We work with others to protect the health of the people of Washington State by ensuring safe and reliable drinking water.
Four Phases of Disasters

- Preparedness
  - Planning how to respond/identifying resources

- Mitigation
  - Prevent, eliminate, or reduce the effects

- Response
  - Emergency assistance

- Recovery
  - Vital life support systems
  - Return to normal
Progression of Disaster Response

1. Local governments and first responders
2. Volunteer and volunteer organizations
3. Neighboring counties or organizations
4. State government
5. Federal assistance
   a. FEMA, EPA, Departments of Housing and Energy, Army Corps of Engineers
Disaster Volunteers

- Affiliated Volunteers
  - Attached to a recognized organization
  - Trained for specific response activities

- Unaffiliated Volunteers
  - Spontaneous
  - Have a variety of skills
  - May be local or not
Types of Volunteers

- Helpers
  - Must identify this group in volunteer centers because they are most likely to provide support
- Returnees
- The Anxious
- The Curious
- Fans or Supporters
- Exploiters
Benefits

- Volunteers are a benefit when they supplement existing organizational efforts
  - Free first responders and disaster response organizations to focus on primary mission
  - Logistical support by taking on administrative tasks
  - Loading and unloading trucks
  - If documented they can provide the match for FEMA benefits
Burden

- Can overwhelm management efforts
- Need food, water, housing, and waste services
- Duplicate efforts if not coordinating with all stakeholders
- Interfere with crime scenes or put themselves in danger
  - Insurance coverage for volunteers
- May not have the skill set needed for the situation
Principles

- Volunteering in community life
- Value of affiliation
- Management systems
- Shared responsibility
- Volunteer expectations
- Build on existing capacity
- Information management
Management

- Create a plan for the volunteer program
  - Utilities, stores, corporations, donations
- Recruit/receive and place volunteers
  - Job descriptions, interviews, screening
- Orient and train volunteers
  - Safety training
- Supervise and recognize volunteers
- Evaluate the volunteer plan
Stakeholders

- Disasters are big and organization is key
  - Volunteer management groups
  - Disaster management groups
  - Community organizations
  - Schools
  - Faith-based organizations
  - Media
  - Health care providers
Messaging

- Consistent across all stakeholders addressing if and when volunteers are needed and where they should go.
- Several variations should be written ahead of time to include:
  - Several meeting locations
  - Type of work needed
  - What volunteers need to bring
  - What conditions are like
Risk Management

- Injury to the volunteer or injury the volunteer causes to property or life through intentional acts or accidents
  - Create position description
  - Use application
  - Safety briefing and keep records
  - Interview all volunteers
  - Use common sense
  - Include release of liability in the application
Contact Information

Bill Bernier
Waterworks Operator Certification and Training Section Manager
360-236-3562
william.bernier@doh.wa.gov
doh.wa.gov/DrinkingWater
handle: WADeptHealth
WA State DOH | 13