

## FROM LEMONS TO LEMONADE: HOW TO BUILD A VOLUNTEER CORPS OUT OF THE ADVENT OF A DISASTER

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### Outline

- History of Volunteer Corps Formation Challenges
- April 9, 2015 Tornado Event
- Steps to Volunteer Corps Building
- Volunteer Training
- Keeping Volunteers Engaged
- What's Next?

### Volunteer Corps History in Ogle County

- Numerous attempts before 2009
- H1N1
  - Small volunteer group formed by HD
  - Mostly disbanded after 2010
- Some attempts to build from 2010-2014
- October 2014
  - New partnership between OCHD & OCEMA

### History, Con't

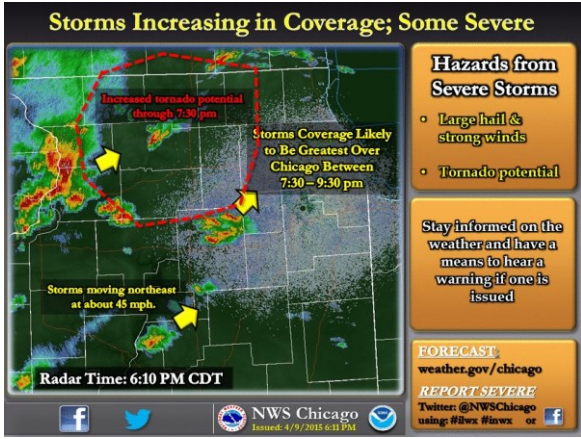
- February 2015
  - Volunteer flyers developed
  - Tons of advertising
  - Room reserved
  - Refreshments procured
  - Not 1 person came to an organizational meeting

### Then April 9, 2015

- Several tornadoes
  - EF 4
  - Severe damage
  - Homes lost
  - Community devastated
  - Thousands of unsolicited & solicited volunteers

### Handling a Crisis

- Without the volunteers who poured in handling the event would have been impossible
- What follows is a synopsis of the event





## ICS / Unified Command / EOC

- UC: An Incident Command System application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions.
- UC: Agencies work together through designated members of the Unified Command.
- UC: Often the senior person from the respective agencies and/or disciplines participating in the Unified Command, establish a common set of objectives and strategies and a single Incident Action Plan.

## ICS / Unified Command / EOC

- EOC: The Physical location at which the coordination of information and resources to support incident management (on-scene operation) activities normally takes place.
- EOC: An EOC may be a temporary facility or may be located in a more central or permanently established facility , perhaps at a higher level of organization within a jurisdiction.
- EOC: May be organized by major functional disciplines (e.g., fire, law enforcement and emergency medical services), by jurisdiction (e.g. Federal, State, regional, tribal, city or county), or some combination thereof.

## Incident Management Team

- IMT
  - Notified within three hours
  - Arrived within five hours
- Long term operational plans
  - Crucial in establishment of IAP's
  - Daily briefs conducted

## Staging

- Fire
- EMS
- Law Enforcement

"Established for the temporary location of available resources. A staging area can be any location in which personnel, supplies, and equipment can be temporarily housed or parked while awaiting operational assignment".

## Resources

- MABAS
- ILEAS
- EOC
- IEMA
- IDOT
- County Highway
- Public Works
- Red Cross

## Operational Objectives

### > Law Enforcement

- Perimeter Security
- Traffic Control
- Preliminary damage assessments
- Relief staffing

## Operational Objectives

### > Law Enforcement

- Re-Entry
- Unauthorized Volunteers
- Opportunists-Criminal elements
- Gypsy Contractor Scams

## Operational Objectives

### > EMS

- Staging and Triage Placement
- Resources sent with TRT
- REHAB

## Operational Objectives

### > Fire

- Suppression
- Search and Rescue
- TRT

*\*Depending on operational time frame\**  
*Relief companies / resources*

## Disaster Declaration

### > County Board Chairman:

Within two hours, Ogle County Board Chairman made his decision.

### > Exhausted all resources at the local level:

County resources deployed.

Adjacent jurisdictions equally affected.

## Collections and Distributions

### > Schools

### > Churches

### > Park Districts

### > Wal-Mart's

### > Fire Stations?

*Establish pre arranged locations within your respective jurisdictions along with MOU's or MOA's...*



## Lessons Carried Over

- A trained & ready volunteer corps is invaluable
- Volunteers will need to understand NIMS & ICS
- Volunteers need to understand basic EOC operations
- Volunteers from all backgrounds & skill levels needed

## Fast Forward June-July 2015

- Call to volunteers went out
  - ▣ Same procedure as before
  - ▣ Same meeting room
  - ▣ Same refreshments
- But this time.....
  - ▣ Several potential volunteers attended 1<sup>st</sup> meeting in Oregon
  - ▣ Several more attended 2<sup>nd</sup> meeting in Rochelle
  - ▣ Those persons took applications for friends/family

## And Now.....

- There is a viable volunteer force of 35 volunteers
- They attend regular meetings
- They respond to calls for help from OCHD & OCEMA
- They are receiving training
- It is THEIR volunteer corps

## Steps to Building a Volunteer Corps

- Plan
- Recruit
- Train
- Manage
- Evaluate

## Plan

- What is it a volunteer corps can accomplish for your organization?
- How can the volunteer corps members benefit?
- What roles will they play?
- How will it be supported?
- What mechanism will you use to recognize volunteers?
- What will be the expectations for the volunteers and the corps as a whole?

