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

Volunteer Plan

Annex 6a
July 2021

Southeast Texas and Southwest Louisiana Area Contingency Plan

Record of Changes

Change Number	Change Description	Section Number	Change Date	Name
1	Renamed Appendix 27 to Annex 6a and removed Reference to Vol 2	All	31 July 2021	Todd Peterson, CGD 8
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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.

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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	

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	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					

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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			

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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, bringing 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

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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 notes, 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

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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: _____

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 & SWLA ACP

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

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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. Louisiana is NOT an OSHA state-plan state and therefore does 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

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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 following is a pre-established list of how volunteers may be utilized during an incident; however, the UC may perform a risk-benefit analysis to determine if properly trained volunteers may be used for tasks not specified on this list. 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.

4501 Accounts Specialist

Responsibilities:

- Maintains files and accounts of expenses attributable to the volunteer effort
- Communicates with Finance Section to determine accounting needs and system to be used

Skills Required:

- Must be detail oriented; experienced with 10-key data entry and be familiar with common computer software accounting and spreadsheet systems

Training Required:

- 2-Hour Workplace Health and Safety Training, Site Safety

4502 Administrative Coordinator/Office Manager

Responsibilities:

- Oversees office administration activities
- Supervises work of file and data specialists
- Oversees development, maintenance and accuracy of computer and paper files of volunteer records
- Procures and distributes reports and provides updates to the VUL as required

Skills Required:

- Good working knowledge of computer work processing and spreadsheet software, as well as excellent organizational, supervisory, and communication skills.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

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4503 Command Center Administrative Specialist

Responsibilities:

- Provides backup and supplemental skills for IC/UC Command Center staff.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4504 Communications Specialist

Responsibilities:

- Established and maintains the volunteer communication plan
- Tests and sustains communication equipment and bulletin board
- Compiles updates of volunteer needs

Skills Required:

- Public communications background with knowledge of local communications and systems preferred.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4505 Computer Operator

Responsibilities:

- Enter personnel information into established computer database

Skills Required:

- Familiarity with computer use.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4506 Crowd Control/Site Security

Responsibilities:

- Work in cooperation with law enforcement officers to set up police barricades as long as the work does not involve physical contact with onlookers
- Oversee access points to ensure only authorized persons enter and habitat is protected
- Boat operators direct other vessels away from contaminated areas while allowing work vessels in. (Boat operators will not be allowed in the hot zone.)
- Boat operators transport assessment teams or cleanup crews in areas outside the hot zone
- Direct volunteers to appropriate information sites

Skills Required:

- Experience in oil and storm-spotting and law enforcement preferred. Experience in boat operations if applicable. Must be able to lift 35 lbs.

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Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4507 Data Entry Specialist

Responsibilities:

- Enters information into established computer databases(s)

Skills Required:

- Familiarity with computer use. Particular software may be taught on the job if necessary.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4508 Documentation Unit Worker

Responsibilities:

- Maintains accurate, up-to-date volunteer related files
- Maintains and store documentation which includes reports, training, communication logs, injury claims, situation status reports, and documentation from the following Volunteer Unit entities: Interviewer, Liaison Chief, Medical Unit Worker, Orientation and Training Coordinator, Photographer, PIO, Safety Officer Assistant, Scheduler/Time Card Assistant.
- Ensures each section is maintaining and providing appropriate documents (including volunteer signatures)
- Receives, complies, and organizes all volunteer-related paperwork and training
- Stores files for legal, analytical, and historical purposes.
- Provides duplication and copying services for all other sections

Skills Required:

- Excellent organizational, filing, copying; and communication skills. Must be detail oriented.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety, IS100 and IS700.

4509 Driver

Responsibilities:

- Provides ground transportation services as needed; may transport people using a sedan or van
- May transport wildlife and wildlife food to various facilities or sites by truck
- Loads and unloads coolers used to transport animal food
- Picks up food from suppliers and delivers to facilities
- Keeps vehicle bed clean (if applicable)
- Required to have current driver's license, clean driving record, and proof of insurance

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Training Required:

- Site Safety, 4-Hour HAZWOPER Awareness Level

4510 Equipment Repair Technician

Responsibilities:

- Maintains and repairs vehicles and response equipment after decontamination

Skills Required:

- A background in mechanics as applicable. Must be able to lift 35 lbs.

