

**OHIO EMERGENCY OPERATIONS PLAN
EMERGENCY SUPPORT FUNCTION #6
MASS CARE**

TAB C: VOLUNTEER MANAGEMENT SUPPORT PLAN

- LEAD AGENCY:** Ohio Emergency Management Agency (Ohio EMA)
- SUPPORT AGENCIES:** Ohio Department of Administrative Services (DAS)
Ohio Department of Transportation (ODOT)
Adjutant General’s Department, Ohio National Guard (ONG)
Ohio Voluntary Organizations Active in Disasters
(Ohio VOAD) and Associated VOAD Member Organizations
Ohio Department of Public Safety (ODPS)
Ohio State Highway Patrol (OSP)
Ohio Department of Health (ODH)
American Red Cross (ARC)
The Salvation Army (SA)
Ohio Homeland Security (OHS)

I. INTRODUCTION

- A. The purpose of this plan is to facilitate the State of Ohio’s volunteer management system; to provide a method to manage volunteers in an incident; and discourage spontaneous volunteers from responding to an incident.
- B. This plan provides guidance to personnel supporting local, and coordinating state level volunteer efforts. As outlined above, Ohio EMA is the lead agency for this plan and is supported by the agencies listed above.

II. SITUATION

- A. Volunteers can be a valuable resource following emergencies and disasters. As with any other resource, volunteers are most effective if utilized and managed properly. Volunteers may be affiliated with a volunteer organization, be unaffiliated; and may be solicited, or may spontaneously respond. Regardless of their affiliation or how they respond, there must be an effective process to organize and utilize them.
- B. Affiliated and trained volunteers are those who are associated or identified with a service agency or disaster relief organization. Unaffiliated or spontaneous volunteers are not affiliated with a specific disaster relief organization. Trained medical volunteers are associated with the Ohio Medical Reserve Corps (OMRC) (see ESF-8 – Public Health & Medical Services).

- C. A large-scale incident that impacts a large portion of the state may require state-level management of volunteers through a local-level or regional administrator, and may require the solicitation of individual volunteers or groups with particular skill sets and/or expertise.

III. ASSUMPTIONS

- A. One of the most readily available volunteer resources following a disaster or emergency will be incident survivors.
- B. Adequate facilities, equipment and other resources will be available for local and state volunteer management operations.
- C. Volunteer management support personnel will be adequately trained and will be prepared to carry-out their functions.
- D. During emergencies, local volunteer organizations will experience demands that will necessitate state, and possibly federal assistance.

IV. SCOPE

- A. This plan applies to any emergency, disaster, or incident within the state of Ohio that would result in a need to manage affiliated, unaffiliated or spontaneous volunteers at the state level.

V. CONCEPT OF OPERATIONS

- A. For most incidents, volunteer management operations will be conducted at the county or municipal level, with state-level support as needed. If incidents require state-level volunteer management support, the primary and support agencies to this tab will form a Volunteer Management Team within the state emergency operations center (EOC). As the primary agency, Ohio EMA will facilitate this team.
- B. When this plan is activated, close coordination with the Public Information Officer (PIO) and/or Joint Information Center (JIC) will be established and maintained to ensure that accurate volunteer information on volunteer needs is provided to the media.
- C. Whenever possible, volunteers will be solicited and utilized to fill identified needs. It is also likely, however, that well-meaning citizens and incident survivors will spontaneously volunteer following an incident. These spontaneous volunteers may be a valuable resource, but they will need to be effectively managed to ensure that they do not become a liability to response operations.
- D. To reduce the number of spontaneous volunteers, the PIO and/or JIC will issue public announcements urging volunteers to respond to identified volunteer needs by affiliating themselves with a recognized volunteer organization. Likewise, recognized volunteer

organizations will be urged to not spontaneously respond. Pre-scripted media messaging may be used to avoid delays informing the public.

- E. Members of the Ohio Department of Public Safety's (ODPS) Ohio Public Private Partnership (OP3) can obtain credentials to access the scene of critical incidents and disasters through the Emergency Personnel Credentialing System (EPCS). This system provides the private sector a means by which they can obtain official access credentialing that can be verified by local first responders and emergency personnel who control access to the scene of these critical incidents. Companies that have a routine need to provide critical goods or services in disasters or emergency situations may request access to Multi-Emergency Credentials. These credentials allow an employee access to regular statewide disaster relief initiatives.

When the EPCS system has been activated due to an impending or ongoing disaster situation, all OP3 partners participating in EPCS will be notified through the CIMS portal. During business hours the CIMS Administrator will activate the EPCS system through CIMS. Outside of business hours, the Ohio State Highway Patrol Watch Desk will activate the system.

EPCS does not supersede the authority of local officials to restrict access to areas affected by disaster that are unsafe or have not yet stabilized. Local authorities will reserve their right to deny access to any individual to a restricted area, with or without EPCS credentials. EPCS credentials can be verified by local on-scene authorities through the Law Enforcement Automated Data System (LEADS).

