

*Washington County
Volunteer Reception Plan*

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Introduction

Purpose:

The Volunteer Reception Center is the place where all needs for help and all offers of help are matched for a declared emergency response in Washington County. The VRC works under the supervision of the Emergency Operations Center to ensure the smooth assignment and flow of volunteer help to areas where help is most needed.

Volunteer Reception Center Activation Protocol

Upon receiving instructions from the *EOC* the *Volunteer Center* will prepare to process spontaneous volunteers in the Volunteer Center or will set up the Volunteer Reception Center at the Public Agency Center Room 1113 A&B. Several staff and volunteers will be trained to set up the VRC in case it becomes necessary.

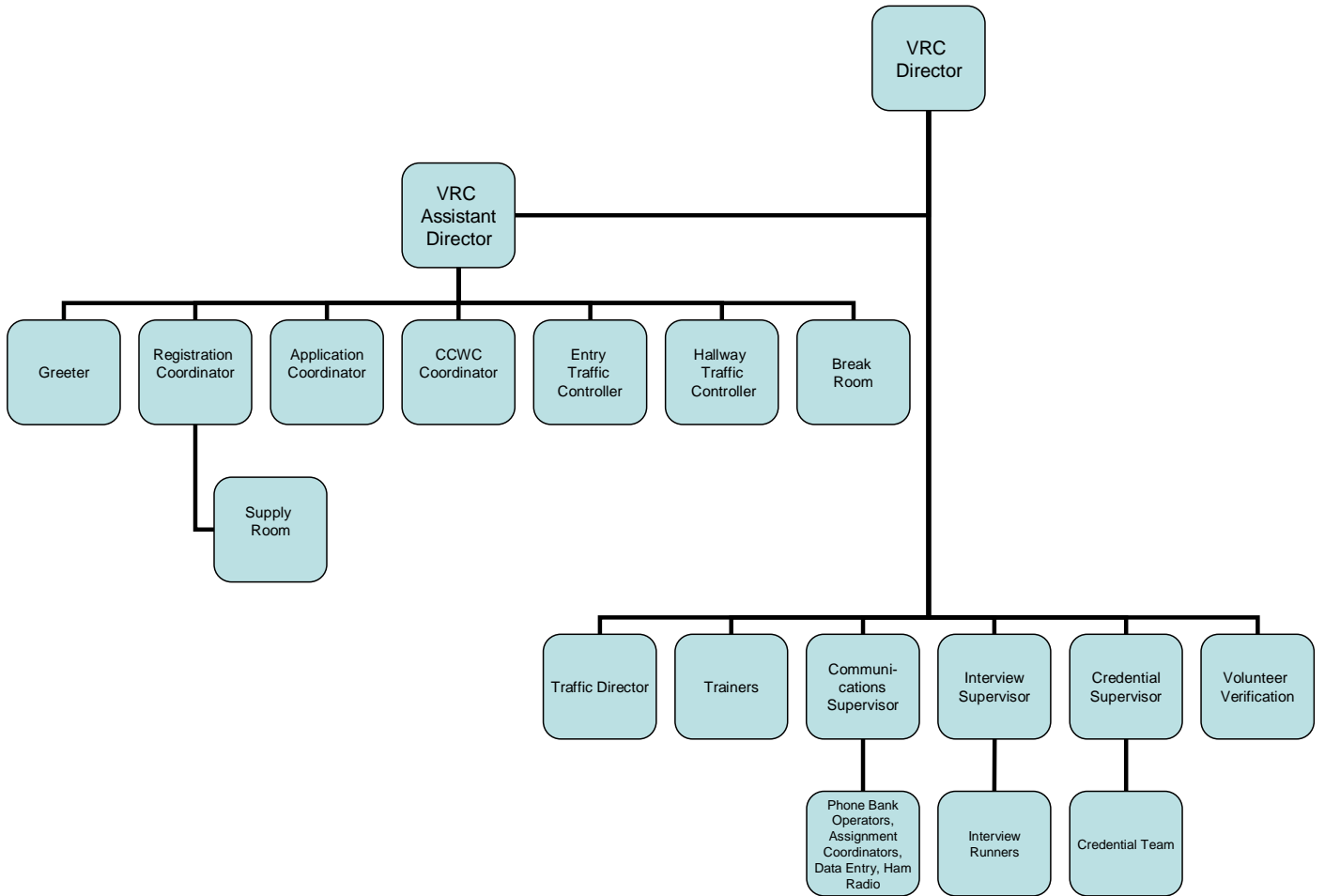
The Volunteer Reception Center will begin processing and referring volunteers as soon as possible after key staffing positions are in place, and the first volunteers and first requests for volunteer assistance arrive. The process will include: registering and interviewing volunteers to determine their availability, skills, abilities and limitations; referring each volunteer to a specific assignment at a requesting agency – job, date, time and location; providing identification badges and assignment bracelets for each referred volunteer; and providing a basic safety briefing.

