital with USB cable and battery charger
 - Backdrop cloth with frame
 - Toe tape – 2 inch roll
- General
 - Clipboards – 12 each
 - Dry Erase Marker set with eraser – 1 each
 - Highlighters – 6 each Yellow
 - Post-it note pads – 9 pads 3x3
 - Spiral bound log books – 6 each
 - Pens – 4 dozen
 - Pencils #2 – 4 dozen
 - Pencil sharpener, hand – 2 each
 - Pencil erasers – 4 each soft pink
 - Scissors – 1 pair
 - Flip-Chart – 1 each
 - Flip-Chart Stand – 1 each
 - Broad tip markers – 4 each
 - Rubber bands
 - Water
 - Coffee cups
 - Creamer
 - Sugar
 - Sweet & Low
 - Paper towels
 - First Aid Kit
 - Fire Extinguisher
 - Trash Bags with frames
 - Clock
 - Flashlight with batteries
 - Antibacterial wipes
 -



Forms

Volunteer Information Form

LAST NAME	Suffix	DOB if under 18 MM / DD / YYYY	CONSENT SIGN
FIRST NAME	M.I.	ID Type	State/Cntry # Branch CA
ADDRESS	Have you ever been arrested? YES <input type="checkbox"/> NO <input type="checkbox"/>		
CITY	STATE	Do you volunteer for an agency, school or faith-based group? If so, for whom?	
ZIP	Do you have disaster training? If so, list training:		
DAY PHONE			
EVENING PHONE	Name and number of emergency or CONSENT contact:		
CELL PHONE			
EMAIL			

Check appropriate skills below: Verifying valid license / certification is the responsibility of the requesting agency.

Do you have CURRENT MEDICAL skills?	License Number / Comment
EV-101 First Aid Certified (by whom and expiration?)	
EV-102 CPR Certified (by whom and expiration?)	
EV-103 Mental Health Counseling	
EV-104 Medical Doctor & Specialty	
EV-105 Nurse, Level & Specialty	
EV-106 Emergency Medical & Level	
EV-107 Veterinarian & Specialty	
EV-108 Veterinary Technician, Level & Specialty	
Do you have SERVICE skills?	
EV-201 Food Handlers Card	
EV-202 Crowd Control	
EV-203 Child skills – teacher, child care, etc.	
EV-204 Messenger/Runner – outside	
EV-205 Experienced Supervisor	
EV-206 Search & Rescue	
Do you have OFFICE SUPPORT skills?	
EV-301 Clerical-filing, copying	
EV-302 Data entry – software name:	
EV-303 Phone receptionist	
EV-304 Messenger/Runner – inside	
Do you have COMMUNICATIONS skills?	
EV-401 HAM radio operator	
EV-402 Hotline operator	
Language other than English (403 Spanish, 404 Chinese, 405 Tagalog, 406 Vietnamese, 407 Other?)	



Do you have GENERAL LABOR skills?	License Number / Comment
EV-501 Loading / shipping	
EV-502 Sorting / packing	
EV-503 Clean-up / waste disposal	
EV-504 Building Maintenance	
Do you have EQUIPMENT & SKILLS?	
EV-511 Operate - 4WD Truck EV-521 Own <input type="checkbox"/>	
EV-512 Operate - backhoe EV-522 Own <input type="checkbox"/>	
EV-513 Operate - chainsaw EV-523 Own <input type="checkbox"/>	
EV-514 Operate - loader EV-524 Own <input type="checkbox"/>	
EV-515 Operate - generator EV-525 Own <input type="checkbox"/>	
EV-516 Operate - other EV-526 Own <input type="checkbox"/>	
Do you have these OTHER tools / skills?	
EV-601 Experienced Construction Supervisor	
EV-602 Structural Engineer	
EV-603 Carpenter	
EV-604 Plumber	
EV-605 Electrician	
EV-606 HVAC	
EV-607 Roofer	
What else can you do?	

