

[insert juris-  
diction logo]

# Emergency Volunteer Center Disaster Volunteer Intake and Referral Form

[insert name of  
city or Op Area]

PLEASE PRINT

Name: First			Middle Initial			Last			Date			
Street Address				City			State	Zip	Occupation			
Primary Phone		Cell Phone		Pager				E-mail Address				
List age if under 18* _____				Any Physical Limitations?								

\*Minors who wish to register to volunteer must be accompanied by parent

If you are with a group, please specify name of group \_\_\_\_\_

**Availability:** Please indicate when you are available. (Check all boxes that apply.)

	M	T	W	Thu	F	Sa	Su
Morning							
Afternoon							
Evening							

Length of Time available (e.g., 1 week, 1 month, open) \_\_\_\_\_

**Geographic Area:** Please indicate the geographic area(s) where you can volunteer. (Choose all that apply.)

- [insert geog. subdivision]

**Skills:** Please indicate the skills you possess or tasks for which you are qualified (choose all that apply):

Disaster Skills	Office Skills	People Skills	Manual Skills
<input type="checkbox"/> CERT*	<input type="checkbox"/> Message Runner	<input type="checkbox"/> Language (specify below)	<input type="checkbox"/> Care & Shelter
<input type="checkbox"/> Safety Assessment	<input type="checkbox"/> Accounting	<input type="checkbox"/> Child Care	<input type="checkbox"/> Heavy Labor
<input type="checkbox"/> Medical: First Aid, MD, RN, EMT, NP (circle one)	<input type="checkbox"/> Answering Phones	<input type="checkbox"/> Animal Care	<input type="checkbox"/> Driver (list classes below)
<input type="checkbox"/> Shelter Assistant	<input type="checkbox"/> Data Entry	<input type="checkbox"/> Medical	<input type="checkbox"/> Carpentry
<input type="checkbox"/> Traffic/Crowd Control	<input type="checkbox"/> General Clerical	<input type="checkbox"/> Counselor	<input type="checkbox"/> Plumber
<input type="checkbox"/> Radio Communications	<input type="checkbox"/> Computer Systems	<input type="checkbox"/> Special Populations (seniors, disabled)	<input type="checkbox"/> Electrician
<input type="checkbox"/> HAM Radio License		<input type="checkbox"/> Interviewer/Customer Service	<input type="checkbox"/> Debris Removal
<input type="checkbox"/> Other (specify below)		<input type="checkbox"/> Legal	<input type="checkbox"/> Food Prep/Service

\*Community Emergency Response Team

**Please list licenses, special certifications, languages or other specifics on skills checked above:**

\_\_\_\_\_  
\_\_\_\_\_

**Special Equipment/Vehicles/Resources you can offer:**

\_\_\_\_\_  
\_\_\_\_\_

**Volunteer Signature** (if in person): \_\_\_\_\_

EVC Interviewer:	Location Referred to:	Contact Person:	Phone #:
Interviewer Comments:			Date Referred:
Data Entry Date:    /    /		by:	

# DISASTER SERVICE WORKER REGISTRATION

## LOCAL AND STATE INFORMATION



Loyalty Oath under Code of Civil Procedure §2015.5 & Title 19, Div.2, Chap.2, Sub-Chap.3, §2573.1

ATTACH PHOTOGRAPH HERE	<b><i>This block to be completed ONLY by government agency or jurisdiction</i></b>
	CLASSIFICATION: _____ SPECIALTY: _____ AGENCY OR JURISDICTION: _____ REGISTRATION DATE: _____ RENEWAL DATES: _____ EXPIRATION DATE:* _____ DSW CARD ISSUED?: NO? YES? #: _____ PROCESSED BY: _____ DATE: _____ TO CENTRAL FILES: _____

### TYPE OR PRINT IN INK (HIGHLIGHTED AREAS REQUIRED BY PROGRAM REGULATIONS)

NAME: LAST FIRST MI			SSN:		
ADDRESS:		CITY:		STATE	ZIP:
COUNTY:		HOME PHONE:		WORK PHONE:	
PAGER:		E-MAIL:		DATE OF BIRTH: (optional)	
DRIVER LICENSE NUMBER: (if applicable)		DRIVER LICENSE CLASSIFICATION: A? B? C?		LICENSE EXPIRATION DATE:	
PROFESSIONAL LICENSE: (if applicable)		OTHER DRIVING PRIVILEGES:		LICENSE EXPIRATION DATE:	
IN CASE OF EMERGENCY, CONTACT:				EMERGENCY PHONE:	
PHYSICAL IDENTIFICATION:	HAIR:	EYES:	HEIGHT:	WEIGHT: (optional)	BLOOD TYPE: (optional)
COMMENTS:					

#### Government Code §3108-§3109:

Every person who, while taking and subscribing to the oath or affirmation required by this chapter states as true any material matter which he knows to be false, is guilty of perjury, and is punishable by imprisonment in the state prison not less than one nor more than 14 years. Every person having taken and subscribed to the oath or affirmation required by this chapter, who, while in the employ of, or service with, the state or any county, city, city and county, state agency, public district, or disaster council or emergency organization advocates or becomes a member of any party or organization, political or otherwise, that advocates the overthrow of the government of the United States by force or violence or other unlawful means, is guilty of a felony and is punishable by imprisonment in the state prison.

#### LOYALTY OATH OR AFFIRMATION (GOVERNMENT CODE §3102)

I, \_\_\_\_\_, do solemnly swear (or affirm) that I will support and defend the Constitution of the United States and the Constitution of the State of California against all enemies, foreign and domestic; that I will bear true faith and allegiance to the Constitution of the United States and the Constitution of the State of California; that I take this obligation freely, without any mental reservations or purpose of evasion; that I will well and faithfully discharge the duties upon which I am about to enter. I certify under penalty of perjury that the foregoing is true and correct.

DATE SIGNATURE IF UNDER 18 YEARS OLD, SIGNATURE OF PARENT/GUARDIAN

SIGNATURE OF OFFICIAL AUTHORIZED TO ADMINISTER LOYALTY OATH TITLE

\*See reverse

Entered into OES Database \_\_\_ Date \_\_\_

**SEE REVERSE**

## **DISASTER SERVICE WORKER REGISTRATION INFORMATION**

### **Who Can Administer the Loyalty Oath for Disaster Service Workers?**

The Loyalty Oath is to be administered by an officer authorized to administer oaths. This includes the clerk of the [insert name of jurisdiction] and others deputized by said clerk for the purposes of administering the loyalty oath to DSW volunteers.

### **\*Registration and Expiration Dates**

The registration date is the date the Loyalty Oath was given. For a registered, active DSW volunteer response team member, the registration is effective for the period of time the person remains a member with that organization. The accredited Disaster Council does have the discretion to establish a more limited oath/registration period such as a certain number of years.. A DSW volunteer can be registered for a single event only, such as an exercise, a drill or an actual disaster. At the discretion of the accredited Disaster Council, a single event only registration can be extended to a period of up to one calendar year.