The setup of the Volunteer Reception Center can expand and contract as volunteer staff are in place to accommodate the number of volunteers coming to be assigned. The fundamental staff members needed to open the VRC: a director, an interviewer, a phone bank operator, one credentialing team, a trainer and a traffic controller. As additional VRC staff are identified and trained, the VRC can expand.

Record keeping in every aspect of the VRC will be a priority. All training, expenses and time donated will be documented. All VRC staff will be made aware of the need to maintain accurate documentation of their activities, including training provided to volunteers, and supply expenses incurred.

The opening of a Volunteer Reception Center is premised on one or more Memorandum(a) of Understanding adopted by the Office of Emergency Management and the Volunteer Center prior to the emergency. The agreement details facilities management, security, access to technology, authority, expense reimbursement policy and documentation required.

Volunteer Reception Center Organizational Chart



Flow of Volunteers and Information through the Volunteer Reception Center

The following station descriptions explain the VRC floor plan. For security, safety and risk management reasons, all volunteers should complete the entire process.

Station #1 Registration Area

Volunteer: At the Registration Area the registration coordinator will ask volunteers to sign in, give each volunteer a registration form, and direct them either to Station #2 Application Area, or directly to the Citizen Corps Station #2 Application Area, where they will fill out their registration form. The registration coordinator will give volunteers a brief orientation to the registration process. The registration coordinator will manage VRC staff sign in / sign out. The registration coordinator will check out the supply room key to VRC supervisors only, as needed.

Information: Sign in sheets capture the names of all volunteers who have begun the assignment process. Each volunteer receives a registration form. All VRC staff at the VRC sign in and sign out at the registration area.

Station #2 Application Area OR Citizen Corps Station #2 Application Area

Volunteer: At the Application Area (the cafeteria) volunteers complete a registration form and liability waiver form. Volunteers wait for their name to be called. Then they proceed to Station #3 Interview Area.

Citizen Corps Members: At the Citizen Corps Application Area, the volunteer completes a registration and liability waiver form and are directed as quickly as possible to Station #3 Interview Area.

Information: Registration forms stay in the possession of the volunteer as they move through the process.

Station #3 Interview Area

Volunteer: As interviewers are available, the Entry Traffic Controller directs new volunteers from the application area or from the Citizen Corps application area to be seated with an interviewer. The interviewer reviews the registration and liability waiver forms for completeness and initials the registration form. At the completion of the interview, the volunteer is given a referral form explaining their volunteer job description and the location, date and time of assignment. The volunteer then proceeds to Station #4 Training Area.

Information: The volunteer carries the initialed registration form and the referral form with his or her specific volunteer assignment through the process.

Station #4 Training Area

Volunteer: The Trainer will document the attendance of each volunteer on their registration form and present a prepared safety briefing appropriate to the specific emergency event. The Trainer initials the registration form that volunteer received training. At the conclusion of the briefing, the trainer will refer volunteers to Station #5 Credential Area.

Information: Volunteer carries registration form containing notation of completed safety training, and referral form through the process.

Station #5 Credential Area

Volunteer: The Credentialing Team will create a credential badge for each volunteer. Each badge includes a photograph, specific credentials and area of authority. The Credentialing Team initials registration form that badge is given to volunteer. After the credential badge is completed, the volunteer proceeds to Station #6 Volunteer Verification.

Information: Volunteer carries registration form, credential badge and referral form through the process.

Station #6 Volunteer Verification Area

Volunteer: Volunteer Verification staff verifies completeness of registration form and initialing, credential badge and referral. Verification staff completes a wrist band that correlates to each date and time of volunteer assignment. The wristband contains the volunteer's name, the date(s) and times which the volunteer expects to work. The wrist band is attached to the volunteer's wrist. The Verification Staff initials registration form that wristband is given and keeps registration form. The Verification staff provides directions to the volunteer assignment location.

