**Volunteer Management Plan: [Name of Incident]**

**APPROVED BY:   
Responsible Party**

*Signature Date*

*Name: Organization:*

**APPROVED BY:   
Planning Section Chief**

*Signature Date*

*Name: Organization:*

**APPROVED BY:   
State On-scene Coordinator-Maine**

*Signature Date*

*Name: Organization:*

**APPROVED BY:   
State On-Scene Coordinator-New Hampshire**

*Signature Date*

*Name: Organization:*

**APPROVED BY:   
Federal On-Scene Coordinator**

*Signature Date*

*Name: Organization:*

**Volunteer Management Plan**

1. REFERENCES
2. NRT Use of Volunteers Guidelines for Oil Spills, September 27, 2012
3. Maine and New Hampshire Area Contingency Plan, December 2014
4. Southern Maine Community Organizations Active in Disaster Volunteer Reception Center Standard Operating Procedures Manual
5. Hazardous Waste Operations and Emergency Response Standard, Title 29 of Code of Federal Regulations (CFR) 1910.120 and Training Marine Oil Spill Response Workers under  
   OSHA's Hazardous Waste Operations and Emergency Response Standard Booklet
6. PURPOSE

Oil spill incidents attract significant public concern that drives the desire from members of the public to assist with the response. However, to be done safely and effectively, much of the work completed as part of the incident response requires technical skills and training that the general public cannot provide. Hence, a plan is needed to guide the public’s desire to help towards safe and productive tasks and away from unsafe and potentially counterproductive activities. A large portion of these volunteers have a desire to assist with the recovery and rehabilitation of oiled wildlife. This plan defines the process by which clear expectations can be set for the use of volunteers and, as needed, enable volunteers to be be safely and effectively trained and incorporated into the oil spill response for Incident/Exercise Name.

1. SCOPE

This plan applies to unpaid volunteers working in support of the response to the Incident/Exercise Name, incident type and subsequent spill.

Limitations:

Due to safety concerns, volunteers will not engage in direct spill response and cleanup field operations including positions that come in direct contact with oil or oil contaminated surfaces, including oiled shorelines. Volunteers will also be limited to positions required to lift no more than 25 pounds, unless they receive proper training and authorization.

Participation:

Assignments for volunteers will be made in accordance with the guidance in references (a), (b).and (d) Roles that could be assigned to volunteers include:

* Operating phone banks designed to address public input and concerns
* Helping to inventory and mobilize equipment
* Conducting beach reconnaissance to identify affected and unaffected areas
* Constructing and operating first aid and refreshment stations for workers
* Supporting wildlife rehabilitation (specialized training required)
* Performing wildlife monitoring (specialized training and skills required)
* Supporting Command Post operations
* Conducting facility maintenance
* Providing transportation for volunteers and responders
* Providing photo documentation
* Performing other roles approved by the Unified Command/Volunteer Coordinator

The Volunteer Coordinator (VC) will work with the Liaison Officer, Resource Unit Leader, Planning Section Chief, Operations Section Chief, and others, to ensure any volunteers are assigned to appropriate tasks. These tasks will be commensurate with the volunteers’ capabilities, within volunteer authorities being used, and not inherently governmental in nature. The VC will also oversee processes put in place to ensure volunteers are assigned in appropriate locations; have the appropriate training and PPE for their assignments; and are tracked within the ICS. Unified Command (UC) elements may identify assignments and request volunteer workers via the Volunteer Coordinator using the Volunteer Request Form (Appendix A).

Volunteers should be deployed through direct written tasking from the Unified Command through the Incident Action Plan (IAP) process. Supervisors shall document volunteer participation on Unit Logs (ICS-214), and assist volunteers with the completion of time sheets (Appendix B). At the end of each operational period, time sheets should be turned in to the Volunteer Coordinator or the Volunteer Reception Center, who will provide a copy to the Documentation Unit.

1. ROLES AND RESPONSIBILITIES

Volunteer Coordinator

The Volunteer Coordinator (if assigned) is responsible for overseeing all aspects of volunteer participation. This includes working with the Unified Command and staff to identify how volunteers will be used and how volunteers will not be used during the incident response, communicating expectations for volunteer utilization and ensuring processes are in place for receiving and deploying volunteers. Based on input received from the UC and staff, the Volunteer Coordinator should outline the potential roles that could be filled by volunteers, ensuring safety remains priority #1. The Volunteer Coordinator will ensure all appropriate paperwork is completed (see enclosures) and that a training log is maintained to document training for each volunteer. The FOSC and other Incident Commanders will confirm processes are in place to ensure each worker is properly trained and placed in work environments consistent with the provisions of this plan.