- F. Volunteer Reception Centers (VRC)

1. VRCs will be established as needed to receive, organize and direct volunteers as they respond to an incident. VRCs are an operational response component for effectively and efficiently processing and registering volunteers to match their skills to agencies and operational response tasks that need assistance.
2. VRCs will provide a means to document volunteer registrations, requests for volunteers, volunteer service hours, staffing costs and other expenses.
3. The need to activate a county-level VRC will be determined by local jurisdictions.
4. The HandsOn Ohio Network maintains a list of pre-determined VRC sites throughout the state.
5. VRCs will work with other agencies to process and refer spontaneous volunteers and will serve as the check-in site for trained medical volunteers.
6. Depending on the situation and need, a VRC can be activated with or without resources for processing trained medical volunteers through the OMRC. If medical licenses cannot be validated through the Ohio License Center then no new medical volunteers can be utilized in a medical capacity. Affiliated volunteers whose credentials have been verified to be current prior to the incident may still be utilized.

7. The Ohio Department of Public Safety Emergency Resource Team (DPS ERT) can be activated to support state or local VRC operations.
8. The Ohio Responds Database is the state volunteer registration system. When possible, VRCs will use the Ohio Responds database to register all volunteers. If the Ohio Responds database is not available, a paper Ohio Responds application will be used to register volunteers. When workload allows, these paper applications will be inputted into the Ohio Responds database.

G. Demobilization

1. Demobilization of state-level volunteer management operations support will begin as soon as local volunteer management operations can adequately support the incident.
2. The decision to discontinue state-level volunteer management support operations will be made in consultation with local incident commanders and local agencies.

H. Coordination by Level of Government

1. Federal
 - a. The federal government may provide technical, logistical, managerial, resource and manpower support for volunteer management operations.
2. State
 - a. The State will support local volunteer management efforts.
 - b. The State may conduct state-level volunteer management operations if an incident spans multiple counties or has state-wide impacts.
 - c. When needed, the State will request support from other states through the Emergency Management Assistance Compact (EMAC) or from FEMA Region V if the volunteer management needs exceeds the capabilities of the state.
3. Local
 - a. Local jurisdictions will conduct volunteer management operations for their jurisdiction, unless the need exceeds their capabilities, at which time they may request state-level support.

VI. ASSIGNMENTS OF RESPONSIBILITY

A. Ohio Emergency Management Agency (Ohio EMA) – Primary Agency

1. Coordinate and report on state agency resources and missions for the support of local volunteer management operations.

2. Activate and coordinate the Department of Public Safety Emergency Resource Team (DPS ERT) for state-level volunteer reception center staffing.
3. Maintain operational and fiscal records pertaining to volunteer management operations.

B. Ohio Department of Administrative Services (DAS)

1. Identify, locate, and (if necessary) lease facility(ies) for state-level volunteer reception centers and management operations. (Note: HandsOn Ohio has some potential VRC locations around the state pre-identified).
2. Maintain financial records of purchases made for volunteer management operations and provide them to Ohio EMA for reporting purposes.

C. Ohio Voluntary Organizations Active in Disasters (Ohio VOAD)

1. Coordinate the activities of VOAD member agencies in support of local and state volunteer management operations.

D. Ohio Department of Transportation (ODOT)

1. Coordinate transportation resources for the support of local and state volunteer management operations.

E. Ohio Homeland Security

1. Coordinate the credentialing of members of the Ohio Public Private Partnership (OP3) through the EPCS system.

E. Adjutant General's Department, Ohio National Guard (ONG)

1. Provide and/or assist with transportation resources for local- and state-level volunteer management operations.

F. Ohio Department of Public Safety (ODPS)

1. Provide the DPS ERT to staff state-level VRCs or to support local-level volunteer management operations.

G. Ohio State Highway Patrol (OSP)

1. Provide security at state VRC locations.

H. American Red Cross (ARC)

1. Assist VRCs by providing trained staffing volunteers.
2. Notify the State EOC of volunteer needs.

I. The Salvation Army (SA)

1. Assist VRCs by providing trained staffing volunteers.

2. Notify the State EOC of volunteer needs.

J. Ohio Department of Health

1. Facilitate and assist in the activation and employment of Medical Reserve Corps volunteers.
2. Assist with the use of the Ohio Responds database for volunteer tracking and management.

VI. RESOURCE REQUIREMENTS

- A. The DPS-ERT and other state personnel deploying for VRC or other volunteer management operations will require the following:
1. Travel and in-state transportation support IAW state travel policy.
 2. Laptop computer with internet access to the Ohio Responds database.
 3. MARCS radio communications and/or cellular telephones.
 4. Office supplies and other administrative support as dictated by the situation.