Information: Volunteer leaves registration form with Volunteer Verification staff. Volunteer receives directions to volunteer location and departs the VRC with wrist band, credential badge and referral.

Other Support Functions

Other areas shown on the Volunteer Reception Center Floor Plan house necessary staff and functions that do not deal in person with spontaneous volunteers. These are outlined below:

Greeter

The Greeter manages all traffic flow into the Public Agency Center. The Greeter invites volunteers to step forward, directs Citizen Corps members to the Citizen Corps Application Area, and all others to register at the registration table.

Phone Bank

The critical function of the Phone Bank Operators is to take and return calls from organizations needing volunteers. Each call requesting volunteer needs is logged onto a Request for Volunteers Form. Calls are made back to the requesting agency to communicate assigned volunteer names, shifts and job assignments back to those organizations. Outgoing calls are made to activate special skill volunteers to meet specialized needs. After reporting the volunteers referred on a completed assignment sheet, initial the sheet and give to Data Entry Coordinator.

Assignment Area

The Assignment Coordinators receive the Request for Volunteers Forms from the Phone Bank Operators, organize them and post them on the Assignment Wall.

Data Entry

Data Entry Staff enters data from all the sources in the Volunteer Reception Center into computer databases and records – i.e., Request for Volunteers Forms, Volunteer Registration Forms, volunteer sign in lists, VRC staff sign in and sign out forms, completed assignment lists and supply check out forms. All entered forms are filed.

Supply Area

This area should be located in a room (UW-Ex meeting room) that can be secured and should be accessed only by VRC supervisors with a key checked out at the registration area.

Runners

Runners are integral to the smooth operation of the assignment of volunteers. Any interviewer completing a volunteer referral raises a small flag to summon a Runner. Runners post assignments of volunteers on the Assignment Wall, and take completed assignment sheets to phone bank operators.

Traffic Controllers

Traffic Director is stationed in the middle of the Volunteer Reception Center to guide volunteers from the Interview Area to the Training Area.

Entry Traffic Controller is stationed by the main entry door to the Volunteer Reception Center. This person calls volunteers as spaces open in the interviewing Area.

Hallway Traffic Controller is stationed by the hall door between the Training Room and the credentialing area. This person calls volunteers into the credentialing area as spaces open.

Staff Break Area

A break area will be established for VRC staff to take short breaks.

Media Room

All media are directed to the EOC.

Public Information

The Public Information Officer at the EOC is the only staff member to make statements to the media about the center's operation. All information should be approved by the VRC Director and coordinated with the EOC prior to dissemination.

Procedures

EOC will direct the opening of the Volunteer Reception Center. EOC will direct the handling of donations. EOC will manage all public information flow. EOC will determine whether or not credential badges are to be created for each assigned volunteer. EOC will determine open hours of the Volunteer Reception Center.

Procedures for documenting the hours and the type of work done by each volunteer should be determined jointly by the EOC, the Volunteer Center, and the county budget department, to ensure the maintenance of all information required to support a FEMA reimbursement application.

Count on all VRC staff to train their replacements.

Staffing Needed to Open a Volunteer Reception Center (7):

VRC Director (1)
Interviewer (1)
Phone Bank Operator (1)
Credentialing Team (2)
Trainer (1)
Traffic Controller (1)

Staffing the Full Volunteer Reception Center:

As Volunteers fill VRC roles, the VRC will expand. Positions will first be filled in the Telephone Bank Operators area, then Interviewers, then Traffic Control, then Registration. At startup some volunteers will fill 2-3 roles. As the VRC staffing expands, each volunteer will fill a single role.

Staffing Required for full Volunteer Reception Center Operations (51):

VRC Director (1)	Communications Supervisor (1)
VRC Assistant Director (1)	Phone Bank Operators (8)
Greeter (1)	Assignment Coordinators (3)
Registration Coordinators (2)	Data Entry Coordinator (1)
Application Coordinator (1)	Ham Radio (1)
Citizen Corps Coordinator (1)	Trainers (3)
Entry Traffic Controller (1)	Hallway Traffic Controller (1)
Interview Supervisor (1)	Credential Supervisor (1)
Interviewers (9)	Credentialing Team Members (8)
Runners (3)	Volunteer Verification Coordinators (2)
Traffic Director (1)	

VRC Director

Together with the Assistant VRC Director, oversee the staff, operations, record keeping, reporting, physical plant and safety of the Volunteer Reception Center. Coordinate EOC and PIO communications.

