

# **VOLUNTEER MANAGEMENT SUPPORT ANNEX**

## **ACTIVATION:**

Activated by the Incident Commander or the EOC Manager as the need for volunteers arises.

## **MEMBER AGENCIES:**

Lead – Emergency Management Unit  
Continuing Lead – FISH, Inc. of Broomfield

## **REFERENCE:**

City and County of Broomfield All-Hazard Emergency Operations Plan  
Broomfield Municipal Code, Section 2-48-030

September 2007 Revision

# CITY AND COUNTY OF BROOMFIELD

## All – Hazard Emergency Operations Plan

### VOLUNTEER MANAGEMENT SUPPORT ANNEX

#### I. PURPOSE

- A. Establish responsibilities for coordinating and organizing a disaster volunteer support system.
- B. Categorize the various types of volunteers that would be utilized in the event of a disaster and establish guidelines for the organization, management, and coordination of such volunteers.
- C. Establish certain policies, guidelines, and procedures regarding the activation and use of volunteer support during managed disasters or emergencies.

#### II. CONCEPT OF OPERATION

- A. In the event of a disaster or emergency that affects the City and County of Broomfield (Broomfield), a volunteer support system will be assembled as requested by the Incident Commander or the Emergency Operations Center (EOC) Manager.
- B. The City and County of Broomfield has established a (Contract or Memorandum of Understanding) with FISH, Inc. of Broomfield, herein referred to as FISH, for coordinating disaster volunteer services. FISH will coordinate with appropriate individuals, agencies, and organizations to establish a volunteer support system for use in the event of a disaster.
- C. The volunteer support system may consist of any of the following individuals, agencies, or volunteer organizations
  - 1. **Affiliated Volunteers** - those individuals that have a current affiliation with FISH or its partner organizations.
  - 2. **Community Organizations Active in Disaster (COAD) Agencies** - formalized and official agencies, churches, non-profit organizations, or groups based in Broomfield or the surrounding area that have their own internal leadership and coordination structure and affiliated with FISH.
  - 3. **Volunteer Organizations Active in Disaster (VOAD) Agencies** - regional, state, or national level VOAD agencies that have their own internal leadership and coordination structure and affiliated with the Denver Regional VOAD or Colorado VOAD.
  - 4. **Professional Volunteer Organizations or Individuals** - volunteer organizations or individuals that have a specialized skill set or mission (i.e. nurses, doctors, amateur radio organizations, American Red Cross) and usually requiring certifications, licenses, and/or organizational background checks.

- D. Broomfield Emergency Management Unit and other Broomfield departments will establish respective agreements with professional volunteer organizations. Each department or agency is responsible for acquiring, coordinating, and managing any professional volunteer base according to their responsibilities under the EOP and the perceived need for volunteer assistance in fulfilling such responsibilities.
- E. Any pre-disaster agreements, contracts, etc. shall be forwarded to the Emergency Management Unit along with the emergency activation procedure to include on a master resource list.

### **III. METHOD OF ORGANIZATION**

- A. FISH will be responsible for the following:
  - 1. Liaise between the City and County of Broomfield and the Broomfield Community Foundation, faith based organizations, civic/service organizations, and business organizations to coordinate volunteer resources for disaster response and recovery and conducting necessary meetings and trainings with volunteers to address emergency efforts and coordination of services.
  - 2. Develop and maintain a list of agencies/organizations and the goods or services that they may provide.
  - 3. Along with its partner organizations, vetting their respective members to produce a responsible, accountable, and effective volunteer force.
  - 4. Maintaining a database of their training and skills that can be made available for emergency use. Volunteers may be grouped according to their predetermined skill sets and ability to assist with those emergency support functions delineated in the EOP.
  - 5. Ensuring where possible that COAD Agencies sign and adhere to a Memorandum of Understanding, contract, or other agreement as may be necessary to solidify their available level of assistance in the event of an emergency.
  - 6. Developing and maintaining appropriate call-out procedures.
- B. If requested by the Incident Commander or the EOC Manager, a representative of FISH and/or other partner organization will serve as a representative(s) in the Emergency Operations Center.
- C. Emergency Management Unit and/or FISH will establish relationships with regional and state volunteer organizations for planning and resource support activities.

### **IV. POLICIES / GUIDELINES / PROCEDURES**

- A. Policies
  - 1. Walk-In Volunteers: Unless otherwise directed by the Incident Commander or the EOC Manager, Walk-In volunteers will be referred to American Red Cross

(ARC), Salvation Army, or other agencies and will be subject to their respective volunteer vetting policies prior to assisting with any volunteer efforts.

2. **Liability and Governmental Immunity:** No individual, agency, organization or its employees shall be held liable except for acts or omissions, which constitute willful misconduct. Furthermore, nothing in this Annex shall be construed to abrogate, limit or waive the protections, immunities, or liabilities provided in Sections 13-21-108.5, 24-32-2605(1), 24-32-2605(3), 29-22-109, C.R.S, or the Colorado Governmental Immunity Act, 24-10-101 et seq., C.R.S.
3. **Workers Compensation and Insurance Coverage:** The City and County of Broomfield does not offer insurance, supplemental insurance, or workers compensation coverage to any disaster volunteers or agencies, unless a Broomfield department purchases and issues a separate insurance policy for that expressed purpose.

B. Guidelines

1. In the event the Incident Commander or the EOC Manager deems volunteer assistance necessary, the FISH or COAD representative will be contacted either by the EOC Manager directly, or by the Broomfield Communications Center. The request for assistance will describe the need or skill set required and be specific enough for the FISH or COAD representative to make a well-informed decision on the type and amount of resources necessary to fulfill the request.
2. All Affiliated Volunteers and Professional Volunteers will be required to check-in at a location determined by the EOC Manager or the assigned Emergency Support Function leader. At a minimum, each volunteer is required to have photo identification.
3. **PROFESSIONAL VOLUNTEERS:** In accordance with their own policies and procedures, each Broomfield department or agency is responsible for contacting, coordinating, and managing any Professional Volunteers requested to respond to a disaster in accordance with the Command and Management Annex.
4. **Regional and State VOAD Agencies:** In the event the Incident Commander or the EOC Manager deems volunteer assistance necessary or volunteer resource requests overwhelm the local network, the Denver Regional VOAD (DRVOAD) or Colorado VOAD (COVOAD) may be requested to assist. These resources may be requested through member agencies such as American Red Cross-Mile High Chapter, Mile High United Way, Catholic Charities, and Salvation Army. Assistance may also be requested through the Denver 2-1-1 dispatch service.