### **Maintenance of Records**

The official responsible for maintenance of this information and the location filed are shown below:

Location Filed: [insert location]  
Address: [insert address]  
Responsible Official: [insert title of responsible official]  
Telephone Number: [insert telephone and fax numbers of responsible official]

### **DSW Volunteer Classifications**

The DSW volunteer classifications approved by the California Emergency Council are listed below.

Animal Rescue, Care & Shelter  
Communications  
Community Emergency Response Team Member  
Finance & Administrative Staff  
Human Services  
Fire  
Laborer  
Law Enforcement  
Logistics  
Medical & Environmental Health  
Safety Assessment Inspector  
Search & Rescue  
Utilities

[insert city  
or Op Area  
logo]

## Disaster Volunteer Request Form

**PLEASE PRINT**

Date \_\_\_\_\_

Requesting Organization \_\_\_\_\_ Contact Person \_\_\_\_\_

Phone: Day \_\_\_\_\_ Evening \_\_\_\_\_ Fax \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Volunteer Position Categories (please select all that apply):

<input type="checkbox"/> Medical	<input type="checkbox"/> Message Runner	<input type="checkbox"/> Language (specify below)	<input type="checkbox"/> Care & Shelter
<input type="checkbox"/> Communications	<input type="checkbox"/> Accounting	<input type="checkbox"/> Child Care	<input type="checkbox"/> Heavy Labor
<input type="checkbox"/> Traffic/Crowd Control	<input type="checkbox"/> Answering Phones	<input type="checkbox"/> Animal Care	<input type="checkbox"/> Driver (list classes below)
<input type="checkbox"/>	<input type="checkbox"/> Data Entry	<input type="checkbox"/> Medical	<input type="checkbox"/> Carpentry
<input type="checkbox"/>	<input type="checkbox"/> General Clerical	<input type="checkbox"/> Counselor	<input type="checkbox"/> Plumber
<input type="checkbox"/>	<input type="checkbox"/> Computer Systems	<input type="checkbox"/> Special Populations (seniors, disabled)	<input type="checkbox"/> Electrician
		<input type="checkbox"/> Interviewer/Customer Service	<input type="checkbox"/> Debris Removal
		<input type="checkbox"/> Legal	<input type="checkbox"/> Food Prep/Service

Position Title: \_\_\_\_\_

Volunteer Position Description (describe tasks/duties):  
\_\_\_\_\_  
\_\_\_\_\_

Desired Skills/Qualifications (include language skills needed):  
\_\_\_\_\_  
\_\_\_\_\_

Physical Requirements of Position:  
\_\_\_\_\_  
\_\_\_\_\_

Hours/Days Needed: \_\_\_\_\_

Expected Duration: \_\_\_\_\_

Work Location: \_\_\_\_\_

Is site handicapped accessible?  Yes  No

Work site contact \_\_\_\_\_ Work site phone \_\_\_\_\_

How should volunteer make contact (phone site, phone office, go to site, etc.)  
\_\_\_\_\_  
\_\_\_\_\_

Special instructions, clothing, equipment or other necessities  
\_\_\_\_\_  
\_\_\_\_\_

Number of volunteers needed \_\_\_\_\_ Minimum \_\_\_\_\_

**EVC Use Only:**

Information taken by \_\_\_\_\_

Job Number \_\_\_\_\_

Data Entry Date \_\_\_\_\_

## **City of Mountain View Sample Disaster Volunteer Position Description**

<b>Volunteer Position Title:</b>	Sandbagging Assistant
<b>Department:</b>	Public Works
<b>Supervisor:</b>	Director of Public Works or as assigned
<b>Site/Work Location:</b>	City Corporation Yard, or various as assigned
<b>DSW Classification:</b>	Laborer
<b>Time/Shift Commitment:</b>	2-6 hours as assigned
<b>Tasks/Duties:</b>	Assist Public Works staff with filling and loading sandbags for flood control efforts within the city.
<b>Desired Skills/Qualifications:</b>	Must be able to lift 50 pounds Good physical health Ability to work in a team environment Able to follow specific instructions
<b>Training Required:</b>	Procedural training for filling sandbags will be required for this position
<b>Safety Training Conducted by:</b>	Public Works Staff