Training Required:

- Site Safety, 4-Hour HAZWOPER Awareness Level.

4511 File Clerk/Office Assistant

Responsibilities:

- Performs general office tasks
- Files documents in office as appropriate
- Prepares outgoing memos and mail
- Sends and receives faxes
- Makes photocopies

Skills Required:

- Telephone skills, word processing, and development of graphic presentations. Computer spreadsheet/database experience is desirable but not required.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4512 First Aid Responder

Responsibilities:

- Provides emergency first aid for volunteers and other responders

Skills Required:

- Current First Aid Certification.

Training Required:

- 2-Hour Workplace Health and Safety (If the Volunteer will be acting as a First Aid Responder in the Warm or Hot Zone shall be trained 24-Hour HAZWOPER) Site Safety.

4513 Food Unit Worker

Responsibilities:

- Supplies food and water for responders (outside the hot zone) and volunteers, including those in remote locations
- Sets up and breaks down refreshment stations for responders outside the hot zone

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Skills Required:

- Experience in the food industry/catering preferred. Current State Food Handler's Permit required. Must be able to lift 35 lbs. All driving responsibilities require current driver's license, clean driving record, and proof of insurance (if personal vehicle is used).

Training Required:

- Workplace Health and Safety, Site Safety.

4514 Housing/Lodging Assistant

Responsibilities:

- Works with the Facilities Unit of the Logistics Section to identify housing for volunteers; receives housing requests
- Procures and distributes housing materials (sleeping bags, blankets, tents), if necessary
- Makes housing assignments and maintains expense records related to housing.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4515 Information Management Assistant

Responsibilities:

- Coordinates and insures adequate information technology is provided for volunteer management
- Oversees operation of phone bank
- Matches volunteers to volunteer agencies in conjunction with the interviewer and Scheduler/Time Card Assistant
- Works with the Communications Specialist and File Clerk/ Office Assistant
- Ensures the utilization of data entry procedures to expedite information-sharing

Skills Required:

- Knowledge of information management technologies. Familiarity with computers, job-related applications, and phone skills.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4516 Interpreter

Responsibilities:

- Interprets/translates within the Volunteer Unit as needed
- May assist the UC

Skills Required:

- Credentials from an organization such as the American Consortium of Certified Interpreters preferred, but not necessary. Ability to speak, read, and write applicable languages preferred.

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Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4517 Interviewer

Responsibilities:

- Works with the Volunteer Unit, processing volunteers who arrive in the area or persons referred to the Volunteer Unit by a local agency
- Establishes rapport with prospective volunteers to appropriate tasks or jobs based on their experience and current volunteer job needs in the response effort

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4518 Liaison Chief

Responsibilities:

- Serves as a contact point between the Volunteer Officer, Volunteer Coordinator, or Volunteer Unit Leader and agencies in need of volunteers
- Distributes Volunteer Request Forms to entities that may request volunteers
- Relays requests for volunteers to the Volunteer Officer, Volunteer Coordinator, or Volunteer Unit Leader
- Works with the Interviewer to determine volunteer placement, the Orientation and Training Coordinator to ensure applicable training, and the Scheduler/Time Card Assistant to determine volunteer availability
- Provides copies of Volunteer Request Forms to the Documentation Unit Worker

Skills Required:

- Must be detail-oriented with good communication skills and possess a strong command of the English language.

Training Requirements:

- 2-Hour Workplace Health and Safety, Site Safety, IS100 and IS 700.

4519 Medical Unit Worker

Responsibilities:

- Works with the Safety Officer Assistant and the Medical Unit Leader in the Logistic Section
- Responsible for developing the Volunteer Medical Plan, procedures for managing medical emergencies, providing medical aid when necessary, and assisting Finance/Administration with processing injury-related claims
- Work as a First Aid Responder dispatcher
- Transports sick or injured personnel
- Provides copies of all signed volunteer injury-related documentation to the Documentation Unit Worker

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Skills Required:

- Current First Aid and CPR Certification. Must be able to lift 35 lbs. Certified Emergency Medical Services Technicians preferred. Automated external defibrillator training preferred. All driving responsibilities require current driver's license, clean driving record, and proof of insurance (if personal vehicle is used). Experience in hospital administration or a related field preferred.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety, IS100 and IS700.