DO YOU HAVE YOUR OWN TRANSPORTATION? YES ☐ NO ☐ WILLING TO TRAVEL ____ Mi.
VOLUNTEER AVAILABILITY *(Days or dates and times for next 2 weeks)*

Day/Date	From	Until	Day/Date	From	Until



PRE-ASSIGNMENT HEALTH QUESTIONNAIRE

	YES	NO
1. Are there any physical limitations that can prevent you from doing disaster relief work such as lifting, walking, bending or stooping?		
2. Do you have difficulty lifting 50 pounds?		
3. Do you have difficulty lifting 20 pounds?		
4. Do you currently have any stitches or areas of broken skin?		
5. Do you currently have a cast, brace or other device that restricts movement?		
6. Do you currently use a cane or other device to assist you?		
7. Have you been hospitalized or seen in an Emergency Room (ER) in the past six months?		
8. Do you have any medical / laboratory tests scheduled within the next month?		
9. In the past three days, have you had any symptoms of illness such as fever greater than 100 degrees, cough, sore throat, diarrhea, headache, flu like symptoms, etc.?		
10. Have you started, changed or stopped any medications in the past 14 days?		
11. Do you require any special accommodations for a disability?		
12. Was your job, home or anyone in your family affected by this disaster?		
13. Have you travelled outside the United States in the past 30 days?		

CODE of CONDUCT

All volunteers, in delivering emergency volunteer services and in all other volunteer activities, agree to and meet the following standards of conduct:

1. Serve with professionalism, dignity and pride and display respect and courtesy for members of the public, other volunteers, emergency responders and government employees.
2. Complete assigned tasks and follow mission-related instructions, including, but not limited to, the wearing of required identification and suitable clothing.
3. Respect the privacy and dignity of persons served and hold in confidence any information that a volunteer is made aware of during deployment, particularly sensitive, private, and personal information.
4. Work cooperatively as a team member with volunteers and others engaged in the mission.
5. Keep personal opinions and actions separate from those made as a volunteer.
6. Not operate or act in any manner that is contrary to the best interests of the mission, the agency or the municipality.
7. Not discriminate against anyone on any basis, including race, color, religion, age, national origin, marital status, disability, gender, or sexual orientation.
8. Not behave in a disruptive or abusive manner, including refraining from the use of vulgar or inappropriate language or wearing clothing sporting same.
9. Not solicit nor accept gratuities or gifts for personal or professional benefit based on the volunteer's role in a response.
10. Not use, possess or be under the influence of illegal drugs, medical marijuana, alcohol, or other intoxicants.
11. Not possess weapons or hazardous substances while deployed.

Signed _____ Date _____



PROCESSING APPLICATION (To be completed by Volunteer Reception Center staff)

Action Completed	By (Print name)	Date / Time
Initial Application Received		
Background Check Passed / Failed		
Application Screened		
DSW Sworn In		
Photo, Safety Handout & ID Badged		
Applicant Sent on Request #:		
Applicant Sent on Request #:		
Applicant Sent on Request #:		
Applicant Sent on Request #:		
Applicant Sent on Request #:		

Comments:

Total Hours Donated: _____

Recognition: _____



DISASTER SERVICE WORKER VOLUNTEER REGISTRATION

LOCAL AND STATE INFORMATION

Loyalty Oath under Code of Civil Procedure §2015.5 & Title 19, Div.2, Chap.2, Sub-Chap.3, §2573.1

TYPE OR PRINT IN INK (SHADED AREAS REQUIRED BY PROGRAM REGULATIONS)

ATTACH PHOTOGRAPH HERE	<i>This block completed ONLY by Accredited Disaster Council, designated government agency or jurisdiction.</i>	
	CLASSIFICATION: _____	SPECIALTY: _____
	REGISTERING AGENCY OR JURISDICTION: _____	
	SIGNATURE OF AUTHORIZED PERSON: _____	TITLE: _____
	REGISTRATION DATE: _____	RENEWAL DATES: _____
	EXPIRATION DATE: * _____	DSW CARD ISSUED?: NO? YES? #: _____
	PROCESSED BY: _____	DATE: _____ TO CENTRAL FILES: _____

