

Disaster Volunteers and Risk Management: Internet Resources

http://www.csc.ca.gov/cc/res_man.asp

Several years ago, Margaret Melsh and Kelle Remmel worked with the State of California to put together a spontaneous volunteer management template designed for Operational Areas and cities as well as an accompanying guidance document. Materials are available in Word and PDF formats.

<http://www.navplg.org/>

This is the site for the National Association of Volunteer Programs in Local Government. NAVPLG focuses exclusively on the unique needs of volunteer programs within the structure of local governments.

<http://www.citizencorps.gov/cert/start-3-1d.shtm>

This site features information on reducing liability in CERT programs. Has tips for researching legal considerations and reducing liability during training, exercises and team activation. From here it is easy to link to other federal info on CERT.

<http://www.cupertino.org/index.aspx?page=530>

The City of Cupertino has devoted a page to its CERT program on the City website. Reminder: Ken Ericksen is the CERT coordinator.

<http://www.cert-la.com/index.shtml>

This site describes itself as "Of CERT, By CERT, and For CERT Graduates." Nicely put together by the Los Angeles CERT Program, the site has forms, manuals, all the info you could want, and more. (And the color is great!)

<http://nonprofitrisk.org/>

The Nonprofit Risk Management Center has lots of good information - it is probably one of the key organizations focusing on volunteer risk management.

https://www.riskinstitute.org/peri/component/option.com_bookmarks/mode,0/cati d,50/Itemid,44/

This is a new-to-me website that Margaret suggested - it has some very valuable presentations in the area of risk management for public entities. You might want to browse through their resource library.

<http://www.cimaworld.com/htdocs/nonprofit.cfm>

Cima, one of the leaders in providing insurance coverage for volunteers, has been working with nonprofits for 40+ years. They also work with government entities.

https://www.niac.org/ResourceCenter/ResourceDisplay.cfm?IDType=Publications&q_SectionID=11&q_CategoryID=52

Although the Nonprofit Insurance Alliance of California (NIAC) provides coverage only for 501c (3) organizations, they have some good (free) resources for all risk managers. They are available on-line; you can also get them to mail you one copy.

[http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/Disaster%20Service%20Worker%20Volunteer%20Program%20\(DSWVP\)%20Guidance/\\$file/DSWguide.pdf](http://www.oes.ca.gov/Operational/OESHome.nsf/PDF/Disaster%20Service%20Worker%20Volunteer%20Program%20(DSWVP)%20Guidance/$file/DSWguide.pdf)

Everything you wanted to know about the Disaster Service Workers Volunteer Program - and also a great sleep aid.

<http://ci.santa-rosa.ca.us/departments/adminservices/emergencyprep/Pages/COPE.aspx>

COPE, or Citizens Organized to Prepare for Emergencies, has been described as CERT Light. "The mission of COPE is to help residents, families, and neighborhoods become and remain better prepared to respond to and recover from emergency situations." Good tools here, including planning guide and all the organizing forms.

<http://www.uwsp.edu/ehs/Slips,%20Trips%20&%20Falls.htm>

From the University of Wisconsin - Stevens Point website - some good materials to use for safety training regarding slips, trips and falls. Go Badgers.

<http://www.volunteersanjose.org/standards.html>

"Quality Standards" document features key elements of a volunteer policy manual.

http://www.ci.oceanside.ca.us/pdf/Volunteer_Manual.pdf

The City of Oceanside's Volunteer Program Procedures Manual (October 2007) addresses multiple aspects of risk management. Includes an interesting tool - a "Volunteer Job Risk Assessment" form designed to assess risks of any volunteer position and, for each risk, to identify the required training and personal protective equipment.

<http://www.volunteertoday.com/ARCHIVES2008/june08localgovt.html#Seniors>

Article from VolunteerToday.com regarding City of Plano's (TX) volunteer policies and procedures. Note the section on background verification checks and under what circumstances they will be conducted.

http://www.navplg.org/pdf/Sample_vol_policies_06.pdf

Administrative Policy Manual for the City of Sunnyvale's Volunteer Resources Program. Describes many aspects of volunteer management, including a list of responsibilities for volunteer supervisors.

<http://www.medicalreservecorps.gov/PromisingPracticesToolkit.asp?mode=ResourceDetails&ResID=196&RefID=Category&Category=21>

Provides links to sample liability waivers used by MRC groups.