Initial, small-scale volunteer participation will be managed by the Volunteer Coordinator. If volunteer interest and participation increases beyond the Volunteer Coordinator’s ability to manage, a Volunteer Reception Center (VRC) will be activated. Upon UC request, the Cumberland County Emergency Management Agency may stand up the VRC using Southern Maine Community Organizations Active in Disaster (SMCOAD) resources at the Maine DEP facility at 312 Canco Rd, Portland, or other designated location. (Note that while SMCOAD is based in southern Maine it also has plans for helping to support establishment of a VRC elsewhere in the state). The VRC shall be set up and managed in accordance with reference (c) and will operate per the daily schedule in Appendix C. The Volunteer Coordinator will manage interactions with the VRC, with the assistance of any assigned Cumberland County Emergency Management Agency/SMCOAD AREPs.

Volunteer Reception Center (VRC)

The VRC provides a location where large numbers of volunteers can be processed, tracked, and matched with appropriate organizations and their needs. The VRC’s major functions include:

* Taking requests from the response organization for roles that could be filled by volunteers
* Registering and referring volunteers to requesting elements of the response organization
* Orienting volunteers
* Tracking volunteer and staff hours (staff is defined as those working the VRC stations)
* Tracking reimbursement eligible expenses

Volunteers

Volunteers are individuals who come forward following an incident or disaster to assist a governmental agency, non-governmental organization, or commercial business operation with response activities without pay or other compensatory consideration.

Unaffiliated Volunteers

Unaffiliated volunteers are not initially affiliated with a response or relief agency, other non-government organization that has an incident response/preparedness role, or pre-registered with an accredited disaster council. Unaffiliated volunteers may not have benefited from pre-deployment training, credentialing, and health screening. Unaffiliated volunteers are also sometimes referred to as “convergent,” “emergent,” or “spontaneous” volunteers within the emergency management community. For standardization purposes in this document, these volunteers will be referred to as “unaffiliated.”

Affiliated Volunteers

Affiliated Volunteers have a pre-existing formal or informal arrangement with either a governmental agency or non-governmental organization (NGO) or Community Based Organization (CBO) and have been trained for a specific role or function in incident response or disaster relief during the preparedness phase. Affiliated volunteers may also have benefited from pre-deployment rostering, credentialing, and health screening. An affiliated volunteer‘s organization may have established ties to the local response structure (e.g., Volunteer Organizations Active in Disasters (VOADs)). Examples of affiliated volunteer groups include Tri-State Bird Rescue and Research, Inc, Friends of Casco Bay and the Red Cross.

Any affiliated volunteers with specialized training will be assigned to a specific position within Operations, Planning, Finance, Logistics or Command Staff to maximize their skills. Each volunteer will be required to go through the registration and training process described above.

NGOs and CBOs employing affiliated volunteers may be utilized directly within the Unified Command structure. The Volunteer Coordinator will monitor the utilization of volunteers via these NGOs and CBOs and facilitate their assignments, but pre-existing agreements or MOUs can be invoked without going through the Volunteer Coordinator.

Volunteer Reception Process

All volunteers will fill out registration forms (Appendix D) and sign a Memorandum of Understanding (Appendix E). They will then be interviewed by the Volunteer Coordinator or staff from the VRC to determine their level of training and experience base for use in proper placement of volunteers.

Once assigned to a unit, volunteers will receive job-specific training. Upon completion of training, volunteers will be assigned to a supervisor. Each supervisor shall be responsible for no more than 20 volunteers.

1. TRAINING

All volunteers will likely receive general training to include:

* overview of spill incident and response
* liability issues
* limitations on volunteer service
* safety and security procedures
* proper attire and personal protective equipment
* training to include: drug and alcohol policies, firearms limitations, equipment use, general safety procedures, evacuation procedures, potential hazards of work environment, first aid, and accident reporting procedures

Assignment specific training will be provided as needed. Any oiled wildlife rehabilitation volunteers will be required to complete, at a minimum, a four-hour safety training course offered by Tri-State Bird Rescue & Research, Inc, consisting of a two-hour presentation followed by two-hour hands-on training addressing potential hazards that occur at a wildlife rehabilitation facility.

