

Campbell County Volunteer Management Plan

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INTRODUCTION

Purpose

This Spontaneous Volunteer Management Plan establishes an organizational structure and process by which the Campbell County Operational Area, in partnership with the Center for Volunteer and Non-Profit Leadership (CVNL), can access and manage spontaneous volunteer and service program resources for community-wide disaster response, relief, and recovery

efforts. Managed appropriately, these resources provide invaluable, cost-effective assistance to the community.

Goals

The goals of this Plan are:

- To support the Campbell County Emergency Operations Plan (EOP).
- To enhance available resources for disaster response and recovery through spontaneous volunteers and locally-based service programs.
- To create avenues for volunteers and service members to contribute effectively during disasters.
- To foster partnerships among government agencies and NGOs for coordinated disaster volunteer management.
- To ensure compliance with principles outlined in the Kentucky State Emergency Plan and local jurisdiction emergency plans.

Scope

This Plan applies to the Campbell County Operational Area during the response and recovery phases of all hazards. The county and incorporated cities share responsibility for implementing this Plan in collaboration with CVNL or other appropriate NGOs. It focuses on mobilizing and coordinating spontaneous volunteers and service programs while excluding affiliated volunteer recruitment and management.

The Operational Area, as defined under the Emergency Management System (EMS), encompasses the county and its political subdivisions, coordinating information, resources, and priorities between local governments and the regional level.

Definitions

- **Volunteer:** Provides services willingly without financial compensation.
- **Spontaneous Volunteer:** Assists during the disaster response or recovery phase without prior affiliation to an agency or NGO.
- **Affiliated Volunteer:** Linked to a government agency or NGO, trained for specific disaster response roles.
- **Impressed Volunteer:** Unregistered individuals compelled into service under legal authority during emergencies.
- **Disaster Service Worker (DSW) Volunteer:** Registered individuals engaging in disaster service under the Kentucky Emergency Services Act.
- **Service Programs:** Programs such as AmeriCorps or RSVP offering organized service opportunities.

SITUATION AND ASSUMPTIONS

Situation

Volunteers are a critical resource during disasters but require effective management to prevent overwhelming local capabilities. Structured systems for receiving and referring volunteers enable efficient service delivery.

Assumptions

- Pre-trained volunteers report to their affiliated organizations during disasters.
- OEM may delegate volunteer coordination to CVNL or other organizations.
- Affiliated volunteers are prioritized.
- Unaffiliated volunteers are processed as spontaneous volunteers.
- The Campbell County EOC oversees volunteer screening, training, and supervision.

CONCEPT OF OPERATIONS

Emergency Management System

This Plan aligns with the state EMA, positioning volunteer management within the Personnel Unit of the Logistics Section.

Roles and Responsibilities

1. **Campbell County OEM**
 - Maintain and update this Plan.
 - Activate and oversee Plan implementation and demobilization.
2. **County and City EOCs**
 - Activate volunteer management plans as needed.
 - Coordinate resources among agencies and organizations.
3. **CVNL**
 - Coordinate volunteers and service programs.
 - Support the Campbell County EOC during activation.

Activation of the Spontaneous Volunteer Management Plan

The Plan is activated when:

- Media coverage generates significant volunteer interest.
- Workforce shortages necessitate external volunteer support.
- Specific skills or local knowledge would enhance disaster relief.

Emergency Volunteer Center (EVC)

The EVC coordinates volunteers via:

- Walk-in centers.
- Phone banks.
- Online platforms.

Activation levels include:

- **Local Activation:** Single-city EVCs.
- **Multiple City Activation:** Regional EVCs serving multiple jurisdictions.
- **Operational Area Activation:** Countywide coordination.

Communications

Effective communication is vital among EVCs, EOCs, and other entities. Alternative methods (e.g., satellite phones, RACES) are used if traditional lines fail.

Mutual Aid

Mutual aid requests for volunteer management resources follow jurisdictional policies via the EOC.

Risk Management

EVCs mitigate risks by:

- Referring volunteers to responsible organizations.
- Using Volunteer Intake Forms for appropriate placement.

Liability

DSW volunteers are protected under workers' compensation when deployed by their registering entity. Screening and supervision are essential for liability management.

Safety

Safety officers ensure EVC facilities are hazard-free and staff adhere to safety protocols.

Security

Access control measures, secure storage, and resource protection are implemented at EVCs.

Stress Management

Staff work schedules include breaks and access to mental health services to manage stress.

Public Information

Clear messaging to the public reduces confusion and inappropriate volunteer behavior. The EVC infrastructure should be in place before public outreach begins.

Demobilization

As activity wanes, EVCs close with:

- Debriefings and after-action reports.
- Recognition events for volunteers.

Finance

All EVC-related expenses are documented to maximize reimbursement eligibility.

Technology

EVCs use secure databases for volunteer management, with manual alternatives for power outages.

Staffing the EVC

Staffing includes:

- Trained government employees and mutual aid personnel.
- Spontaneous volunteers with appropriate skills.
- Clear policies on work hours, breaks, and identification for EVC staff.

Plan Maintenance

The OEM updates this Plan as needed, incorporating lessons learned, procedural changes, or regulatory updates. Revisions are submitted for approval to the Campbell County Fiscal Court.

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