The VRC Director will:

- Receive the directions from the EOC to activate the Volunteer Reception Center.
- Clearly designate one entrance and one exit.
- Set up the room for efficient flow of volunteers and information.
- Determine the size of the VRC to meet the needs of the emergency.
- Assign tasks and instruct staff and volunteers of positions and procedures.
- Monitor the operation and make staffing changes when necessary.
- Maintain all records of safety and job training provided to volunteers, and hours worked in the VRC by employees and volunteers.
- Meet and thank all volunteers and staff who help in the VRC and instruct them to sign in and out on the Volunteer and Staff Sign-in / Sign-out record daily.
- Work with all staff to problem solve issues as they arise.
- At all times, ensure that the VRC is safe and that numbers of people in and around the VRC remain within safety limits.
- Turn all records into the Emergency Operations Center weekly or at end of the activation.

The VRC Director directly supervises the following areas:

- Interview Area
- Assignment Wall
- Communications Area: Phone Bank, Assignment Coordination, Data Entry, Ham Radio
- Credential Area
- Training Area
- Volunteer Verification Area

Supervised by:

EOC

Items needed:

- ID Badge
- “To Go” Box containing office supplies, clipboard and forms to stock VRC for the first 2-3 days.
- Cell phone
- Laptop with Internet access
- Walkie Talkie

VRC Assistant Director

Assist the VRC Director and help direct and support all stations. Keep VRC Director apprised of operations, problems and concerns. Coordinate EOC and PIO communications with VRC Director.

The VRC Assistant Director will specifically oversee the ongoing operations and staffing in the following areas:

- Greeter
- Registration Area
- Application Area
- Hallway and Entry Traffic Controllers
- CCWC Supervisor
- Supply Area
- Volunteer Breakroom

Supervised by:

VRC Director

Items needed:

- ID Badge
- Clip Board
- Walkie Talkie

VRC Greeter

Greet people with a friendly and firm demeanor, determine the purpose of their visit and direct them accordingly. Alert VRC Assistant Director of any concerns. Answer questions. Be alert for safety issues.

The greeter will:

- Will be located inside orienting volunteers at the front entrance.
- Control the numbers of volunteers coming into the building and process.
- Greet and thank volunteers.
- Direct volunteers to the Registration Area table.
- If a Citizen Corps Member arrives direct them to the CCWC Application Area table.
- If Media personnel arrive please direct them to the EOC.
- If emergency survivors arrive, refer them to the area designated by the EOC.
- If volunteers bring donated items, like cleaning supplies, nonperishable food, etc., to donate, direct them to the place designated by the EOC.
- If there is a long waiting line, briefly explain the process and ask everyone to be patient or, if they prefer, to come back at a later time.
- Watch for volunteers who are symptomatic and ask them to excuse themselves.

Supervised by:

VRC Assistant Director

Items needed:

- ID Badge
- Sign and banner
- Walkie Talkie

VRC Registration Coordinator

To greet people with a friendly and firm demeanor, thank them for volunteering. Handle the sign in process and distribute volunteer application forms.

The registration coordinator will:

- Thank the volunteer for coming.
- Request that each and every individual sign in.
- Hand the volunteer a registration form. Ask them to fill out the form and direct them to the Application Area where they can complete filling out the form.
- If the individual is a Citizen Corps member, ask him/her to complete the registration form and move directly to the Citizen Corps Application Area table.
- Manage VRC staff sign in / sign out.
- Manage the Supply Area Key and check it out to supervisory personnel.

Supervised by:

VRC Assistant Director

Items needed:

- ID Badge
- Registration Forms
- Pens
- Clip boards
- Sign-in Sheet for Spontaneous Volunteers
- Sign-in / Sign-out Sheet for VRC Volunteers and Staff
- Sign (Station #1 Registration Area)
- Flag

VRC Application Coordinator

Greet volunteers and help them in filling out their registration forms and understanding the process. Verifying that all forms are completely and legibly filled out. Making volunteers feel comfortable and offer refreshments.