NAME: LAST		FIRST	MI	SSN:	
ADDRESS:		CITY:		STATE	ZIP:
COUNTY:	HOME PHONE:		WORK PHONE:		
PAGER:	E-MAIL:		DATE OF BIRTH: (optional)		
DRIVER LICENSE NUMBER: (if applicable)		DRIVER LICENSE CLASSIFICATION: A? B? C?		LICENSE EXPIRATION DATE:	
PROFESSIONAL LICENSE: (if applicable)		OTHER DRIVING PRIVILEGES:		LICENSE EXPIRATION DATE:	
FCC LICENSE: (if applicable)				LICENSE EXPIRATION DATE:	
IN CASE OF EMERGENCY, CONTACT:				EMERGENCY PHONE:	
PHYSICAL IDENTIFICATION:	HAIR:	EYES:	HEIGHT:	WEIGHT: (optional)	BLOOD TYPE: (optional)
COMMENTS:					

Government Code §3108-3109:

Every person who, while taking and subscribing to the oath or affirmation required by this chapter, states as true any material matter which he or she knows to be false, is guilty of perjury, and is punishable by imprisonment in the state prison for two, three, or four years. Every person having taken and subscribed to the oath or affirmation required by this chapter, who, while in the employ of, or service with, the state or any county, city, city and county, state agency, public district, or disaster council or emergency organization advocates or becomes a member of any party or organization, political or otherwise, that advocates the overthrow of the government of the United States by force or violence or other unlawful means, is guilty of a felony, and is punishable by imprisonment in the state prison.

LOYALTY OATH OR AFFIRMATION (GOVERNMENT CODE §3102)

I, _____, do solemnly swear (or affirm) that I will support and defend the
Constitution of the United States and the Constitution of the State of California against all enemies, foreign and domestic; that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of the State of California; that I take this obligation freely, without any mental reservations or purpose of evasion; that I will well and faithfully discharge the duties upon which I am about to enter. I certify under penalty of perjury that the foregoing is true and correct.

DATE _____ SIGNATURE _____ IF UNDER 18 YEARS OLD, SIGNATURE OF PARENT/GUARDIAN _____

SIGNATURE OF OFFICIAL AUTHORIZED TO ADMINISTER LOYALTY OATH _____ TITLE _____

*Registration for the active DSW Volunteer is effective for the period the person remains a member with that organization; for a volunteer registering for an intermittent or a single event, the expiration date is set at the discretion of the Accredited Disaster Council but not to exceed one year. (See Govt. Code §3102)



Volunteer Request Form

REQUESTING AGENCY:	REQUEST NUMBER:				
REQUESTING CONTACT:	CELL PHONE:				
WORK PHONE:	WORK FAX:				
EMAIL:	RADIO:				
REPORT TO CONTACT:	CELL PHONE:				
REPORT TO STREET ADDRESS:	RADIO:				
REPORT TO CITY:					
REPORT TO EMAIL:					
Enter appropriate skills needed below <small>Verifying valid license/certification is the responsibility of the requesting agency.</small>					
MEDICAL skills?	# Needed	# Days	Start Date	Start Time	Hours
EV-101 First Aid Certified					
EV-102 CPR Certified					
EV-103 Mental Health Counseling					
EV-104 Doctor, Specialty:					
EV-105 Nurse, Specialty:					
EV-106 Emergency Medical Certified					
EV-107 Veterinarian, Specialty:					
EV-108 Veterinary tech, Level, Specialty:					
SERVICE skills?	# Needed	# Days	Start Date	Start Time	Hours
EV-201 Food Handlers Card					
EV-202 Crowd Control					
EV-203 Child skills – teacher, child care, etc.					
EV-204 Messenger / Runner – outside					
EV-205 Experienced Supervisor					
EV-206 Search & Rescue					
OFFICE SUPPORT skills?	# Needed	# Days	Start Date	Start Time	Hours
EV-301 Clerical-filing, copying					
EV-302 Data entry – software name:					
EV-303 Phone receptionist					
EV-304 Messenger / Runner – inside					
COMMUNICATIONS skills?	# Needed	# Days	Start Date	Start Time	Hours
EV-401 HAM radio operator					
EV-402 Hotline operator					
Speak other than English					
EV-403 Spanish					
EV-404 Chinese					
EV-405 Tagalog					
EV-406 Vietnamese					
EV-407 Other					
GENERAL LABOR skills?	# Needed	# Days	Start Date	Start Time	Hours
EV-501 Loading / shipping					
EV-502 Sorting / packing					
EV-503 Clean-up / Waste disposal					
EV-504 Building Maintenance					