## Emergency Volunteer Center Disaster Volunteer Time Sheet

Site Location: \_\_\_\_\_ Date: \_\_\_\_\_

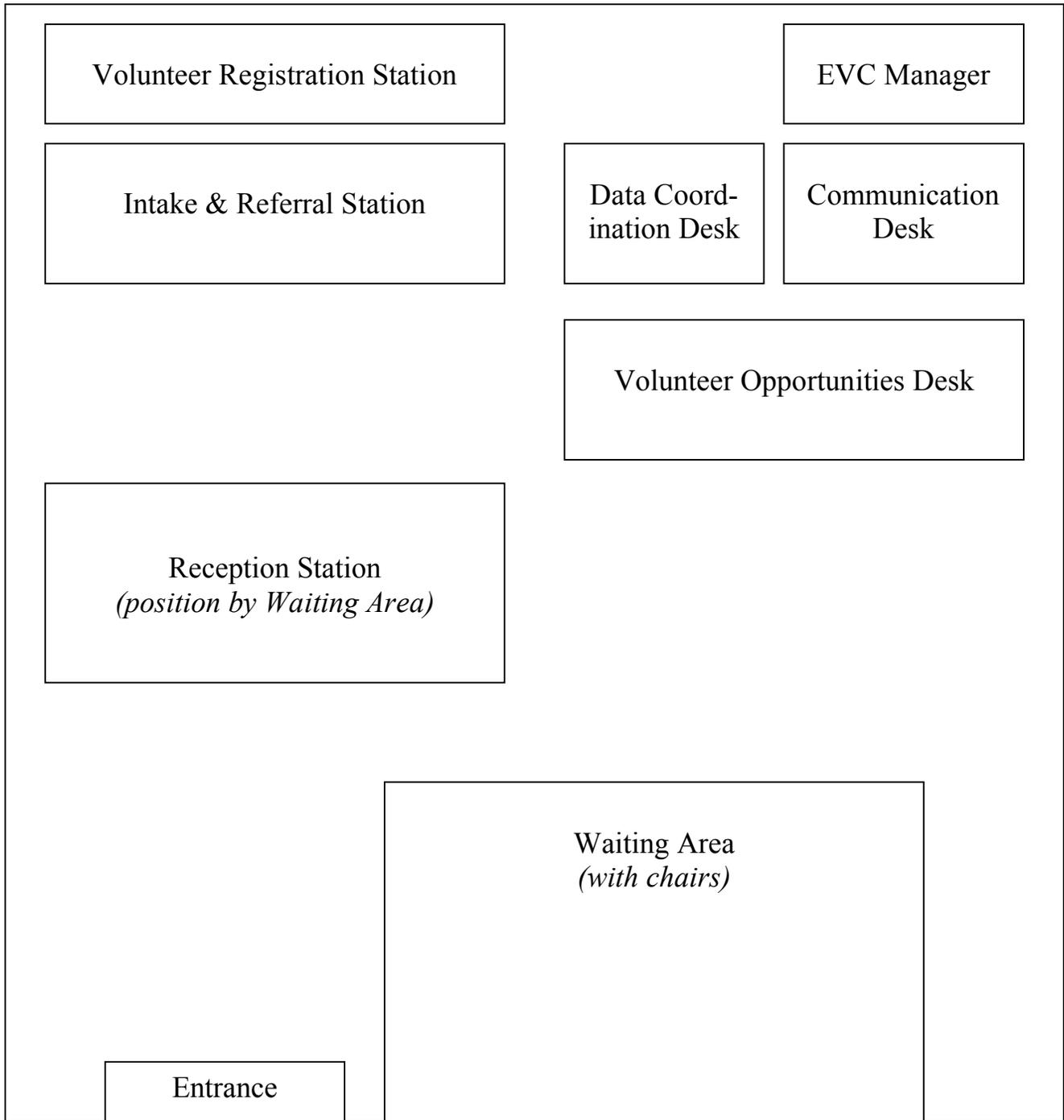
PLEASE PRINT

Name	Time		Time		Total Hours	Assignment	Supervisor (Full Name)	Supervisor's Initials*
	In	Out	In	Out				
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
13.								
14.								
15.								
16.								
17.								
18.								

\*Your initials here are verification of time worked by volunteer and nature of volunteer's assignment.

**Attachment E**

## Emergency Volunteer Center Layout



*Adapt basic design to fit any existing facility*

## Emergency Volunteer Center Supply Kit

These supplies are for activation of the Emergency Volunteer Center. Adapt as necessary to supplies already stocked in the jurisdiction (e.g., first aid, equipment).

### Forms, Maps, Signs, etc:

- EVC plan
- Disaster Volunteer Intake and Referral Forms
- Disaster Service Worker Registration Forms
- Disaster Volunteer Request Forms
- Disaster Volunteer Time Sheets
- Disaster Volunteer Position Description Forms
- Street maps of city
- Thomas Guide for county
- Pre-printed EVC signs
- Pre-printed EVC signs with directional arrows
- Pre-printed 8x10 signs for identifying the different stations
- Cones
- Vests, hats, shirts, badges or preprinted name tags to identify EVC staff

### Office Supplies:

- Large Post-It flipcharts
- Poster board and/or cardboard and large marker pens
- Clipboards (3)
- Dry erase board and dry erase pens
- Eraser
- Paper
- 3x5 cards (pack of 100) and file box
- File folders and labels (1 dozen)
- Accordion or portable file box
- Spiral notebooks (6)
- Envelopes
- Highlighter pens
- Pens & pencils (2 dozen each)
- Pencil sharpener
- Tape (masking, scotch & duct)
- Stapler and staples
- Scissors
- Paper clips
- Push pins, etc.
- Post-Its
- 1 Post-It fax pad
- Disposable camera
- Polaroid camera and film
- Supplies for Spontaneous Volunteer ID Badges (TBD)

### Equipment & Supplies:

- Fax machine
- Laptop computer
- Cell phones
- Phones
- Copy machine
- Large tarp for outdoor set-up

### Preparedness Items (can be in a separate kit or with above supplies):

- First aid kit
- Flashlights
- Portable radio
- Extra batteries
- Water
- Lightsticks
- Disposable wipes
- Emergency blankets

## Attachment G

## **Disaster Volunteer Interview Guide**

### *Possible questions for interviewing disaster volunteers:*

1. Why have you decided to volunteer?
2. What skills do you have which may be useful as a disaster volunteer?
3. Are you prepared to work in a possibly stressful, unfamiliar situation? (If applicable)
4. Do you speak any language other than English?
5. What type of volunteer work would you like to do?
6. Have you ever volunteered in a disaster situation before?
7. When, and for how long, are you available to volunteer?
8. Do you prefer to work alone, with a partner, or in a group?
9. Do you have your own transportation?
10. Do you have any questions about volunteering?
11. Are you under 18?

## Emergency Volunteer Center Press Release

*\*Be sure to coordinate the release of information to the press and the public with the Public Information Officer for your jurisdiction\**

[Insert City logo(s)]

**Date:**

**Time:**

**Contact:**

**Phone:**

**Fax:**

**FOR IMMEDIATE RELEASE**

**EMERGENCY VOLUNTEER CENTER OPENED**

**City name, CA** - In response to [insert name/type of incident and city/region affected] in [insert location], the [insert city/cities] [has/have] opened a local Emergency Volunteer Center in [insert city location]. The Emergency Volunteer Center has information about a variety of community needs and will match people who want to help with appropriate volunteer opportunities.

Volunteers can visit the Emergency Volunteer Center located at [insert street address and city] between [insert opening time] and [insert closing time], or they may call [list area code and phone number] to learn about current volunteer needs and urgent skill requests. Agencies that need volunteers should call [insert area code and phone number].

[IF NEEDED, ADD THIS SECTION] Volunteers with [list specific urgent skills needed such as language, medical, etc.] are urged to contact the Emergency Volunteer Center immediately.

###

---

---

**Attachment I**

## Sample Outline for Orienting New EVC Volunteer Staff

- Welcome and introductions
- Brief description of disaster, EVC's mission and role and how volunteer fit in
- Expectations of volunteers
  - Shift length
  - Rest periods
  - Call if can't come in
  - Signing in and out
  - Wearing identification (name tags, etc.)
  - Responding to questions from media and citizens while on the job
  - Use of vehicle on job
  - Other policies and procedures
- Safety information and instructions
  - Procedure and form for reporting an accident
- Housekeeping items
  - Refreshments available (free?)
  - Meals provided, if any
  - Location of staff support/rest area
  - Restrooms (is key needed?)
- Job details (if appropriate)
  - Confirm assignment and supervisor
  - Instructions on how to do particular job (if applicable)
- Guided tour of EVC
- Thank volunteers for helping!