The Application Coordinator will:

- Greet people with a friendly and firm demeanor.
- Thank the volunteer for coming.
- Assist volunteers in filling out the registration forms. Inquire about any special skills or certifications the volunteer possesses. Copy all pertinent certifications and attach to the registration form.
- Check all registration forms for completeness.
- Answer any questions of volunteers.
- Teach the process and ask everyone to be patient.
- Introduce the general areas and locations of volunteer jobs.
- Discuss directions and show on maps.
- Offer refreshments – either donated items or Vending Machines
- Keep the area calm and ensure that the number of people in the cafeteria does not exceed the number of seats available.
- Call volunteers into the cafeteria as seats become available.

Supervised by:

VRC Assistant Director

Items needed:

- ID badge
- Pens
- Additional Registration Forms
- Sign (Refreshments)(Vending Machines)
- Sign (Station #2 Application Area)
- Sign (general volunteer jobs, locations)
- Walkie Talkie
- County map posted on the wall
- Telephone books
- Scanner / Printer
- Copy Paper

VRC Citizen Corps of Washington County Supervisor

Greet all Citizen Corps Members and coordinate the speedy registration procedure for CCWC.

The CCWC Supervisor will:

- Greet people with a friendly and firm demeanor.
- Thank the volunteer for coming.
- Log every Citizen Corps member in.
- Ask Citizen Corps member to be seated while the short process of verification is completed.
- Search and confirm name and skills against data report.
- Check to see if a background check was issued.
- Record any changes of information such as phone number, name of emergency contact, etc.
- Keep the area calm, answer questions about the process, ensure the volunteer registration forms are complete, and ensure that the number of people in the area remains manageable for safety.
- Direct Citizen Corps Members with completed registration forms to stay seated until they are called by the Entry Traffic Controller.
- Watch elevator, stairs and hallway.

NOTE: Please check with the VRC Director to see how many workers are needed to launch and operate the VRC. Citizen Corps Members will be the first responders that will fill the VRC job descriptions. Assign the Citizen Corps Member to their role and area.

Supervised by:

VRC Assistant Director

Items Needed:

- ID badge
- Pens
- Additional Volunteer Registration Forms
- Sign (Citizen Corps Application Area)
- Citizen Corps current printed data reports
- Flag
- Citizen Corps Sign-In Log

VRC Traffic Controllers

Greet and direct volunteers to the appropriate area. Maintain safety and orderliness.

The Traffic Controller will:

- Greet people with a friendly and firm demeanor.
- Direct volunteers to the next appropriate station in the process.
- Be alert and aware when a supervisor may need your help directing a volunteer to designated area.
- Interact with the volunteers waiting. Thank the volunteers for their help.
- Always be aware of action in the area that you are working in, and looking for unpredictable behaviors.
- Alert the VRC Director or Asst. Director of any issues that need attention.

Entry Traffic Controller – is positioned at the main entry door to the Volunteer Reception Center

- Invite volunteers to the Interview Area from the Citizen corps Application Area and from Station #2 Application Area.
- Control traffic in the hallway outside the VRC.
- Continue to get lists of volunteers from Registration Area.

Supervised by:

VRC Assistant Director

Hallway Traffic Controller – is positioned at the door between the Training Area and the Credentialing area.

- Hold volunteers in the hallway until spaces open up.
- Direct volunteers who have completed training to open places at the credentialing area.

Supervised by:

VRC Assistant Director

VRC Traffic Director – is positioned in the center of the Volunteer Reception Center

- Direct volunteers with referrals, from the interview Area to the Training Area.

Supervised by:

VRC Director

Items needed:

- ID badge - all
- Pen - all
- Flag – Hallway Traffic Controller
- Walkie Talkie – Entry Traffic Controller

VRC Interview Supervisor

Assist interviewers, and runners with any questions or problems that may arise.

The Interview Supervisor will:

- Help control the flow of volunteers to and from the interview area
- Help delegate any unexpected duties that may arise
- Be aware of supplies and forms that need to be replenished
- Be aware of posted requests that are needed
- Direct special skilled volunteers to the designated seating area
- Post special skills on a poster board and hang above phone bank operators.
- Be certain to communicate the special skills of those volunteers to the Communications Coordinator
- Keep track of the amount of time each special skill volunteer has been waiting for assignment in his/her skill area.
- When the special skill assignment time has passed, invite the volunteer back to an interviewer for alternative assignment.
- Rotate Interviewers to take breaks.
- Keep unassigned Special Skill Volunteer Registration Forms.