Contact for this training is: XXX XXXX – Senior Coordinator (XXX) XXX-XXXX ext:XX

1. CONTACT NUMBERS

Volunteer Coordinator: 207-XXX-XXXX

Volunteer Reception Center: 207-XXX-XXXX

1. APPENDICIES
2. Volunteer Request Form
3. Volunteer Time Sheet
4. VRC Daily Operations Schedule
5. Oil Spill Response Volunteer Registration Form
6. Liability Memorandum of Understanding
7. Press Release Template

**Volunteer Request Form**

Date/Time of Request:

Requesting organization/agency/unit:

Name of contact: Phone: Cell:

**VOLUNTEER NEEDS**

Total Number of Volunteers Needed:

Job Title/Description:

|  |  |  |
| --- | --- | --- |
| **Duties** | **Desired Experience/Skills** | **Training Provided?** |
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Equipment/Special Clothing Needs:

Description of Training To Be Provided:

Job Location:

Date/time volunteers needed:

Please check if available: Restrooms

Parking

Safety Equipment

Telephone

Transportation to Work Site \_\_\_\_\_ Computer

Volunteer(s) should report to the following person for additional training/instruction:

Name: Phone: Cell:

Location:

***FOR OFFICE USE ONLY:***

*Follow up date & time: Follow up action: Position(s) filled?*

*Volunteer name(s):\_*

1

TIME SHEET

WEEK OF:

VOLUNTEER RECEPTION CENTER

*Name of Incident/Exercise*

c/o Facility Name

Street Address

City, State ZIP

Phone: 207-XXX-XXXX

Cell: 207-XXX-XXXX

|  |  |
| --- | --- |
| VOLUNTEER NAME: | POSITION: |
| VOLUNTEER NUMBER: | STATUS: VOLUNTEER |
| DIVISION: | SUPERVISOR: |

DATE START TIME END TIME REGULAR HOURS OVERTIME HOURS **TOTAL HOURS**

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**WEEKLY TOTALS:**

|  |  |
| --- | --- |
| EMPLOYEE SIGNATURE: | DATE: |
| SUPERVISOR SIGNATURE: | DATE: |

# Name of Incident/Exercise

Volunteer Reception Center

Daily Operations Plan

### 0730 Check-in for New Volunteers

### 0745 Check-in for Returning Volunteers

### 0800 Morning Briefing

0830 Depart to Work Sites

1200 Accountability/Break for Lunch

Check Out for any Morning-Only Volunteers

1230 Check-in for New Volunteers

1245 Check-in for Returning Afternoon-Only Volunteers

1300 Afternoon Briefing/Supervisor Update

1330 Depart to Work Sites

1645 Return to Volunteer Coordination Center/Equipment Return

1700 Status Reports and Accountability Due/Supervisor Debriefing

VRC Hours of Operation: 0700-1730

**Oil Spill Response Volunteer Registration**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Full Name (Last, First, MI): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Gender (M/F): \_\_\_\_\_\_\_\_\_ Nickname/Name I like to be called: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone (daytime): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (evening): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (cell phone): \_\_\_\_\_\_\_\_\_\_\_\_\_

Mailing Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_State \_\_\_\_\_\_\_\_Zip \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Physical Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_State \_\_\_\_\_\_\_\_\_Zip \_\_\_\_\_\_\_\_\_\_\_\_\_

Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Present employer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Occupation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Drivers License Number/State: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ I am at least 18 years of age: YES NO

Are you currently affiliated with any response organization/volunteer group? If so, which one(s)? Dates? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Health History (optional section):**

I would like the following health history information to be provided to EMS in the event of an emergency (check any you wish to disclose and provide any details you think would be important):

\_\_\_\_ Allergies (to medications, foods, or items you may come into contact with such as latex gloves): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_ Medications: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_ Conditions for which I am being treated by a physician (diabetes, hypertension, high or low blood pressure, etc.): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_ Physical Limitations (lifting, range of motion, special equipment needed, etc.) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Physician \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ City, State \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Emergency Contact:** Please contact the person listed below in the event of an emergency.

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relation\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Street Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

City \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_State \_\_\_\_\_\_\_\_\_Zip \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone (daytime): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (evening): \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (cell phone): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I have read and understand this registration form and the attached Memorandum of Understanding as they apply to my application to serve as an unpaid volunteer in support of the cleanup of this pollution incident. I describe myself as being in good health and willing to volunteer. I certify that the information I have provided is true and correct.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Continued on other side)

**Specialized Training, Skills and Experience (*All Certifications Require Proof of Completion)***

Please give Certification Type/Agency/Expiration Date (if applicable);

**Bird Rescue/Wildlife Rehabilitation:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Veterinarian/Animal Rescue:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Hazmat/Hazwopper** (4 hours, 24 hours, 40 hours ): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Heavy Equipment Operator:** ­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Health & Safety Certifications** (First Aid/CPR): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Electrical/Plumbing:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ICS Training/Certification:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Other:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The following **Roles** are tasks that volunteers can do in the event of an oil spill. These tasks are vital in managing a successful oil spill and wildlife recovery.

**General Roles (Please indicate the roles in which you have skills and are interested in assisting)**

**\_\_ Volunteer Orientation**

Assist Volunteer Reception Center staff with registration and general orientation needs. Be a greeter to help manage the flow of volunteers through the Volunteer Registration Center.