## 50 Nifty Ways to Recognize Disaster Volunteers

1. Listen to them.
2. Allow time to talk.
3. Smile.
4. Ask for their suggestions.
5. Act on their ideas whenever possible.
6. Provide debriefing opportunities.
7. Provide child care.
8. Make good job matches.
9. Say “Thank you!”
10. Give them a pat on the back.
11. Don’t turn them away.
12. Give them added responsibility and promotions.
13. Provide job references.
14. Maintain safe working conditions.
15. Provide orientation.
16. Provide name tags.
17. Show length of service with “service stripes”—dots or ribbons on name tags.
18. Assign color-coded name tags to work teams.
19. Honor their preferences.
20. Send letters of appreciation to their employers.
21. Laugh often and loudly.
22. Write them thank-you notes.
23. Defend them.
24. Send “thank you” notes to their families.
25. Provide them with official identification.
26. Solicit feedback from them.
27. Facilitate gripe sessions.
28. Provide daily newsletters.
29. Enforce breaks.
30. Host a recognition event.
31. Provide a message board.
32. Post their accomplishments in a visible location.
33. Be creative in developing jobs.
34. Keep challenging them.
35. Feed the press good news about their good work.
36. Offer beverages, healthy snacks, meals.
37. Sponsor a reunion.
38. Ask for a report.
39. Call them by name.
40. Be a volunteer advocate.
41. Respect individual needs.
42. Provide good training.
43. Give them stuff—T-shirts, caps, buttons, plaques, patches, certificates.
44. Give special awards for extraordinary achievements.
45. Plan, plan, plan to make their volunteer experience run smoothly.
46. Honor exceptional work teams.
47. Write letters to the editor extolling their virtues.
48. Communicate clearly.
49. Provide updates on the current situation.
50. Invite them back—and thank them again when they show up!

Courtesy of Esther O’Donald, Santa Cruz County Office of Emergency Services/revised 2001

### Attachment K

## Glossary

**(ACS) Auxiliary Communications Service** – Volunteer specialists provide emergency administrative, logistical and tactical communications to the sponsoring government. The ACS can serve as the RACES during national emergencies. (See [www.acs.oes.ca.gov](http://www.acs.oes.ca.gov) for model ACS plan.)

**(ARES) Amateur Radio Emergency Service** – A service within the American Radio Relay League (ARRL), a private organization with a long history of training for emergency communications. Under certain conditions may serve as an ACS or RACES unit. (See [www.acs.oes.gov](http://www.acs.oes.gov).)

**(DSW Volunteer) Disaster Service Worker Volunteer** – Any person registered with an accredited Disaster Council for the purpose of engaging in disaster service without pay or other consideration.

**(EMO) Emergency Management Organization** – City/county staff assigned to the EOC to manage the response to a local disaster or emergency.

**(EOC) Emergency Operations Center** – The headquarters where emergency operations are managed by the DES and city/county staff assigned to fill roles in the Incident Command Structure.

**(EOP) Emergency Operations Plan** – A plan that describes principles, policies and methods to be applied in carrying out emergency operations and rendering mutual aid during emergencies.

**(EVC) Emergency Volunteer Center** – A walk-in center, phone bank or other means of referring the public to disaster volunteer opportunities. Can be administered by local government, an Operational Area or non-governmental organization.

**(FEMA) Federal Emergency Management Agency** – Agency of the US government tasked with disaster mitigation, preparedness, response and recovery planning. FEMA bears responsibility for distributing federal relief funds to qualified applicants and allocating national resources to relief efforts.

**(ICS) Incident Command System** – The Incident Command System is a key component of the State of California's Standardized Emergency Management System (SEMS). ICS allows agencies throughout California to communicate using common terminology and operating procedures. ICS clearly defines staff roles, responsibilities, and lines of communication.

**(OES) Office of Emergency Services** – A city, county or state office designated with the responsibility for managing emergency services. Typically includes everyday oversight responsibility for preparedness, response, recovery and mitigation.

**(POC) Point of Contact** – A designated person or agency to contact regarding a specific issue or topic.

**(RACES) Radio Amateur Civil Emergency Service** – A communications service provided by amateur radio volunteers to city/county EOCs, hospitals and other locations during a disaster. RACES volunteers are registered as DSW volunteers and must be activated by local government.

**(SEMS) Standardized Emergency Management System** – California's standardized system for managing disasters. SEMS uses the same operational procedures across jurisdictions so they can better interact and coordinate for faster mobilization, deployment and use of resources.

## Typical Jobs for Spontaneous Volunteers

**Clean-up/Inside:** pick up and dispose of debris, clean furnishings and equipment, replace library books and other fallen items, do maintenance and janitorial work

**Clean-up/Outside:** clear roads blocked by toppled trees, remove and haul away fallen brick and other debris from sidewalks and roadways, shovel mud, fill sandbags

**Clerical Support:** assist with range of clerical duties including copying, faxing, mailing, acknowledging donations

**Damage Assessment:** go door to door in a designated area, observing and noting exterior damage

**Data Entry:** enter information on computer data bases

**Donated Items:** staff designated collection and distribution sites, inventory goods

**Drivers:** transport people to work sites, deliver goods, drive courier routes

**Family Service Interviewing:** interview applicants for Red Cross assistance

**Food Preparation Crews:** cook hot food, prepare cold food (sandwiches, etc.), serve food and beverages at fixed and mobile sites

**Greeters/Receptionists:** greet public, give information, refer to appropriate worker or location

**Interpreters:** assist in a wide variety of settings, wherever and whenever bilingual workers are unavailable

**Phone Bank Workers:** answer phones, provide information, make referrals

**Researchers:** call or visit agencies/work sites to assess needs and report back

**Runners:** take messages between agencies, work sites, command centers

**Security:** check IDs at entrances and exits to facilities where security is vital to safe, smooth operations

**Sorters/Packers/Loaders:** sort, pack and/or load goods (food, clothing, etc.)

**Training:** those with detailed knowledge of subject area and proven training ability, train other volunteers

## Contact List for Disaster Volunteer Management\*

Use the following list as a guide for developing a contact list for your jurisdiction. List names, titles and contact information for key government representatives. Also list agencies and organizations that may need volunteers, as well as those that may be able to provide resources to the EVC. Include name of agency or organization, contact name and contact information.

<b>Type of Resource</b>	<b>Name/Title</b>	<b>Contact Information</b>
<i>Government Resources</i>		
City EVCs		
Operational Area EVC		
City EOCs		
Operational Area EOC		
<i>Disaster Groups</i>		
Citizen Corps Council		
Inter-agency disaster groups		
VOAD (Voluntary Organizations Active in Disaster)		
<i>Faith-Based Groups</i>		
Congregations		
Interfaith council		
<i>Non-Governmental Organizations</i>		
American Red Cross		
Blood Bank		
Conservation Corps		
Food Bank		
Humane Society		
Information and Referral Agencies/2-1-1		
Salvation Army		
Others as appropriate (mental health, housing, homeless, etc.)		
<i>Service Clubs (Rotary, Lions, etc.)</i>		
<i>Businesses/Corporations</i>		

\*For more comprehensive information regarding community resources, contact your local information and referral organization.

