Southeast Texas and Southwest Louisiana Area Contingency Plan (SETX and SWLA ACP)

Volunteer Plan

Annex G

June 2025

Record of Changes

Change Number	Change Description	Part Number	Change Date	Name
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1000 Introduction

The demands of an incident may exceed the resources of government organizations. Volunteers can support response efforts in many ways but the use of volunteers during an oil spill response is not automatic. The decision to employ volunteers will take into account the benefits that might be gained and the safety and liability realities. The UC, in the early stages of the event, will make the decision whether volunteers will be employed and capabilities in which they can serve.

1100 Use of Volunteers during a Pollution Incident

The use of volunteers to assist in oil spill responses is recognized in the NCP, 40 CFR Part 300.185(c). The definition section of the NCP includes "volunteer" as follows:

- A volunteer is any individual accepted to perform services by the lead agency which has authority to accept volunteer services (examples: See 16 U.S.C. 742f(c)).

A volunteer is subject to the provisions of the authorizing statute and the NCP.

2000 Volunteers - General Categories

2100 Affiliated Volunteers

Affiliated volunteers are those individuals associated with an Affiliated Volunteer Organization prior to an incident. They usually have received sufficient training to allow them to contribute to their host organization, although individuals may not be trained in oil spill response. Affiliated Volunteer Organizations generally hold a non-profit status and provide some form of training, maintain an affiliated volunteer database, and have volunteer functions to facilitate current volunteer experience and communication. These groups also accept donations of money or materials.

2200 Convergent Volunteers

Convergent volunteers are individuals not affiliated with an existing Affiliated Volunteer Organization. After a spill has occurred, convergent volunteers may express a spontaneous desire to participate in a response effort, but may have little to no oil spill response training. Oil spills typically receive significant press coverage and produce strong public concern for public health and injury to wildlife and the environment. This visibility and concern motivates citizens to assist where they can in the oil spill response. The ability to give the public an opportunity to volunteer during an oil spill can be helpful for their emotional experience and can assist in altering public perception in a positive manner.

Human health and safety is the first priority in a decision regarding use of volunteers. The benefit of volunteer efforts must be weighed against concerns for volunteer safety. Based on the conditions specific to an incident, the UC will determine the suitability of integrating volunteers, whether affiliated or convergent, into an oil spill response.

2300 Unaffiliated/Convergent Volunteer Management Planning

Local government and nonprofit sector agencies are generally responsible for the mobilization, management, and support of volunteers, with support from the State and Federal levels. Specialized planning, information sharing, and management structure are necessary to coordinate efforts and maximize the benefits of volunteer involvement.

Consistent and timely communication should be utilized in order to educate the public, minimize confusion, and clarify expectations. Volunteers can be successful participants in emergency management systems when they are flexible, cooperative, aware of risks, and willing to be coordinated by local emergency management experts. Ideally, all volunteers should be affiliated with an established organization and trained for specific disaster response activities. However, the spontaneous nature of individual volunteering is inevitable; therefore it must be planned for and managed.

The successful integration of citizen involvement in an emergency management setting is imperative to prepare for, respond to, recover from, and mitigate the effects of disasters in our communities. Therefore, all unaffiliated volunteers should be directed toward State Volunteer Coordinators or non-governmental organizations.

3000 Volunteer Organization in ICS

During an initial response before volunteer interests have been expressed, the ICS structure may not contain positions specifically dedicated to volunteer management. As the Unified Command (UC) becomes aware of individuals or organizations interested in providing volunteer services, the UC should make assignments for a Volunteers Unit in the Planning Section. During preparation for the tactics meeting phase of the Planning "P", the Resource Unit Leader (RESL), Planning Section Chief (PSC), and Operations Section Chief (OSC) will determine specific roles, site locations, safety requirements, and required number of volunteers needed in the applicable operational period. When the UC approves the use of volunteers, the UC will have the options of:

- Assigning a Volunteer Coordinator within the Planning Section if volunteer interest is low;
- Assigning a Volunteer Unit Leader (VUL) within the Planning Section if volunteer interest is moderate; or
- Expanding the Command Staff to include a Volunteer Officer (VO).

