

Developing and Sustaining a Volunteer Program in your Community

Todd Manni
Norm Menard
Michael Previty
Joe Cournoyer



PAWTUCKET

EMA

MISSION

- ▶ COORDINATED BY PAWTUCKET EMERGENCY MANAGEMENT, PAWTUCKET CITIZEN CORPS IS PART OF THE NATIONAL CITIZEN CORPS INITIATIVE THAT SEEKS TO MAKE COMMUNITIES SAFER, STRONGER, AND BETTER PREPARED FTO RESOND TO AND RECOVER FROM EMERGENCIES
- ▶ THROUGH OUTREACH, TRAINING AND VOLUNTEER SERVICE
- ▶ THE PRIVATE SECTOR AND GOVERNMENT TO PROMOTE PREPAREDNESS AT THE LOCAL LEVEL

OUR GOALS

- ▶ PREPARE THE PUBLIC FOR EMERGENCIES THROUGH TARGETED OUTREACH, WITH SPECIAL ATTENTION GIVEN THE VULNERABLE POPULATIONS AND COMMUNITIES.
- ▶ ENGAGE VOLUNTARY AND COMMUNITY BASED ORGANIZATIONS IN PLANNING, DEVELOPING, AND SHARING RESOURCES RELATED TO PUBLIC SAFETY, PREPAREDNESS AND LOCAL EMERGENCY RESPONSE IF NEEDED.

OUR GOALS

- ▶ HOST DISCUSSIONS AND TRAINING WORKSHOPS AIMED AT BUILDING THE CAPACITY OF VOLUNTEERS AND EMERGENCY PREPAREDNESS IN THE COMMUNITY
- ▶ PROVIDE INFORMATION, RESOURCES, AND EMERGENCY UPDATES THROUGH A COMMUNICATIONS NETWORK.

RECRUITMENT & RETENTION



QUALITY OVER QUANTITY

COMMUNITY INVOLVEMENT OVER EMERGENCY RESPONSE

PROVIDENCE EMERGENCY MANAGEMENT AGENCY

Michael Previty
Preparedness Coordinator



PEMA's Current State

- 158 Total Volunteers
- 59 Trained CERT members since 2010
- 25 Trained Spanish CERT since 2010
- 15 RACES Club members
- 28 Shelter Trained since 2010
- 15 CPOD Trained
- 15-20 are active volunteers

How we are organized

- RACES Team set up as a non profit with by- laws and SOP
 - Conduct their own meetings monthly
- No distinctive SOP for volunteers
- Monthly meetings for Volunteers
 - Trainings held at those meetings
 - No formal training schedule
- 3 CERT Instructors

What we are working on

- PEMA Volunteer Plan/SOP
 - Volunteer liaison committee formed for input
 - Committee formulating training plan and schedule
- CERT Classes in English and Spanish
- Tier structured levels of Volunteers & Training
 - CERT
 - MEDS POD
 - CPOD
 - SHELTER
 - EOC

What we are working on

- Quarterly Preparedness Nights
 - Using FEMA, *Are You Ready?* Books and Presentation
 - 1 hour preparedness presentation
 - 15-30 minutes of talking points about what the agency can do and how you can volunteer
 - Taught by volunteers
- Getting more involved in community activities

Best Practices PEMA is using

- Following structure of Miami-Dade County/Core Program
 - Community based
 - Train organizations that are already structured
 - Community groups
 - Neighborhood groups
 - Faith based organizations

Remember

Get your volunteers to share in the workload. Do not do it all yourselves.

Operation All Together Now (Whole Community CERT)



Todd Manni
Smithfield EMA

What is Operation All-Together?

- Identifying all ready existing community organizations (businesses, civic groups (Lions Club, Rotary, Jaycees) and church groups) who often times offer help after an emergency or disaster occurs.
- Encourage these groups to become active in the community's response to disasters.
- Provide CERT training to interested volunteers within these groups before a disaster occurs.

Benefits to

Operation All-Together Approach

- Leverage the strength and existing organizational structure of these groups.
- Increase the understanding of the many community needs have after an emergency or disaster that are above and beyond the normal day-to-day public safety functions such as emergency sheltering, RISNER participant well-being checks, commodity distribution, mass vaccinations.
- Open new lanes to promote emergency preparedness messages.

Make CERT match your community's needs

- Be a CERT *realist* not a CERT *purist*.
- Use the national CERT model as a base to build on and build off of that best benefit your community and community need.
- Focus on and enhance components of the national CERT curriculum that best fit your community.

- Add in severe weather and CPR training to develop existing community programs such as SKYWARN[®], StormREADY[®], and Heart Safe Community[®] programs.
- Coordinate with local public safety to use CERT as a force multiplier at special community events (road race course marshals, crowd “customer service” representatives, counters, etc.)
- Train CERT to staff emergency preparedness public information kiosks at community events.

Final thoughts...

- Assess local needs for force multiplier opportunities during both emergent and non-emergent incidents.
- CERT is a part of the local emergency response system. Engage public safety partners in the design and programmatic elements of your CERT. This is not a recreational sport.
- Make CERT what your community needs.



There is room enough only for one