### Attachment N

**MEMORANDUM OF UNDERSTANDING BETWEEN  
THE CITY OF SUNNYVALE  
AND THE  
VOLUNTEER CENTER OF SILICON VALLEY<sup>1</sup>**

This Memorandum of Understanding is entered into by and between the City of Sunnyvale and the Volunteer Center of Silicon Valley.

**Purpose**

The purpose of the Memorandum of Understanding is to define a cooperative working relationship between the City of Sunnyvale and the Volunteer Center of Silicon Valley for the purpose of registering and referring convergent or spontaneous, unaffiliated volunteers for the City of Sunnyvale immediately following a major emergency or disaster. This Memorandum will outline how the Volunteer Center will render assistance to provide this service following a major disaster to the City of Sunnyvale.

**The Role of the Volunteer Center**

When activated, the Volunteer Center has one distinct role in disaster response in Santa Clara County. As a referral organization working with 920 of the more than 2500 non-profit organizations in Santa Clara County, the Volunteer Center will provide services to register and refer volunteers immediately following a major emergency or disaster. The Volunteer Center has developed a disaster response plan to manage a coordinated system for deploying volunteers to government and nonprofit organizations working closely with the 15 municipal jurisdictions and the county through the Santa Clara County Emergency Manager's Association.

The Volunteer Center will consider any request to activate during both the response and recovery periods following a major disaster. Representatives of the City of Sunnyvale Office of Emergency Services (OES) may request the Volunteer Center to activate. The Volunteer Center executive staff will determine activation capabilities based on assessment of available staff and resources. The Volunteer Center will maintain its independent authority to determine activation and will make every effort to respond to a request for activation within 24 hours from the time of request.

The Volunteer Center will act as a referral agent only and will not be responsible for screening volunteers. The City of Sunnyvale, in utilizing a disaster volunteer referred by the Volunteer Center, assumes liability for working with the volunteer and is responsible for screening and determining if the volunteer is appropriate for their organization. This remains true for any organization to which the Volunteer Center refers volunteers, including all government and public service organizations.

**Attachment O**

---

<sup>1</sup> EDITORS' NOTE: Registration of volunteers as Disaster Service Workers is the sole responsibility of the City of Sunnyvale.

## **Methods of Cooperation**

The Volunteer Center is incorporated into many municipal disaster plans and the county disaster plan and will support emergency response organizations by providing a system for referring and requesting convergent and/or spontaneous, unaffiliated volunteers (SUVs). Convergent and/or spontaneous, unaffiliated volunteers are those volunteers who are not pre-trained but come forward at the time of a disaster to offer their services to help with relief and recovery efforts. If the Volunteer Center Disaster Plan is activated, the Volunteer Center will set-up a walk-in Emergency Volunteer Center and/or a phone bank system to meet these needs throughout Santa Clara County. The Emergency Volunteer Operations Center will be located on the first floor of the United Way building at 1922 The Alameda in San Jose. If these facilities are uninhabitable, the county or a local municipality may offer an alternate site. Based on the scope and location of the disaster, the Volunteer Center may set up satellite centers to meet the needs of different regions in the county.

The City of Sunnyvale may help the Volunteer Center provide these services by providing alternate locations, and, if necessary, equipment and supplies for operating an Emergency Volunteer Operations Center.

The Volunteer Center will communicate with local government Emergency Operations Centers (EOC) via phone, amateur radio, messenger and/or in person. In a countywide event involving multiple jurisdictions, the Volunteer Center may send a liaison to the county EOC or in a localized event, may send a liaison to Sunnyvale's EOC.

This coordination between the City of Sunnyvale and the Volunteer Center of Silicon Valley does not impose any administrative authority or fiscal control by government or its emergency organizations over the Volunteer Center, its policies, volunteers or employees; nor does it empower the Volunteer Center to encroach upon, invade, or substitute for local government statutory obligations to plan, prepare for and respond to, disaster situations within its jurisdictions.

Nothing in this agreement shall serve to limit the ability of the City of Sunnyvale to recruit or use volunteers on any basis.

## **Cost Recovery Section**

In the event that the City of Sunnyvale declares a local emergency, and obtains a Gubernatorial and/or Presidential declaration, the Volunteer Center may be eligible for recovery of documented costs beyond normal operating expenses as deemed appropriate by administering state and federal agencies. The City of Sunnyvale Office of Emergency Services will assist with this recovery of documented costs.

## **MOU Costs**

The City of Sunnyvale shall not be liable for any of the operating expenses of the Volunteer Center, emergency or otherwise as a result of this MOU. The Volunteer Center will pay for its own normal operating expenses and shall receive no compensation from the City of Sunnyvale.

## **Term of Memorandum**

This Memorandum of Understanding will be in effect as of the date below and shall remain in effect until June 30, 2008 or 30 days after written notification from either party that they desire to terminate the MOU. Either the five-year term or notification of termination from either party, whichever occurs first, shall terminate the MOU.

## **Indemnification**

The parties agree that all losses or liabilities incurred by either Party as a result of the Party's performance of its responsibilities under this MOU shall not be shared pro rata but instead the parties agree that each Party shall hold the other harmless from any claim, expense or cost, damage or liability arising out of, or in connection with, the performances of its responsibilities pursuant to this MOU.

## **Amendments**

Amendments to the terms and conditions of this MOU shall be effective only upon mutual agreement in writing by the parties hereto. The City of Sunnyvale Office of Emergency Services has the authority on behalf of the City of Sunnyvale to execute any amendments pertaining to the operational issues of this agreement.

## **Independent Contractor**

The Volunteer Center shall be solely responsible for the acts and omissions of its officers, agents, employees, contractors, and subcontractors, if any. Nothing herein shall be considered as creating a partnership or joint venture between this local government and the Volunteer Center. No person performing any of the work or services described hereunder shall be considered an officer, agent, servant, or employee of a local government, agency, nor shall any such person be entitled to any benefits available or granted to local government employees.

## **Other Agreements**

This MOU places no restrictions on either party from participation in similar agreements and/or activities with other public or private entities.

## **Insurance**

Each party shall maintain its own insurance coverage, through commercial insurance, self-insurance or a combination thereof, against any claim, expense, cost, damage or liability arising out of the performance of its responsibilities pursuant to this MOU.

**Notices**

All notices required to be given pursuant this MOU shall be in writing and shall be delivered in person, delivered by electronic facsimile, or deposited in the United States mail, certified mail, return receipt requested, addressed to the parties as set forth below:

City of Sunnyvale  
Office of Emergency Services  
P.O. Box 3707  
700 All America Way  
Sunnyvale, CA 94088-3707  
PH: [generic number]  
FAX:

Volunteer Center of Silicon Valley  
1922 The Alameda, Suite 100  
San Jose, CA 95126  
PH (408) 247-1126  
FAX (408) 247-5805

In Witness Whereof, the City of Sunnyvale, and the Volunteer Center of Silicon Valley have executed this MOU on the dates indicated below.