The UC will supply logistical support to volunteers while operationally deployed (regardless of status condition), engage in logistical support, and continue this relationship with volunteers regarding and issues resulting from volunteerism during the response. Volunteers will not report directly to the Command Post for registration and training, but will be registered, trained, and deployed from an alternate location.

If the UC makes a decision to coordinate with Local Government in using volunteers (other than oiled wildlife), Local Government representatives will be notified via the LNO or the VUL. Local Government will advise the UC regarding their ability to assist in the requested volunteer effort. If a particular local government cannot assist in volunteer coordination, the UC or VUL can request a neighboring city or Parish to facilitate volunteer coordination for the un-assisting local government. After participating local governments partners have received, registered, and trained the requisite

volunteers, that local agency will continue to coordinate with the VUL in the management of volunteers throughout the response. Volunteers shall only be deployed through direct written tasking from the UC during the tactics meeting via the IAP process.

3100 Volunteer Coordinator/Volunteer Unit Leader

The National Response Framework identifies the VUL as ideally being a Federal, State, or local official trained in managing volunteers, knowledgeable in contingency operations, and capable of providing leadership. This guidance should also be considered when assigning a Volunteer Coordinator for incidents with low volunteer interest. In the event that volunteer interest during an incident is low, a Volunteer Coordinator will be assigned within the Planning Section to handle all volunteer associated issues. The Volunteer Coordinator workload should be periodically evaluated by the PSC to determine if assigning a VUL is necessary, as volunteer interest may change dramatically during an incident.

For incidents with moderate to high volunteer interest, a VUL will be established under the Planning Section. To effectively manage volunteers the VUL should have additional staff trained in the managing and training of volunteers. This staff should include representatives from local government agencies within the affected jurisdictions, as much as possible. The VUL is responsible for managing and overseeing all aspects of volunteer participation, including coordination with local government agencies. The VUL is part of the Planning Section and reports to the Resource Unit Leader. The VUL responsibilities include:

- Ensure proper registration, tracking, and implementation of volunteers, according to UC guidance;
- Coordinate with RUL to determine where volunteers are needed;
- Coordinate with the JIC to advise the public of scheduled volunteer information sessions, where/how to register volunteer interest, whether volunteers are/are not needed; how volunteers might interfere with response workers and the limited roles volunteers may perform if needed (i.e. potential health risks; cannot pick up oiled rocks or wildlife unless specially trained);
- Identify any necessary skills and training needs;
- Verify minimum additional training needed, as necessary, with the SOFR or units requesting volunteers (if special skills are required);
- Activate, as necessary, standby contractors for various training needs;
- Activate pre-identified and pre-trained volunteers as necessary;
- Coordinate with Logistics Section Chief for Volunteer housing and meal accommodations;
- Assist with volunteer special needs, as possible; and
- Maintain Unit/Activity Log (ICS form 214).

3200 Use of Volunteers within Specific ICS Units

Table 1 Location of volunteers within an ICS Organization

Location of Volunteers *Positions noted with a "C" if appropriate for Convergent Volunteers	Task	Training
Logistics Branch		
C	**Inventory Control Photocopying, filing, clerical support Distribution of PPE, equipment, supplies Construction of support structures**	**2-Hour Workplace Health and Safety, Site Safety Unless otherwise noted in Job Description**
Transportation Unit		
C	**Driver (Carpools, Trucking) Scheduling Dispatching Runner**	**2-Hour Workplace Health and Safety, Site Safety Unless otherwise noted in Job Description**
Interpretation		
C	**Language translation (this will fall into any function needing language support)**	**2-Hour Workplace Health and Safety, Site Safety**
Medical Assistance Unit		
C	**Inventory and delivery of medical supplies. First Aid Responder**	**2-Hour Workplace Health and Safety, Site Safety Unless otherwise noted in Job Description**
Personnel Services Unit		
C	**Housing Assistant, Laundry Services**	**2-Hour Workplace Health and Safety, Site Safety**
Public Information Unit		
C	**Receptionist**	