4520 Orientation and Training Coordinator

Responsibilities:

- Upon receipt of volunteer placement information from the Interviewer, ensures all training requirements are fulfilled
- Receives signed Volunteer Waiver and Release of Liability Forms
- Coordinated training and orientation sessions with the help of the Training Assistant
- Ensures all Health and Safety requirements are met
- Provides copies of all signed training documentation and Release of Liability Forms to the Documentation Unit Worker.

Skills Required:

- Knowledge of applicable laws, regulations, and training requirements. A working knowledge of the Volunteer Plan (can be trained on-site). Must be detail-oriented with good communication skills and possess a strong command of the English language.

Training Requirements:

- 2-Hour Workplace Health and Safety, Site Safety, IS100 and IS700.

4521 Personnel Support

Responsibilities:

- Provides messages and other general coordination support activities for responders and volunteers such as doing laundry

Training Required:

- 2-Hour Workplace Health and Safety Site Safety.

4522 Photographer

Responsibilities:

- Provides photographic coverage of the incident for data collection, historic documentation, and future training purposes

Skills Required:

- Experience with still photography and/or handheld video photography is required. Experience with photographing wildlife, preferably in documentary and fast action settings is desirable.

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Equipment Required:

- Personal photographic equipment.

Training Required:

- 24-Hour HAZWOPER, Site Safety.

4523 Public Information Assistant

Responsibilities:

- Formulates and releases information of volunteer activities to the PIO
- Prepares volunteer press releases as needed
- Ensures all press releases are approved through the UC and the PIO before being released to the public
- Organizes materials for use in media briefings/ press releases
- Provides all press releases to Documentation Unit Worker

Skills Required:

- Experience in communications, journalism, or public relations with project leader responsibility preferred. Strong written and oral presentation skills.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety, IS100 and IS700.

4524 Pre-Impact Beach Cleanup/Surveillance

Responsibilities:

- Conducts pre-impact shoreline debris removal (removes non-oiled debris and trash prior to oiling)
- Patrols outside the known hot zone for potential strikes
- Reports stranded or free-floating oil to the Safety Officer Assistant and leave the area immediately. (Volunteers are not allowed in the hot zone)
- Works as a field observer, including beach conditions and weather surveillance
- Relays information concerning oiled wildlife and hazing effectiveness to wildlife services

Skills Required:

- Must be able to lift 35 lbs. Experience in oil and storm-spotting preferred.

Training Required:

- Site Safety, 4-Hour HAZWOPER Awareness Level.

4525 Receptionist

Responsibilities:

- Greets personnel arriving at ICP and directs them through the processing stages

Training Required:

- 2-Hour Health and Safety, Site Safety

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4526 Runner/Courier

Responsibilities:

- Shuttles messages and materials among incident locations, such as between the ICP to other spill response sites

Skills Required:

- Must possess a valid driver's license, clean driving record, and proof of insurance.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4527 Safety Officer Assistant

Responsibilities:

- Works with the Medical Unit Worker(s) and Safety Officer
- Assists in developing Site Safety Plans
- Ensures proper PPE distribution through the Supply Assistant
- Ensures volunteer adhesion to both the Medical Plan and the Site Safety Plans
- Ensures Volunteer Emergency Action Plans are completed and readily available
- Ensures volunteers know how to report injuries
- Documents volunteer injuries
- Addresses safety concerns.
- Provides copies of volunteer signed documentation to the Documentation Unit Leader

Skills Required:

- Familiarity with the Medical Plan, Emergency Action Plans, and Site Safety Plans. Excellent writing and organizational skills. Current first aid and CPR certification preferred. Experience in a safety-related field desirable.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety, IS100 and IS700.

4528 Scheduler/Time Card Assistant

Responsibilities:

- Assures maintenance of sign-in and sign-out records for volunteers and responders
- Ensures that all volunteers and responders on site are properly cleared and trained (and are not exceeding scheduled hours, in accordance with the UC guidance)
- Develops and monitors scheduling to ensure that sufficient volunteers are on hand at all times, according to the needs of the sites, facilities and staff

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety

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4529 Supply Assistant

Responsibilities:

- Assists with identification of logistical requirements with issue and control of personal equipment and supplies to volunteers and potentially responders.