*Entered into agreement by:*

City of Sunnyvale

Attest:

\_\_\_\_\_  
[name]  
City Manager

\_\_\_\_\_  
Clerk

Date: \_\_\_\_\_

The Volunteer Center of Silicon Valley

\_\_\_\_\_  
[name]  
Executive Director CEO

\_\_\_\_\_  
Date

**VOLUNTEER CENTER OF SONOMA COUNTY  
EMERGENCY RESPONSE PLAN  
COUNTY OF SONOMA**

**I. PURPOSE**

- A. A private nonprofit agency, the Volunteer Center acts as a clearinghouse for the recruitment and placement of volunteers throughout Sonoma County.
- B. As appropriate during and immediately following a disaster the Volunteer Center will be responsible for establishing Volunteer Reception Center(s) and/or a phone bank which will recruit and refer convergent volunteers with government and nonprofit agencies.
- C. County of Sonoma provides a range of public services and anticipates needing volunteers to assist with the provision of these services. The EOC Human Resources Coordinator designates the Volunteer Program Specialist to act as liaison with the Volunteer Center.

**II. ACTIVATION OF PLAN**

- A. Upon direction from the County Volunteer Program Specialist, Department of Emergency Services, or Human Resources Department, the Volunteer Center of Sonoma County will proceed to recruit volunteers, match these convergent volunteers to appropriate tasks, and maintain accurate records of volunteers referred.
- B. In the event of a catastrophic disaster where large numbers of volunteers are needed, the Volunteer Center shall establish Volunteer Reception Centers (VRC) and/or a phone bank to facilitate the timely recruitment and referral of volunteers where necessary in Santa Rosa, Petaluma, Rohnert Park, Sonoma and/or other locations as resources permit.

**III. ORGANIZATION**

- The Volunteer Center of Sonoma County is wholly responsible for the effective operation of the Volunteer Reception Centers (VRC) in Santa Rosa, Rohnert Park, Petaluma and Sonoma. If resources permit, VRC's will be set up in other locations upon direction from the Department of Emergency Services. Should it become necessary (as in the event of massive communications interruption) for the County HR Director or his/her designee to establish a VRC utilizing Volunteer Managers, the Volunteer Center will be notified as soon as possible. Upon arrival of Volunteer Center staff, control of the VRC will be relinquished.

**Attachment P**

- To ensure effective use of all convergent volunteers, offers of service received by the County Emergency Operations Center and the Volunteer Center will be referred to the appropriate location based on a priority assigned by the County's Human Resources Coordinator or designee. In the event the County EOC is activated, the County EOC will establish priority for all volunteer requests.

**IV. COST RECOVERY**

In the event the County of Sonoma is declared an official disaster area, the Volunteer Center will be eligible for recovery of documented costs beyond normal operating expenses as deemed appropriate by administrating state and federal agencies. The County of Sonoma will assist with this recovery of documented costs. Bill should be directed to the County Human Resources Department.

**For County of Sonoma:**

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date

\_\_\_\_\_  
Emergency Services

\_\_\_\_\_  
Date

**For Volunteer Center of Sonoma County:**

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
President  
Board of Directors

\_\_\_\_\_  
Date

**VOLUNTEER CENTER  
EMERGENCY ACTION CHECKLIST  
COUNTY OF SONOMA**

<u>Action</u>	<u>Date/Time</u>	<u>Personnel Assigned</u>
• City Personnel Director or Human Resources Coordinator requests activation of Volunteers Center's Response Plan.	_____	_____
• Establish VRC and/or phone bank to enable community members to volunteer easily	_____	_____
• Assign liaison to EOC Human Resources Coordinator to ensure continued coordination.	_____	_____
• Working through designated city staff for Emergency Public Information, activate release of information on convergent volunteer needs	_____	_____
• Maintain communications with designated city staff to ensure coordinated convergent volunteer utilization.	_____	_____
• Activate communications link with area agencies to determine need for volunteers.	_____	_____
• Document all activities in terms of number, cost, time of service and assignment for reimbursement.	_____	_____
• Send all reports of volunteer utilization requests for financial reimbursement to the Volunteer Program Specialist and the Emergency Services coordinator.	_____	_____
• Monitor Volunteer Reception Centers.	_____	_____
• Demobilize as directed. Send copy of all reports of Volunteer utilization during the event to EOC/ Human Resources Coordinator.	_____	_____
• Cooperate with city personnel in preparation of after action reports. Review emergency action checklists.	_____	_____

## National Service Programs in California

NAME OF PROGRAM	DISASTER-RELATED ACTIVITIES	BEST CONTACT	AVAILABILITY FOR DISASTER RESPONSE
AmeriCorps	Projects focus on various issues, including disaster. Homeland security/emergency management projects include National Preparedness and Response Corps, California Safe Corps, Fresno Safe and Proud Neighborhoods and Los Angeles Conservation Corps Strike Teams	Local project, or <a href="mailto:CA@cns.gov">CA@cns.gov</a> (310)235-7709 www.nationalservice.org	Homeland security/emergency management projects would be active in a disaster
AmeriCorps* NCCC	Most projects focus on homeland security, public safety, public health or disaster relief. 500 members stationed in Sacramento, one of 5 campuses nationwide	Local project, or <a href="mailto:CA@cns.gov">CA@cns.gov</a> (310)235-7709 www.nationalservice.org	Would be active in a disaster
AmeriCorps* VISTA	Focus on anti-poverty initiatives. Currently, no VISTA projects with homeland security focus, although some are in development.	Local project, or <a href="mailto:CA@cns.gov">CA@cns.gov</a> (310)235-7709 www.nationalservice.org	Individual volunteers may respond to a disaster
Foster Grandparents	Not a disaster-focused program	Local project, or <a href="mailto:CA@cns.gov">CA@cns.gov</a> (310)235-7709 www.nationalservice.org	Individual volunteers may respond to a disaster
Retired and Senior Volunteer Program (RSVP)	Engages people age 55 and over in wide range of activities; limited number engaged in disaster preparedness and response. Many local projects now have CERT-trained teams.	Local project, or <a href="mailto:CA@cns.gov">CA@cns.gov</a> (310)235-7709 www.nationalservice.org	Most programs will upon request be able to mobilize a team of volunteers to respond to a local emergency
Senior Companion Program	Not a disaster-focused program	Local project, or <a href="mailto:CA@cns.gov">CA@cns.gov</a> (310)235-7709 www.nationalservice.org	Individual volunteers may respond to a disaster

### **Trained and Affiliated Volunteer Groups**

Following is a list of all trained volunteer groups that are affiliated with the jurisdiction, the SEMS Section and Branch/Unit with which they are affiliated, and how they are activated.