**\_\_ Clerical**

This may involve taking notes at meetings, filing/organizing important paperwork necessary to manage the Volunteer Reception Center, Incident Command Post or wildlife response effort.

**\_\_ Logistics**

Logistics may involve directing volunteers to their appropriate team for the day, assist with parking, coordinating errands, help to inventory and mobilize equipment.

**\_\_ Computer Data Entry**

Enter volunteer information from registration forms, document volunteer hours served in Volunteer Registration Center, Incident Command Post, Wildlife Rehab Center or other agency facilities.

**\_\_ Phone Bank**

Available to receive and document calls from organizations requesting volunteers and posting the availability of volunteers back to the requesting agency. Responding to information requests received by phone.

**\_\_ Physical Labor**

Help move supplies e.g.: food, tables and boxes of supplies for Wildlife Rehab Center, set up rooms for meetings etc.

**\_\_ Construction/Woodworking**

Help build appropriately designed cages for oiled wildlife recovery. Build cleaning stations if needed. Construct partitions to separate office space from cleaning stations & volunteer intake areas.

**\_\_ Errands**

Run errands between Volunteer Reception Center, Wildlife Rehab Center and IncidentCommand Post as needed. This may involve driving to and from each facility and to obtain supplies from local venders.

**\_\_ Runners**

Post information on the volunteer board to keep it up to date. Provide general message delivery within the Volunteer Reception Center or the Incident Command Post. Lead volunteers through the stations and help ease flow of volunteers in and out of Volunteer Reception Center.

**\_\_ Food Preparation**

Preparing food for volunteers and Reception Center staff. This may include managing water coolers or water pitchers, snacks for orientations and meetings, and preparation of meals for volunteers or staff if necessary.

**\_\_ Shoreline Assessment**

Provide beach reconnaissance to assess potentially impacted conditions

**\_\_ Cage Setup/Cleaning**

Assist Wildlife Rehab Center with general maintenance and cleaning of cages.

**\_\_ Laundry**

Assist Wildlife Rehab Center with all laundry needs such as cleaning towels, sheets & all reusable materials.

**\_\_ Other:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Memorandum of Understanding

I understand that I am applying to serve as an unpaid volunteer in support of the Name of Incident/Exercise.

I understand that safety is our highest priority. Should I witness an unsafe practice, I will notify my crewmembers and crew supervisor immediately.

I understand that any Personal Protective Equipment (PPE) that I am provided is for my safety and shall be used in accordance with my training and supervisor’s instructions.

I understand that the equipment I have been provided shall be returned at the completion of my duty period. I will report any worn or damaged equipment upon return to the equipment manager so that it may be repaired or replaced.

I understand that I must arrive on time for duty, attend any required briefings, and will check out with my supervisor prior to leaving at the end of the duty period or at the end of the day. I will submit any required reports and paperwork, to include my daily timesheet, prior to departure.

I understand that it is my responsibility to report any and all emergencies and injuries to my supervisor so that incidents may be handled quickly and efficiently.

Finally, I understand that my greatest assets are my positive attitude and dedication I offer as a volunteer, and I will bring these assets with me each day.

Signed: Date:

## Press Release Template

***For Immediate Release***

***(Insert suggested title for news article)***

City, State– In response to the approximately X gallons of spilled (product name) in (location), the (U.S. Coast Guard / Office of Spill Prevention and Response / Oiled Wildlife Care Network) has/have activated a Volunteer Hotline (1-800-###-####). The Volunteer Hotline will be updated frequently with information on the spill and the response, and callers can leave a message noting their name, phone number, skills, and availability to help.

Volunteers have been used in previous oil spill responses, with activities coordinated through a Unified Command (a decision structure that includes federal and state government representatives). By calling the Volunteer Hotline number, prospective volunteers will get the most up-to-date information on whether their time and skills will be needed to support the Unified Command in its response to the spill and possible wildlife impacts.

Volunteers and other people are advised to stay away from the spill site, as their presence can hamper clean-up efforts and increase the danger to both wildlife and humans. Oil is a hazardous material, and to work in or near the oil, one is required to have completed appropriate Hazardous Materials response training. Additionally, for the safety of both the public and the animals, only trained wildlife specialists will handle oiled wildlife.

The public can help at this time by reporting any oiled animals to (name of responding Agency/organization) at (general phone number - not the Volunteer Hotline number). This organization has trained staff and the appropriate facilities to care for the oiled wildlife. Personnel experienced in animal capture and handling will respond at the earliest opportunity, presenting the best chance for wildlife survival. The public’s cooperation is greatly appreciated.

Please call the Volunteer Hotline (1-800-###-####) for updates.