## Traits in a Volunteer

- A sense of humor-super important
- Organization or leadership skills
- Interested in or connected to the community
- Positive attitude
- Flexible
- A true desire to serve

## OCVC

- It's important for the members to feel it's their corps (it is!)
  - Members developed the Mission & Vision statements
  - Members created the logo
  - Members are now in charge of recruiting
    - We provide guidance
  - Members are helping to address funding issues
  - Members are urged to bring issues to the table
  - Members help distribute preparedness materials

## OCVC

- Very soon
  - A member will be recording secretary
  - 2 members will be treasurer/co-treasurer
  - Other officers will be chosen to lead

## OCVC Mission Statement

- The mission of the Ogle County Volunteer Corps is to utilize the skills and expertise of all of its members through training, education, and volunteer service in order to make the communities we live in safer, stronger, and better prepared to respond to threats and disasters of any kind.

## OCVC Vision Statement

- The vision of the Ogle County Volunteer Corps is to educate residents through local outreach efforts, provide local guidance about preparedness measures, and coordinate volunteer opportunities that support local emergency responders and community safety organizations.

## OCVC Logo



## Our Recruitment Methods

- Faith-based
  - Churches
- Community Wide
  - Flyers
  - Newspaper
  - Radio
- Civic Organizations
- Local Business
- Vol Corps Facebook Page
- Recruitment is corps led

## Member Process

- Fill out volunteer corps application
- Background check
- Attend meetings
- Get involved

## Results

- Organizational meeting in June 2015
  - 15 members
- Organizational meeting in July 2015
  - 13 members
- Our members have continued to recruit
  - We now have 36 members

## Train

- FEMA ISC
  - 100b
  - 700a
- SNS Training
- ITRAIN
- Mental Health First Aid

## Managing the Corps

- Local trainings thru ILEAS, MABAS, IEMA, etc
- Some will train for specific ICS roles
  - Operations Chief
  - Planning Chief
- Train with other local volunteer groups
- It's vital that the Vol Corps learn to manage itself
- Officers will soon be nominated
  - President
  - Vice-President
  - Secretary
  - Treasurer
  - Assistant Treasurer

## Management, Con't

- OCHD & OCEMA communicate frequently with corps members
- Provide guidance
- Provide training
- Develop leaders

## Committees

- Fundraising
- Preparedness
- Health
- Promotion
- Having the Corps decide what committees they will form and who will serve

## Evaluate

- Exercise data-AAR/IP
- Number of volunteers completing FEMA ISC
- Number of volunteers at meetings
- Volunteers completing additional training
- Active volunteers
- How big should we be?
  - ▣ Must be manageable
  - ▣ Changeable as needs change

## Volunteer Engagement

- Can be difficult
- Training opportunities
- Exercises
  - ▣ Recent IL SNS FSE
- Real events
  - ▣ Flu clinics
  - ▣ Large community events/festivals
  - ▣ Search & rescue

## Volunteer Engagement

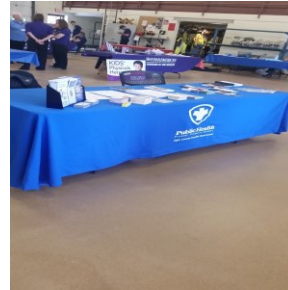
- Real events
  - ▣ Flu clinics
  - ▣ Large community events/festivals
  - ▣ Health/Wellness events
- Community preparedness & engagement events
  - ▣ EMS event at Byron Fire Department
- Everyday tasks that OCEMA & OCHD need

## State SNS FSE



## SNS Operations

## Byron Fire/EMS Open House



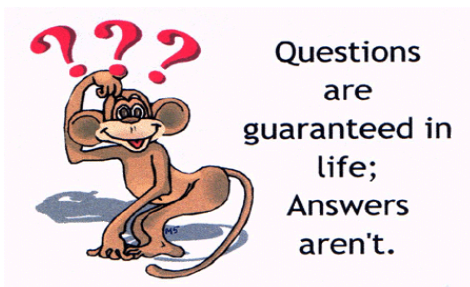
## What's Next?

- Continue to train/recruit
- Establish an organized medical unit
- Outreach into the schools
- More community events
- Fundraising/Grant writing
- Equipment

## Our Team!!



## Questions?



## References

Successful Strategies for Recruiting, Training, and Utilizing Volunteers: A Guide for Faith- and Community-Based Service Providers. Substance Abuse and Mental Health Services Administration

Citizen Corps: A Guide for Local Officials. [www.citizencorps.gov](http://www.citizencorps.gov)

Trial and Error by OCHD & OCEMA