Supervised by:

VRC Director

Items needed:

- ID badge
- Pens
- Markers
- Special Skill Volunteer Registration Forms file

VRC Interviewers

Conduct an interview of the prospective volunteer and assign him/her to an open volunteer job appropriate to his/her abilities and interests. Keep the interview brief but complete.

The Interviewer will:

- When a new volunteer approaches, ask him or her to be seated, ask for his/her registration form.
- Verify the completeness and accuracy of the form.
- Use the form as a guide to inquire more about the volunteer's skills.
- Any questions from the volunteer that you can not answer lift your flag for support from the Interview Supervisor.
- At the conclusion of the interview, initial the registration form.
- When the volunteer accepts an assignment, complete a Referral Form, filling in all information requested.
- Hand the referral form to the volunteer and instruct him/her to report to the Training Room. The VRC Traffic Director can help direct the volunteer.
- Raise your flag and give the assignment information to the Runner to post on the Assignment wall.

Supervised by:

VRC Interview Supervisor

Items needed:

- ID Badge for each interviewer
- Sign (Station #3 Interview Area)
- Referral Forms
- Additional Registration Forms
- On call form
- Flag for each interviewer
- Pens

VRC Runner

The runner job is to respond to Interviewers and to post volunteer assignments on the Assignment Wall.

The runner will:

- Respond to any Interview station that signals a runner by raising a flag
- Take the volunteer referral information from the Interviewer and post it on the Assignment Wall.
- If you encounter a problem, safety concern or issue needing attention, please alert the VRC Interview Supervisor.

Supervised by:

VRC Interview Supervisor

Items needed:

- ID badge
- Markers

VRC Communications Supervisor

Oversee and support the Phone Bank Operators, Ham Radio Operator, Assignment Coordinators and Data Entry Coordinator to ensure a steady flow and data entry of accurate information to and from the VRC.

The VRC Communications Supervisor will:

- Assist phone bank operators with any questions that arise in their calls to and from the public and the sites requesting volunteers.
- Restock supplies and forms as needed.
- Rotate Phone Bank Operators and Assignment Coordinators to take breaks.
- Assist the Ham Radio operator as information comes in or needs to go out.
- Assist the Assignment Coordinators as they post new volunteer jobs.
- Support the Data Entry Coordinator.

Supervised by:

VRC Director

Needs:

- ID Badge
- Pen
- Clipboard
- Request for Volunteers Forms

VRC Phone Bank Operators

Operators are responsible for the clear and accurate transmittal of information to and from the agencies / sites requesting volunteers.

You will be handling several types of calls -- those calls to and from groups or places requesting volunteers, calls from people wanting to volunteer and/or donate items, and calling people who have recorded special skills that are now needed.

The information you record about each call must be complete and in sufficient detail to facilitate matching volunteers to the needs.

When an agency, group or place calls to request volunteers:

Fill out a Request for Volunteers form while you are speaking with the caller. Give volunteer request form to the Assignment Coordinator to post the volunteer request on the Assignment Wall in view of the Interviewers.

When people call to volunteer:

Thank them and ask them to come to the VRC to register in person. The only way to register to volunteer is to come into the VRC in person.

When people call wanting to donate:

Thank them and ask details such as name, address, phone. Give the caller donation directions from VRC Director and EOC.

Special skill volunteers:

Consult the poster board posted on the communications wall, to communicate to the places needing volunteers, the special skilled volunteers who are available. Call special skill volunteers who are registered and not assigned to meet the special need. Invite the special skill volunteer to return to complete the training and credentialing. Give the registration form from the special skill volunteer to the Greeter.

Supervised by:

VRC Communications Supervisor

Items needed:

- ID badge
- Sign (Communications Area)
- Phones
- Supply of Request for Volunteers Forms
- Pens

VRC Assignment Coordinator

Assignment Coordinator assist the phone bank operators.

The Assignment Coordinator will:

- Collect Requests for Volunteers Forms from the phone bank.
- Coordinate the volunteer needs, organize them and write them on poster sheet paper.
- Post the assignment posters on the Assignment Wall.
- Give completed assignment sheets from Phone Bank operators to Data Entry Coordinator.