	Volunteer registration, scheduling coordination **Photocopying, filing, clerical support** **Media monitoring, recording, Web searches** **Community door to door distribution**	
On-Scene		
C	**On-Scene Support, Driver, First Aid Responder, Volunteer Supervisor, and Traffic Monitor**	**See specific Job Description. At minimum 2-Hour Workplace Health and Safety, Site Safety. If operating in the warm or hot zone shall have the 24-Hour HAZWOPER**
Shoreline Cleanup		
	Clean-up of non-oiled debris and materials prior to oil impact ONLY **Beach Patrol/Wildlife Notification** **See below for information on utilizing volunteers for shoreline clean-up.**	**2-Hour Workplace Health and Safety, Site Safety, 4 Hour HAZWOPER**

3300 Volunteer ICS-204

5. Operations Personnel			
Operations Section Chief		Division/Group Supervisor	
Branch Director		Supervisor Number	

6. Resources Assigned					
ST/TF/Single Resource	Leader	# of Persons	Trans. Needed	Drop Off PT/Time	Pick Up PT/Time
Logistics Unit					
Transportation Unit					
Food Preparation					
Medical Assistance					
*Shoreline					
Personnel Services					
Public Relations					

7. Control Operation
01 Safety Officer per 10 volunteers

8. Special Instructions
Volunteers will NEVER be in contact with potential contaminants or pollutants

9. Division/Group Communication Summary

Function	System	Channel	Frequency	Function	System	Channel	Frequency
Command				Support			

3400 Volunteer Request Form

Date/Time: _____

Requesting Organization/ Agency/Unit: _____

Name of Contact: _____ Phone: _____ Fax: _____

VOLUNTEER NEEDS

Total Number of Volunteers Needed: _____

Job Title/Description: _____

Duties	Experience/ Skills	Training Provided?

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 _____

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

Name: _____ Phone: _____ Fax: _____

Location: _____

_____

For Office Use Only

Follow up date & time: _____

_____

_____

Follow up action: _____

_____

_____

Position(s) filled? _____

_____

_____

Volunteer Name(s): _____

3500 Volunteer Operations Center (VOC) Guidance

In setting up the VOC, the Volunteer Officer/Coordinator/Unit Leader should consider the following:

- Arrange space to allow for foot traffic and to maximize wall space.
- Face tables and chairs so that information can be viewed easily.
- Allow enough space, pens, clipboards, etc. so that volunteers can fill out registration materials.
- Clearly identify the reception desk/area.
- Provide seating.
- Post signs directing potential volunteers to the building/room.
- In the event of a large spill response where sufficient staffing is available at the VOC and volunteer needs are extensive, set up stations for each major class of work, such as:
    - Administration/Clerical
    - Wildlife Rehabilitation Center
    - Pre-impact Beach Cleanup/Surveillance
    - Logistical
    - Technical
    - Medical
    - Public Relations
- Assign early volunteers as couriers, brining information about volunteer needs from the ICP to the VOC.
- Set aside time and space for training and orientation.
- Set up an information bulletin board. This area may serve as an informal information and referral area.

Early volunteers should be used to supplement staffing of the VOC. Early staffing needs at the VOC include (see Volunteer Assignments for more details):

- Receptionist
- Administrative Coordinator/Officer Manager
- Driver
- Interviewer
- Communications Specialist
- Information Management Chief
- Liaison Chief
- Medical Unit Worker
- Orientation and Training Coordinator
- Public Relations and Community Liaison
- Safety Officer Assistant
- Scheduler/Time Card Assistant
- Volunteer Supervisor
- Runner/Courier

Volunteers arriving on scenes that have not first checked in must be referred back to the VOC for assignment. Recommended Equipment Set-up (adjust according to size and scope of operation):