<b>NAME OF GROUP</b>	<b>SEMS SECTION/BRANCH/UNIT</b>	<b>HOW ACTIVATED?</b>

# Volunteer Centers of California - 2007 Membership Roster



Brian Bolton, Executive Director  
**Volunteer Centers of California**  
1110 K Street, Suite 210, Sacramento, CA 95814  
(916) 324-4521 • Fax (916) 323-3227  
E-mail: [ca.vols@sbcglobal.net](mailto:ca.vols@sbcglobal.net)  
Website: [www.volunteercentersca.org](http://www.volunteercentersca.org)

## Volunteer Center Members (Listed By Counties)

### **BUTTE COUNTY**

#### **Chico**

Annette Spanutius, Executive Director  
**Caring Choices Volunteer Center of Northern CA**  
1398 Ridgewood Dr.  
Chico, CA 95973  
(530) 899-3873 • Fax: (530) 518-3737  
E-mail: [a.spanutius@sbcglobal.net](mailto:a.spanutius@sbcglobal.net)  
Website: None

### **CONTRA COSTA COUNTY**

#### **Walnut Creek**

Lorraine Meuleners, Executive Director  
**Volunteer Center of the East Bay**  
2401 Shadelands Dr. Suite 112,  
Walnut Creek, CA 94598  
(925) 472-5760 • Fax: (925) 472-5780  
E-mail: [lmeuleners@helpnow.org](mailto:lmeuleners@helpnow.org)  
Website: [www.helpnow.org](http://www.helpnow.org)

### **FRESNO COUNTY**

#### **Fresno**

Donna Ueland, Executive Director  
**Volunteer Center of Fresno County, Inc.**  
Executive Plaza, 1900 Mariposa Mall, Suite 114  
Fresno, CA 93721  
(559) 237-3101 • Fax: (559) 237-6860  
E-mail: [dueland@pacbell.net](mailto:dueland@pacbell.net)  
Website: [www.volunteercenteroffresno.org](http://www.volunteercenteroffresno.org)

### **HUMBOLT, DEL NORTE**

#### **Eureka**

Pam Zeutenhorst  
**Volunteer Center of the Redwoods**  
3300 Glenwood Street, Eureka, CA 95501-3490  
(707) 442-3711 • Fax: (707) 442-3714  
E-mail: [ncrn@alaa.org](mailto:ncrn@alaa.org)  
Website: [www.alaa.org/vcor](http://www.alaa.org/vcor)

### **KERN COUNTY**

#### **Bakersfield**

Brenda Ratliff, Executive Director  
**Volunteer Center of Kern County**  
1400 Chester Ave Suite J, Bakersfield, CA 93301  
661 395-9787 fax 661 395-9780  
E-mail: [bratliffvc@yahoo.com](mailto:bratliffvc@yahoo.com)  
Website: [www.volunteercenter.info](http://www.volunteercenter.info)

### **LOS ANGELES COUNTY**

#### **La Mirada**

Mi Mi Frick, Executive Director  
**La Mirada Volunteer Center**  
11900 La Mirada Blvd., Suite 4, La Mirada, CA 90638  
(562) 943-3177 • Fax: (562) 943-3078  
E-mail: [justmi@ca.rr.com](mailto:justmi@ca.rr.com)  
Website: [www.lamiradavolunteercenter.org](http://www.lamiradavolunteercenter.org)

#### **Monrovia**

Pattie Tellez, Co-Executive Director  
**Volunteer Center of San Gabriel Valley**  
119 W. Palm Avenue  
Monrovia, CA 91016  
(626) 256-8187 • Fax: (626) 256-8243  
E-mail: [ptellez@ci.monrovia.ca.us](mailto:ptellez@ci.monrovia.ca.us)  
Website: none

#### **Pasadena**

Maria B. Nunez, Co-Executive Director  
**Volunteer Center of San Gabriel Valley**  
464 E. Walnut St. Suite 238  
Pasadena, CA 91101  
(626) 792-6819 • Fax: (626) 792-8567  
E-mail: [vcsgv1943@sbcglobal.net](mailto:vcsgv1943@sbcglobal.net)  
Website: None

#### **Panorama City**

Jim Leahy, Executive Director  
**Volunteer Center of Los Angeles**  
**Assistance League of Southern California**  
8134 Van Nuys Blvd., Suite 200  
Panorama City, CA 91402  
(818) 908-5066 • Fax: (818) 908-5147  
E-mail: [jimleahy@vcla.net](mailto:jimleahy@vcla.net)  
Website: [www.vcla.net](http://www.vcla.net)

#### **Santa Clarita**

Sharalyn Hamilton, Director  
**Santa Clarita Valley Volunteer Resource Center**  
20880 Centre Pointe Pkwy, PO Box 802890  
Santa Clarita, CA 91380-2890  
(661) 250-3720 • Fax: (661) 250-3730  
E-mail: [shamilton@scvrc.org](mailto:shamilton@scvrc.org)  
Website: [www.scvrc.org](http://www.scvrc.org)

# Volunteer Centers of California - 2007 Membership Roster

## **Torrance**

De De Hicks, President/CEO  
**Volunteer Center, South Bay-Harbor-Long Beach**  
1230 Cravens Avenue  
Torrance, CA 90501  
(310) 212-5009 • Fax: (310) 212-7201  
E-mail: [dede@volctr-sobay.org](mailto:dede@volctr-sobay.org)  
Website: [www.volctr-sobay.org](http://www.volctr-sobay.org)

## **MARIN COUNTY**

### **San Rafael**

Linda Jacobs Davis, Executive Director  
**Center for Volunteer and Nonprofit Leadership of Marin**  
650 Las Gallinas  
San Rafael, CA 94903  
(415) 479-5710 • Fax: (415) 479-9878  
E-mail: [ldavis@cvnln.org](mailto:ldavis@cvnln.org)  
Website: [www.centerforleadershipmarin.org](http://www.centerforleadershipmarin.org)

## **MENDOCINO COUNTY**

### **Ukiah**

Tami Bartolomei, Executive Director  
**The Volunteer Network of Mendocino County**  
413 N. State Street  
Ukiah, CA 95482  
(707) 462-2596 • Fax: (707) 462-0191  
E-mail: [tbartolomei@ncoinc.org](mailto:tbartolomei@ncoinc.org)  
Website: [www.mendovolunteers.com](http://www.mendovolunteers.com)

## **MONTEREY COUNTY**

### **Salinas**

Katy Castagna, Executive Director  
**Volunteer Center of United Way of Monterey County**  
901 Padre Drive  
Salinas, CA 93901  
(831) 757-3206 / (800) 408-9191  
Fax: (831) 751-9840  
E-mail: [madams@unitedwaymcca.org](mailto:madams@unitedwaymcca.org)  
Website: [www.yesillhelp.org](http://www.yesillhelp.org)

