

Managing Walk-In Disaster Volunteers

Course Sponsor:

Justice Institute of B.C. - Emergency Social Services Training

Target Audience:

Volunteer Service Coordinators/Supervisors and Workers, ESS Directors, Deputy/Alternate Directors, Mobile Support Team Members

Course Description:

Duration: 1 Day

ESS team members who are responsible for managing walk-in volunteers will learn how to work with large numbers of untrained people who offer their assistance after a disaster. This is a highly participatory workshop in which team members will have the opportunity to set up a volunteer services centre.

Course Objectives:

Upon completion of this course, participants will be able to:

- Describe the volunteer management cycle
- Discuss volunteer management during a disaster response
- Define roles and responsibilities of volunteers/staff in a disaster response
- Develop plans to set up a volunteer services centre
- Set up and manage one of two types of volunteer service centres, based on:
 - Having minimal or no warning of an impending disaster
 - Having a sufficient warning period to allow time to organize and set up

Prerequisite:

- Introduction to ESS
- Reception Centre Operations

Type of Instruction:

Lectures, group discussions, collaborative learning and simulated exercises, role playing (optional)

Class Size:

12 Minimum, 20 Maximum

Course Location:

In your community or neighbouring community.

Course Availability:

ESS Directors should contact the Emergency Management Division at the Justice Institute to request this course in their community.

Point of Contact:

Emergency Management Division
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