- Waiting area- any couches or comfortable chairs available, locate near entrance.
- Reception Station- Near entrance, 1-2 tables, 3 chairs.
- Registration Station- 2-3 rectangular tables, 6-8 chairs.
- Volunteer Officer/Coordinator/Unit Leader's Desk- a desk or small table, 2 chairs
- Orientation and Training Station- One rectangular table or two small tables, 3-4 chairs

3600 VOC Equipment and Supplies List

Many of the following items can be gathered prior to an incident and kept in a "Go-Kit" ready to deploy upon activation. It is especially helpful to have copies of all the necessary forms for registering and placing volunteers so they are organized and ready to go. "Go-kits" can also contain basic office supplies, local maps, cellular phones, and any other items useful for beginning operations.

- Guidelines on PPE
- Volunteer Timesheets
- Volunteer Waivers and Release of Liability
- Authorization to Use Private Vehicle Forms
- Volunteer Registration Forms
- HAZCOM training course description
- Emergency Action Plan training description
- HAZWOPER training course descriptions
- Workplace Health and Safety training description
- ICS course descriptions
- Volunteer Position Descriptions
- Volunteer section of ACP
- Local maps
- Poster board and large marker pens (for signage)
- Clipboards
- Pens and pencils
- Folder and labels
- Stapler, paper, staplers, pencil sharpener, tape, scissors, post-it motes, push pins, etc.
- Spiral notebooks (to create logbooks)
- Duct tape
- Fax machine
- Phones and phone lines
- Printers
- Copier
- Computers
- Bulletin boards
- Cellular phones
- Several large tables and chairs to set up stations for medium to large-scale operation
- Volunteer Instructions

3700 Sample Volunteer Registration Form

If this document is retained and filed by a federal agency, do NOT file by name or other personally identifiable information of the volunteer. Doing so may be a violation of the Privacy Act, 5 U.S.C. 552a.

Name: _____ Date: _____
Phone (day): _____ (eve.) _____ (fax):_____
E-mail: _____
Address: _____
Age (must be over 18): _____
Present employer: _____ Occupation: _____
Availability: _____
Do you have a current Driver's License? _____
Are you affiliated with any response organization/volunteer group? If so, which?
_____
Are you in good health and not pregnant? _____
Do you suffer from any heart or respiratory condition? _____
Are you able to lift 35 lbs? _____
Health Insurance Provider/Contact information: _____
Do you speak any language other than English? _____
Are you certified in any of the following? Certification Type/Agency* Exp. Date
Bird Rescue/Rehab.: _____
Hazmat/HAZWOPER: _____
First Aid/CPR: _____
Coast Guard licenses: _____
ICS Training: _____
Other training/experience: _____
Oil spill experience: _____
Placement Preference
Wildlife Rehabilitation Center: _____
Pre-impact Beach Cleanup/Surveillance: _____
Administrative/Clerical _____ Basic Needs/Logistics _____
Technical _____ Mechanical _____ Public Relations _____
Other: _____
_____
Geographic area preference: _____
Emergency Contact Name:_____
Phone (day and eve.) _____
Address: _____
Signature: _____ Date: _____
Printed Name: _____

3800 Volunteer Timesheet

Volunteer Name: _____

Telephone Number: _____

Date	Start Time	Stop Time	Total Hours	Functions Performed/ Daily Supervisor

Supervisor Signature: _____

3900 Guidelines on Personal Protective Equipment

This list identifies the suggested minimum PPE for volunteers. A basic assumption is that the atmosphere is safe to breathe and work in; therefore respiratory protection is not necessary. The primary hazards encountered during response activities for a coastal area are slips, trips, and falls. Suggested minimum Volunteer PPE:

- Impermeable jacket, pants, and gloves
- Safety boots that may be cleaned and reused (Hazmat over-boots may be used over shoes)
- Eye protection (goggles)
- Head protection (hard hat)

Other PPE to consider depending on site, environmental conditions, extent of duties, and nature of work:

- Chest waders
- Day-glow vest
- Ear plugs
- Heavy fabric work gloves
- Personal flotation device (life jacket)
- Safety glasses or face shields