Heavy Equipment Operate & Own	# Needed	# Days	Start Date	Start Time	Hours
EV-511 4WD truck EV-521 Own <input type="checkbox"/>					
EV-512 Backhoe EV-522 Own <input type="checkbox"/>					
EV-513 Chainsaw EV-523 Own <input type="checkbox"/>					
EV-514 Loader EV-524 Own <input type="checkbox"/>					
EV-515 Generator EV-525 Own <input type="checkbox"/>					
EV-516 Other EV-526 Own <input type="checkbox"/>					
PROFESSIONAL / SKILLED LABOR ?	# Needed	# Days	Start Date	Start Time	Hours
EV-601 Experienced Construction Supervisor					
EV-602 Structural Engineer					
EV-603 Carpenter					
EV-604 Plumber					
EV-605 Electrician					
EV-606 HVAC					
EV-607 Roofer					
OTHER skills?	# Needed	# Days	Start Date	Start Time	Hours
If none of above, what else do you need?					
EV-901					
EV-902					
EV-903					
EV-904					
EV-905					
EV-906					
EV-907					
EV-908					
EV-909					
Directions to Requested Volunteers? (road closures, what to bring, etc.)					

It is the responsibility of the Requesting Agency to TRAIN, SUPERVISE and EVALUATE all volunteers. Please report back to the Volunteer Reception Center any evaluations that would be helpful in future placements of the volunteer.

Timesheets are due back to the Volunteer Reception Center within 7 days.



Date: _____

[illegible]



SAFETY TRAINING INSTRUCTIONS FOR VOLUNTEERS

1. Your safety is your primary responsibility. Do not do anything that you are not comfortable doing or that is beyond your capability or training.
2. If you see something that you believe is not safe, **STOP** and say something to a team leader or supervisor immediately.
3. If you are assigned to a position outdoors, dress in layers for the weather. Wear work or hiking boots, strong gloves, safety glasses or goggles, hearing protection and helmet, as appropriate. Long pants and long sleeve shirts provide the best protection and may be required by your supervisor.
4. If you are a CERT member and the assignment is municipal, wear your CERT vest and your CERT helmet.
5. Have pockets or wear a fanny pack for your keys, small amount of money, license/identification and cell phone.
6. You may want to bring a bottle of water.
7. When you take a break, wash your hands thoroughly.
8. When you arrive at your worksite, you will be warned if there is a possibility of encountering victims. Follow the instructions given to you at your job site.
9. The work you will be doing may cause stress, anxiety, fear or other strong emotions. You are providing a valuable service by volunteering today. Please understand that by helping, we will not be able to undo the effects of this event. All we can do is to help assist victims in the recovery process.
10. It is vital that you take care of yourself as you experience traumatic situations that may be beyond anything you have experienced in the past. Be alert for signs in team members or yourself of unusual stress or emotions that can hinder your efforts in assisting others.
11. You can face psychological and physiological symptoms during rescue operations and afterwards, such as anger and irritability, feeling stunned, numb or overwhelmed, sadness, depression, and grief. You need to be aware of these symptoms and take necessary steps to protect yourself, your team members and victims.
12. Do not feel guilty because you are not able to fix everything. Just work your shift, then go home to rest and eat well. Both will help to relieve the stress.
13. Sign in and out each shift at the jobsite.
14. Follow carefully any instructions given to you at your job site.
15. Please attend any debriefing activity provided at your worksite after your shift.
16. All interactions with clients are to be held in the strictest of confidence.
17. Any requests for interviews need to be referred to your supervisor.
18. When you finish your assigned task, return to the Volunteer Reception Center to await another assignment. You will be issued a new ID card for each assignment.