## **NAPA COUNTY**

### **Napa**

Chris Piper, Interim Executive Director  
**Volunteer Center of Napa Valley**  
1820 Jefferson Street  
Napa, CA 94559  
(707) 252-6222 • Fax: (707) 226-5179  
E-mail: [cpiper@volunteernapa.org](mailto:cpiper@volunteernapa.org)  
Website: [www.volunteernapa.org](http://www.volunteernapa.org)

## **ORANGE COUNTY**

### **Santa Ana**

Daniel McQuaid, Chief Executive Officer  
**Volunteer Center of Orange County**  
1901 E. 4th Street, Suite 100  
Santa Ana, CA 92705  
(714) 953-5757 Ext 138 Fax: 714) 834-0585  
Email: [dmcquaid@volunteercenter.org](mailto:dmcquaid@volunteercenter.org)  
Website: [dmcquaid@volunteercenter.org](http://dmcquaid@volunteercenter.org)

### **Westminster**

Mary Yorba, Executive Director  
**Volunteer Exchange**  
14120 Beach Blvd., Suite 210  
Westminster, CA 92683  
(714) 899-6849 • Fax: (714) 899-6851  
E-mail: [volntrex@aol.com](mailto:volntrex@aol.com)  
Website: [www.ocvolunteereexchange.org](http://www.ocvolunteereexchange.org)

## **PLACER COUNTY**

### **Roseville**

Lisa Achen, Executive Director  
**City of Roseville Volunteer Center**  
311 Vernon Street  
Roseville, CA 95678  
(916) 774-5209 / (916) 774-5216  
Fax: (916) 774-5350  
E-mail: [lachen@roseville.ca.us](mailto:lachen@roseville.ca.us)  
Website: [www.roseville.ca.us](http://www.roseville.ca.us)

## **RIVERSIDE COUNTY**

### **Riverside**

Mary Salvador, Executive Director  
**Volunteer Center of Riverside County**  
2060 University Ave., Suite 212  
Riverside, CA 92507  
P.O. Box 5376, Riverside, CA 92517-5376  
(951) 686-4402 • Fax: (951) 686-7417  
E-mail: [mesalvadorvrcr@yahoo.com](mailto:mesalvadorvrcr@yahoo.com)  
Website: [www.informriversidecounty.org](http://www.informriversidecounty.org)

## **SACRAMENTO**

### **Sacramento**

Nancy Findeisen, President / CEO  
Community Services Planning Council  
Kathy Chow, Director  
**Hands On Sacramento**  
c/o The Community Service Planning Council  
909-12th Street, Suite 200  
Sacramento, CA 95814  
(916) 447-7063, Ext. 328 • Fax: (916) 443-7052  
E-mail: [kchow@shandsonsacto.org](mailto:kchow@shandsonsacto.org)  
Website: [www.handsonsacto.org](http://www.handsonsacto.org)

# Volunteer Centers of California - 2007 Membership Roster

## SAN BERNARDINO COUNTY

### **San Bernardino**

Robin Kelley, Director

### **Hands On Inland Empire Initiative**

1235 Indiana Court, Suite 104

Redlands, CA 92374

909/980.2857 x 227

Email: [rkelly@ieuw.org](mailto:rkelly@ieuw.org)

Website: [www.ieuw.org](http://www.ieuw.org)

## SANTA CLARA COUNTY

### **San Jose**

Stephen T. Quigley, Jr. (Tim), Executive Director

### **The Volunteer Center of Silicon Valley, Inc.**

1922 The Alameda, Suite 211

San Jose, CA 95126

(408) 247-1126 • Fax: (408) 247-5805

E-mail: [info@vcsv.us](mailto:info@vcsv.us)

Website: [www.vcsv.us](http://www.vcsv.us)

## SANTA CRUZ COUNTY

### **Santa Cruz**

Karen Delaney, Executive Director

### **Volunteer Center of Santa Cruz County**

1010 Emeline Avenue, Building C

Santa Cruz, CA 95060

(831) 427-5070 • Fax: (831) 423-6267

E-mail: [kd@scvolunteercenter.org](mailto:kd@scvolunteercenter.org)

Website: [www.scvolunteercenter.org](http://www.scvolunteercenter.org)

## SAN DIEGO COUNTY

### **San Diego**

Sue Carter, Executive Director

### **Volunteer San Diego**

4699 Murphy Canyon Road

San Diego, CA 92123

(858) 636-4131 • Fax: (858) 492-2016

E-mail: [scarter@volunteersandiego.org](mailto:scarter@volunteersandiego.org)

Website: [www.volunteersandiego.org](http://www.volunteersandiego.org)

## SAN FRANCISCO & SAN MATEO COUNTIES

### **City & County of San Francisco/San Mateo County**

John Power, Executive Director

### **Volunteer Center Serving San Francisco and San Mateo County**

#### in San Francisco

1675 California Street (at Van Ness)

San Francisco, CA 94109

(415) 982-8999 • Fax: (415) 982-0890

TTY: (415) 982-0291

E-mail: [jpower@thevolunteercenter.net](mailto:jpower@thevolunteercenter.net)

Website: [www.thevolunteercenter.net](http://www.thevolunteercenter.net)

#### in San Mateo County:

(650) 235-3550 • Fax: (650) 235-3580

E-mail: [jpower@thevolunteercenter.net](mailto:jpower@thevolunteercenter.net)

Website: [www.thevolunteercenter.net](http://www.thevolunteercenter.net)

## SONOMA COUNTY

### **Santa Rosa**

Eunice Valentine, Executive Director

### **Volunteer Center of Sonoma County**

153 Stony Circle, Suite 100

Santa Rosa, CA 95401

(707) 573-3399 • Fax: (707) 573-3380

E-mail: [vcsc@volunteernow.org](mailto:vcsc@volunteernow.org)

Website: [www.volunteernow.org](http://www.volunteernow.org)

## STANISLAUS COUNTY

### **Modesto**

Barbara Borba, Program Director

### **Volunteer Center of United Way of Stanislaus County**

422 McHenry Ave, Modesto, CA 95354

(209) 524-1307 • Fax: (209) 523-4568

E-mail: [volunteer@uwaystan.org](mailto:volunteer@uwaystan.org)

Website: [www.uwaystan.org](http://www.uwaystan.org)

## Ventura County

### **Camarillo**

Marisa Lopez, Community Impact Associate

### **Volunteer Center of United Way of Ventura County**

1317 Del Norte Rd., Suite 100

Camarillo, CA 93010

(805) 485-6288 ext 276 Fax: (805) 485-4845

Email: [mlopez@vcunitedway.org](mailto:mlopez@vcunitedway.org)

Website: <http://www.vcunitedway.org>

# **Volunteer Centers of California - 2007 Membership Roster**