4000 Federal Agency Volunteer Management Policy

The three primary federal regulations governing oil spill response, 40 CFR Part 300, 29 CFR Part 1910.120 (Occupational Safety and Health Standards/Hazardous Waste Operations and Emergency Response) and 40 CFR Part 311 (Worker Protections) do not exclude the use of volunteer organizations. However, all spill response operations must comply with these regulations. 29 CFR Part 1910.120 outlines various health and safety requirements for different on-site activities. In addition, various federal property owners (e.g. DOD and DOE) may have specific regulations, policies, or national security concerns regarding the use of volunteers. The Coast Guard requires a "hold harmless" clause to be signed by each volunteer. The legal representative of these organizations must be consulted prior to employing volunteers. Please see the following policy, regulations and guidelines for additional direction on how to properly employ volunteers:

- June 2009 COMDTNOTE (081453Z) "Use of Volunteers During Oil Spills; Interim Policy".
- Emergency Response Program to Hazardous Response Releases, 29 CFR 1910.120(q); see also Appendix E.
- 8182 Department of Labor OSHA 3172.
- 40 CFR Part 311.
    - http://www.training.fema.gov/ (free IS100 and IS700 training).

4100 Volunteer Policy of the SETX AND SWLAACP

The general policy accepted by the SETX and SWLA ACP is that volunteers will normally be used in low risk activities and only after receiving safety training appropriate for their designated

activities. If volunteers are used for higher risk activities such as wildlife rehabilitation or pre-cleaning beaches, specialized training and, in some cases, licensing may be required. In general:

- Volunteers associated with an Affiliated Volunteer Organization and with documented specialized training will be given higher priority.
- Convergent volunteers must participate through either local government or an Affiliated Volunteer Organization.
- Use of unpaid, Convergent Volunteers will supplement, not replace, the work of professional responders.
- For safety, liability, and management reasons, volunteers will **not** be used during hazardous substance or WMD incidents.

4200 Health and Safety Standards

The minimum training required for volunteers involved in removal operations should be consistent with the Hazardous Waste Operations (HAZWOPER) standards set forth in Emergency Response Program to Hazardous Response Releases, 29 CFR Part 1910.120(q).

Some states have federally approved state plans outlining health, safety, and training requirements based on HAZWOPER standards. These states are called state-plan states. Texas and Louisiana are NOT OSHA state-plan states and therefore do not have an OSHA approved state-plan to which can be referred. If volunteer tasks do not require HAZWOPER, such training should not be conducted or mandated.

4300 Safe Use/Training of Volunteers

Appropriate training shall be provided to volunteers prior to participation in spill response.

- In accordance with the National Contingency Plan for Oil and Hazardous Substances (40 CFR Part 300), volunteers SHOULD NOT participate in the physical removal or clean-up activities during the oil spill response and should be limited to non-hazardous activities.
- Volunteers SHOULD NOT be deployed or be used in exclusionary hot zones.
- Volunteers who do take part in spill response operations must be trained in accordance with 29 CFR Part 1910(q) and any applicable state requirements.
- 29 CFR Part.120, Appendix E, Section C, 'Emergency response training", provides OSHA's recommendations to employers, employees or volunteers in public sector emergency response organizations if they are outside of Federal OSHA jurisdiction.
- Volunteers should have IS100 and IS700 training if they will be assigned any duties within the Incident Command Post. This training is free at http://www.training.fema.gov/is/.

4400 Basic Guidelines for Handling Volunteers

Volunteer coordination in an oil spill offers complications not normally encountered in response. Some considerations may include:

- Unaffiliated/Convergent volunteers who arrive unannounced should be escorted by authorized safety personnel.

- Using volunteers at the Incident Command Post may create an information security risk. Volunteers should not have access to certain information not previously determined to be releasable to the public. Any requests for information shall be subject to the Freedom of Information Act (FOIA) process and/or authorized by the PIO.
- There are many agencies involved in oil spill response, The UC should be aware of any litigious issues between agencies, OSROs, and subsequent access to sensitive or confidential information.
- Volunteers should not be deployed or used in the same locations as the Oil Spill Removal Organizations (OSROs), Natural Damage Assessment (NRDA) teams, or Wildlife Search and Collection Teams, unless previously authorized and approved.