Volunteer Reception Center Placement Report

Volunteer: Dominic Pietropaoli
(925) 212-7756
d.pietropaoli@gmail.com

Position: EV-604 Plumber

Request ID: 2034
Requesting Agency: Lafayette Γ of Public Works
Report To Contact: Bob Jone
Report To Address: 3355 S Lafayette
Report To Phone: 925-8
Report Date and Time: Sep 08:00 8 hour shift
Position Duration: 5

Comments: Please report on Avalon Ave. Wear heavy pants,
shirts and boots or heavy shoes.
Hardhat and safety glasses can be
supplied. Bring any hand tools that you can.

If you cannot fulfill this volunteer position, please contact the
Requesting Agency as soon as possible.

Sign in and out on the Volunteer Daily Timesheet at the worksite.



Volunteer ID Badge

The Volunteer ID Badge is a 2" x 3.5" two sided color laminated ID badge that is specific to the work assignment that it is issued for. It is printed one side on a 2" x 7" sheet of 28# 98 Brite Color Copy paper then folded in half and laminated in a 2.5" x 3.75" punched lamination pouch.

The information on the badge is:

Name

Volunteer ID Number, Request ID Number (needed for Timesheet)

Requesting Agency

NBC = No Background Check

DSW = Disaster Service Worker, sworn in for this city

Expires = Last day of current assignment

VOLUNTEER
Geo. Washington

Vol: 1001 RID: 82459
Lafayette Public Works
NBC DSW
Lafayette, California
Earthquake Response
Expires: May 31, 2015



Moraga-Orinda CERT Volunteer Reception Center
This volunteer is authorized to perform work in
Lafayette, CA as a Disaster Service Worker.

This ID is issued by and property of **Lamorinda CERT**.
If found, please return to:

Moraga-Orinda Fire District
1280 Moraga Way
Moraga, CA 94556





Sample Press Release

For Immediate Release

LAFAYETTE, CA, Sept. 18, 2015 – Lamorinda Community Emergency Response Team (CERT)'s Volunteer Reception Center (VRC) is open to coordinate volunteers wanting to help with earthquake relief efforts. Lamorinda CERT is coordinating all volunteer efforts for the tri-city area of Lafayette, Moraga and Orinda. Many municipalities, agencies and nonprofits have contacted the VRC and are in need of help, so there are many volunteer opportunities available. The VRC will be open daily, from 8:30 a.m. – 4 p.m.

Residents willing and able to volunteer can go directly to the VRC at Stanley Middle School at 3455 School St. in Lafayette. Driving directions to the VRC are:

From the west - Take Oak Hill Rd. - Lafayette Off ramp from CA-24, turn right on Oak Hill Rd. then left on Mt. Diablo Rd. Go one block to Moraga Rd. and turn right. Go south to School St. At School St. make a left, heading east. The VRC will be the trailer on your right, just past the school buildings.

From the east - Take Centerville Off ramp from CA-24, turn right on Deer Hill Rd., right on 1st St. then right on Diablo Blvd. Go one block to Moraga Rd. and turn left. Go south to School St. At School St. make a left, heading east. The VRC will be the trailer on your right, just past the school buildings.