Skills Required:

- Experience in ordering, issuing, stocking, accounting for, maintenance, and recovery of equipment and supplies from user personnel.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4530 Technical Support Specialist

This position is opened only upon request from the Scientific Support Coordinator (SSC) or Environmental Unit Leader.

Responsibilities:

- Supports the SSC
- Identifies environmentally sensitive areas, species of concern, and pertinent cultural/historical resources
- Provides GIS/mapping and computer support, weather forecasts, and current and tide data to help determine spill trajectory, fate, and impacts

Skills Required:

- Must have extensive knowledge of area and applicable tasks. The SSC will determine additional skills needed.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety, IS100 and IS700. Additional training is task-specific and to be determined by the SSC

4531 Traffic Monitor

Responsibilities:

- Oversees site access points to ensure only authorized persons enter, ensures habitat protection.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4532 Training Assistant

Responsibilities:

- Coordinates required trainings, arranges for class presentations by trainers, oversees audiovisual equipment and programming, schedules volunteer training sessions.

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Skills Required:

- Excellent organizational and communications skills.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4533 Transportation Assistant

Responsibilities:

- Works with the Transportation Unit of the Logistics Section to determine volunteer transportation needs including frequency, routing, and type of transportation (car, van, truck, commercial shuttle, bus)
- Determines volunteer drop-off and pick-up schedules for multiple sites; coordinates and verifies appropriate volunteer driver authorizations
- Monitors vehicle condition and maintenance among vehicles assigned to volunteer use, in accordance with the guidance of the UC and maintains appropriate vehicle use records

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4534 Volunteer Supervisor

Responsibilities:

- Monitors volunteers to ensure they are following health and safety practices.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety, additional trainings may apply depending on volunteer supervisory assignment. At a minimum the Volunteer Supervisor must be trained at or above the level of the volunteer workforce being supervised.

4535 Wildlife Notification

Responsibilities:

- See Pre-Impact Beach Cleanup/Surveillance
- As part of beach control activity, notify wildlife services, USFWS and LWLF of injured wildlife and hazing effectiveness (Volunteers are not allowed to handle or transport wildlife without proper certification.)
- Urges public to avoid areas and wildlife that are affected as untrained people can cause further damage to the environment and stress on wildlife.

Skills Required:

- Experience with wildlife and background in the natural sciences preferred.

Training Requirements:

- Site Safety, 4-Hour HAZWOPER Awareness Level.

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4536 Wildlife Recovery and Rehabilitation

Wildlife recovery and rehabilitation organizations generally manage their own database of trained volunteers that operate outside the scope of this plan. Therefore, volunteers in this area are only utilized if wildlife services exhaust resources. Approval from the USFWS and LWLF and the lead wildlife response organization is needed before volunteers are assigned any position in wildlife recovery, rehabilitation, or release. Volunteers are not allowed to handle or transport wildlife without proper certification.

4537 Wildlife Rehabilitation Facility Maintenance Specialist

Responsibilities:

- May include carpentry, air conditioning, plumbing, welding, and electrical support to the wildlife rehabilitation facility as requested
- Involves pool/cage construction and maintenance. Volunteers are not allowed to handle or transport wildlife without proper certification

Skills Required:

- Skills applicable to maintenance task. Must be able to lift 35 lbs.

Training Required:

- 2-Hour Workplace Health and Safety, Site Safety.

4538 Wildlife Rehabilitation Facility Support Specialist

Responsibilities:

- Cleans animal pens and holding areas
- Moves and cleans equipment as needed
- Prepares food and feeds wildlife. Volunteers are not allowed to handle or transport wildlife.
- Washes vehicles, washes and folds towels used for drying animals, and cleans and disinfects carrying cages and other animal capture and transport equipment following decontamination.
- Follows established protocols

Skills Required:

- Experience with wildlife and background in the natural sciences preferred. Custodial experience preferred. Must be able to lift 35 lbs.

Training Required:

- Site Safety, 4-Hour HAZWOPER Awareness Level

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

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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.

4701 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.

4702 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.

4703 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.

4704 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

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- 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)

4705 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.)

4706 Site Safety Training

This training is to orient the volunteers of specific hazards at the site of the spill.

4800 Wildlife Rehabilitation Facilities

USFWQ and LWLF have Memorandums of Understanding with various wildlife rehabilitation facilities statewide. USFWS and LWLF 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 LWLF 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.

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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 governments 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.