4500 Volunteer Assignments

The UC may perform a risk-benefit analysis to determine if properly trained volunteers may be used for certain tasks during a response. At a minimum, all volunteers are required to attend a 2-hour Workplace Health and Safety Training and Site Safety Training, prior to conducting any work. For a listing of possible positions which may be filled by volunteers, please refer to Section 7.0 in the National Response Team's Use_of_Volunteers_Guidelines_for_Oil_Spills.pdf.

4600 Use of Volunteers for Shoreline Cleanup

Volunteers will not be automatically be used for shoreline cleanup. The benefit of volunteer efforts must be weighed against concerns for public safety. Based on the conditions specific to that incident the UC will determine the suitability of employing volunteers for shoreline cleanup missions. When considering the use of volunteers of federally administered lands, the FOSC will consult with and gain the concurrence of the cognizant Federal Lands Manager prior to the use of volunteers on Federal Lands. In reviewing the potential use of volunteers in shoreline clean-up mission the UC will consider the following factors:

- Primary safety hazards (volume, exposure potential, size type, and toxicity of discharged oil)
- Secondary safety hazards (sneaker waves, tides, visibility, slips/falls)
- OSHA guidance
- Possible clean-up locations
- Logistics and administrative support requirements (Training, PPE, Multi-jurisdictional coordination, public information)
- Local government desire to manage volunteers (including recruiting, administering, training, deployment, recovery/decontamination)
- Weather/tidal conditions

4700 Volunteer Training Courses

Volunteers will be given appropriate training before being assigned. Training must be current. Any prior volunteer HAZWOPER training shall be renewed with new oil spill training sessions to satisfy a current oil spill volunteer response. This may cause delays in assignment if the volunteer has to be trained at the spill site, but it will avoid needless injuries. Volunteers must be trained to perform the tasks they are asked to do. An inexperienced and untrained volunteer will not be assigned to perform a task requiring training and/or experience.

4710 24-Hour HAZWOPER

The 24-Hour HAZWOPER is for volunteers identified prior to a spill who will back up the Wildlife Rehabilitation Unit capturing oil birds and mammals. They would be in the hot or warm zone, within permissible exposure limits. The Wildlife Rehabilitation Unit has been given primary responsibility for capture and care of oiled wildlife; therefore, other volunteers will be called only when the capacity of the Wildlife Rehabilitation Unit is exhausted.

4720 8-Hour HAZWOPER

The 8-Hour HAZWOPER is required for volunteers who have had the 24 hour training, but need an annual refresher to be current. The Office of Oil Spill Prevention and Response will provide refresher training for a pre-determined number of volunteers who are identified as Wildlife Rehabilitation Unit back-up.

4730 4-Hour HAZWOPER

If the supply of 24-Hour HAZWOPER trained volunteers is exhausted and more are needed to back-up the Wildlife Rehabilitation Unit at an incident, a 4-Hour on-scene HAZWOPER training will be given to non-24-Hour trained volunteers. Individuals trained at the 4-Hour level may use this training only once, at a single incident. If the individual finds that they may need to attend future spills, this person must secure training at the appropriate level.

4740 4-Hour Hazard Communications (HazCom)

For volunteers who could be a back-up in a rehabilitation facility. There is no refresher. The volunteer cannot be in the warm or hot zone. The 4-Hour HazCom includes:

- Fundamentals of Toxicology
- Chemical/physical properties of petroleum products
- Physical Hazards (noise, thermal, lifting safety, slips, trips, and falls, and electrical safety.)
- Biological Hazards (zoonotic diseases, soil/water borne diseases, alligators, snakes, spiders and insects of concern)
- Personal protective equipment (boots, gloves, work suits, safety glasses, and hearing protectors).
- Decontaminations of personnel and equipment
- Reporting injuries (worker compensations forms and deadlines)

4750 2-Hour Workplace Health and Safety Training

This training will be conducted onsite for volunteers who will be working in the support zone (will not be in the warm or hot zone). The 2-Hour training includes:

- Physical Hazards (safe lifting, slips, trips, and falls; general office ergonomics, general electrical safety)
- Chemical hazards (toner, disinfectants, rubber cement, etc.)
- Safe Driving
- Rest breaks/replacement for exhauster workers
- Reporting of injuries, worker compensations forms and deadlines.)