Volunteers should bring their own water and a bag lunch. Volunteers should also wear comfortable clothes such as closed-toe shoes, long pants and a long-sleeved shirt, a hat, sunscreen and work gloves. Volunteers under 18 must be accompanied by a parent or guardian.

This week, Lamorinda CERT's Volunteer Reception Center has mobilized more than 400 volunteers to help in the relief efforts.

Lamorinda CERT is the designated lead agency for "Emergency Function 17 – Emergent Volunteer Management (EF-17)" in Lafayette's Emergency Operations Plan.

For additional information contact:

Virginia Merrifield
Lamorinda CERT PIO
(650) 207-xxxx
LAFAYETTE, CA



Accident Report Form

VICTIM DETAILS

Name: _____

Emerg. Contact Name: _____

Address: _____

Emerg. Contact Relationship: _____

City, St, ZIP: _____

Emerg. Contact Phone: _____

Phone: _____

Emerg. Contact Cell: _____

INJURY DETAILS

Date of accident: _____ Time: _____ Date Reported: _____ Time: _____

Medical Treatment required:

Nature and extent of injury			
Part of body injured	<input type="checkbox"/> Head	<input type="checkbox"/> Trunk	<input type="checkbox"/> Leg
	<input type="checkbox"/> Eye / Ear	<input type="checkbox"/> Arm	<input type="checkbox"/> Foot
	<input type="checkbox"/> Neck	<input type="checkbox"/> Hand	<input type="checkbox"/> _____
Nature of injury	<input type="checkbox"/> Sprain	<input type="checkbox"/> Laceration	<input type="checkbox"/> Burn
	<input type="checkbox"/> Fracture	<input type="checkbox"/> Abrasion	<input type="checkbox"/> Concussion
	<input type="checkbox"/> Dislocation	<input type="checkbox"/> Puncture	<input type="checkbox"/> Ingestion
	<input type="checkbox"/> Contusion	<input type="checkbox"/> Amputation	<input type="checkbox"/> _____
Type of incident	<input type="checkbox"/> Flying object	<input type="checkbox"/> Manual handling	<input type="checkbox"/> Electricity
	<input type="checkbox"/> Struck by	<input type="checkbox"/> Poisons	<input type="checkbox"/> Fall
	<input type="checkbox"/> Caught in	<input type="checkbox"/> Temperature	<input type="checkbox"/> Other
Describe the events leading up to the injury and how the injury occurred (witness or injured person's statement).			



Witness Contact Details (Name, Address, Phone)			
How did the accident happen			
What caused the accident	<input type="checkbox"/> Trip / Fall	<input type="checkbox"/> Lack of protective equipment	<input type="checkbox"/> Lack of training
	<input type="checkbox"/> Lack of maintenance	<input type="checkbox"/> Safety rules not followed	<input type="checkbox"/> Inexperience
	<input type="checkbox"/> Unsafe work methods	<input type="checkbox"/> Misconduct	<input type="checkbox"/> Workplace design (equipment, design, layout)
	<input type="checkbox"/> Weather	<input type="checkbox"/> Poor housekeeping	<input type="checkbox"/> Language difficulties
Explain			
How can a recurrence be prevented?			

Supervisor's name: _____

Signature: _____ Date: _____

Is this a Work-related injury? Yes / No



ICS 213

GENERAL MESSAGE		
TO:		POSITION:
FROM:		POSITION:
SUBJECT:	DATE:	TIME:
MESSAGE:		
SIGNATURE:		POSITION:
REPLY:		
DATE:	TIME:	SIGNATURE/POSITION:



Lamorinda CERT

A volunteer program of
Moraga-Orinda Fire District

**Serving the communities of:
Lafayette, Moraga, Orinda
and Canyon, California**

1280 Moraga Way
Moraga CA 94556-1115
www.lamorindacert.org