Supervised by:

VRC Communications Supervisor

Items needed:

- ID badge
- Pens
- Markers
- Poster Board Sheets
- Large paper pads
- Push pins

VRC Data Entry Coordinator

Responsibilities are to enter all information from the Volunteer Reception Center forms into databases and computer records.

The Data Entry Coordinator will:

- Enter information from the Volunteer Registration Forms in the database.
- Enter Requests for Volunteers in the database.
- File Volunteer Registration Forms and Requests for Volunteer Forms as directed.
- Enter Supply Check Out Form.
- Enter Volunteer Registration Log.
- Enter VRC staff Sign-In / Sign-Out Forms.

Supervised by:

VRC Communications Supervisor

Items needed:

- ID Badge
- Pen
- Flag
- Computer and Printer
- File folders and file box

VRC Trainers

Brief all volunteers on what to expect at their job sites. Cover the safety information provided. Answer questions about what to expect. Conduct specific job training if requested.

The trainers will:

- Thank the volunteers.
- Begin the training when there are 6 to 12 volunteers at the tables.
- Hand each volunteer a Basic Safety Training sheet and read over it slowly with them.
- Emphasize the importance of following supervisors' instructions at the worksite.
- Encourage everyone to attend a debriefing, if available, at the end of their shift.
- Ask if there are any questions.
- Sign each volunteer's registration form, signifying that they have completed training.
- Direct volunteers back to towards the VRC to be credentialed.
- Secure the personal possessions of all VRC staff in the Training Room.

NOTE: Specific Training may be at jobsite or at training site.

Supervised by:

VRC Director

Items needed:

- ID badge
- Pen
- Sign (Station #4 Training Area)
- Sign (Please Enter)
- Sign (Please wait here)
- Supply of Basic Safety Training handouts
- List of additional training required by specific worksites, training locations and instructors

VRC Credentialing Supervisor

Oversee the operation of the Credentialing systems and help to troubleshoot technical problems.

The Credentialing Supervisor will:

- Help credentialing teams set up and begin operating their respective credentialing system.
- Troubleshoot technical problems within the credentialing systems.
- Help restock supplies when needed.
- Fill in if a member of the credentialing team needs to leave or take a break.
- Rotate team members to take breaks.
- Assist with other technical difficulties involving computer technology throughout the Volunteer Reception Center.

NOTE: The credentialing team will have their own Operations Guide to follow on how to set up and operate the credentialing system. The Operations Guide is in each top container per credentialing system.

Supervised by:

VRC Director

Items needed:

- ID badge
- Pen
- Clipboard
- Sign (Station #5 Credential Area)

Credentialing Team Members

Create a credential badge for every volunteer assigned to a job.

Credentialing Team Member will:

- Follow the credentialing protocols in the guidelines.
- Take a digital photograph of each volunteer.
- Record on the badge software the pertinent information from the registration form.
- Print the badge.
- Laminate and hole punch the badge.
- Give the badge to the volunteer and direct him or her to the Volunteer Verification Area.
- Initial volunteer registration form that badge has been given.

Supervised by:

VRC Credential Supervisor

Needs:

- Complete set of credentialing boxes
- Laminate blanks
- Paper supplies

VRC Volunteer Verification Coordinator

Check over all paperwork for completeness. Give wristbands to volunteers based on days and times of volunteer assignments.

The Volunteer Verification Coordinator will:

- Thank all volunteers for coming.
- Ask for their registration and referral forms.
- Verify that the Registration Form has been initialed by the Interviewer, Trainer and the Credential Team.
- From the referral form, clearly write on the wristbands:
 - Name of the Volunteer
 - Date/dates he/she will be working
- Place the ID wristband securely on the volunteer's wrist.
- Explain to the volunteers that the ID will be "good" only for the date/dates written on the band.
- Authorities may not permit them to enter any of the emergency impacted areas on any other day, without the current information on the wristband.
- Provide directions to work sites.
- Initial the Registration Form that the wristband has been given.
- Keep the Registration Form.
- Direct all volunteers to the exit or to transportation to their work sites.
- Give registration forms to Data Entry Coordinator.

Supervised by:

VRC Director

Items needed:

- ID badge
- Sign (Station #6 Volunteer Verification Area)
- Flag
- Supply of volunteer ID wristbands
- Fine point markers
- Directions to various assignment areas
- Scissors
- File for Volunteer Registration Forms