4760 Site Safety Training
This training is to orient the volunteers of specific hazards at the site of the spill.

4800 Wildlife Rehabilitation Facilities
USFWS and TPWD, and USFWS and LDFW have Memorandums of Understanding with various wildlife rehabilitation facilities throughout Texas and Louisiana, respectively. USFWS and either TPWD or LDFW, in Texas or Louisiana, will contact licensed rehabilitators and participate in the identification of rehabilitation supply needs. These facilities clean and rehabilitate oiled animals captured by the aforementioned entities. Wildlife rehabilitation organizations not recognized by USFWS and either TPWD or LDFW in their respective states are not viable responders, and therefore irrelevant to volunteer activities. Rehabilitators and trained personnel working with them (those named in their permit) are the only persons permitted to collect and rehabilitate oiled wildlife.

5000 Volunteer Unit Administrative Issues
5100 Policy Regarding Donations
The Volunteer Unit does not accept donations.

5200 Press Releases
The example press release contained in this plan is to be revised to accommodate each specific incident and issued through the PIO. As an incident and the status of volunteer utilization changes, the Volunteer Officer, Volunteer Coordinator, or the Volunteer Unit Leader prepares additional press releases and presents them to the UC and the PIO or JIC Manager for approval for editing and distribution to the media.

5210 Sample Volunteer Press Release
(City Name) –In response to the approximate _____ -gallon oil spill in/at _____, the Unified Command has activated the Volunteer Hotline #: 800-XXX-XXXX. Hotline staff will record the caller's name, telephone number, availability, and applicable skills or training. The caller will be informed if or when volunteers will be utilized for spill response and briefed on other event-specific information as needed.

Federal, State, and local government s have determined what tasks are appropriate for volunteer effort, have identified and pre-trained an existing group of volunteers statewide, and have developed a system to activate those volunteers. The system will be activated if the Unified Command at the spill decides that volunteers are needed for the response effort. At that time a volunteer operations center will be established. If additional volunteers are needed, the hotline listing will be publicized through the news media.
The public is advised to stay away from the spill site, as their presence can hamper clean-up efforts and increase danger factors. Oil is a hazardous material, and to work in or near the oil, one is required to complete 8 to 40 hours of training in Hazardous Waste Operations and Emergency Response (HAZWOPER). Additionally, for the safety of both the public and animals, only trained wildlife specialists should attempt to handle oiled wildlife.

The public can help at this by reporting any oiled animals to the Oiled Wildlife Hotline #: 800-XXX-XXXX (not the volunteer hotline #). Trained professional entities that focus on individual oiled animals and their survival after an oil spill will be notified. Modern technology, properly equipped facilities, and new rehabilitation protocols standardize care throughout the State, increasing wildlife survival rates. Wild animals survival rates increase with a decrease of human contact.

Please call the Volunteer Hotline number for frequent updates.

Note: All press releases must be approved by the Unified Command/PIO before statements are released to the media/public.

5300 Demobilization and Debriefing

As the need for volunteers winds down, the UC will de-activate the Volunteer Unit. As activities subside at the Volunteer Unit the Volunteer Officer, Volunteer Coordinator, or the Volunteer Unit Leader will manage ongoing volunteer operations. Final duties for the Volunteer Unit staff should include coordinating debriefing opportunities for volunteers, as well as any follow-up recognition that local governments or the State/province would like to provide to citizens who volunteered their time and energy in the response.