



**California
Disaster Corps**

**DISASTER CORPS
PROGRAM GUIDE**

March 2012

Acknowledgements

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CHAPTER 1: CALIFORNIA DISASTER CORPS

Background

During the 2007 Southern California wildfires and the 2007 Cosco Busan Oil Spill thousands of disaster volunteers poured into the impacted areas to assist with evacuations, sheltering, cleanup, and a host of other activities supporting response operations. Previous disasters within and outside of California had also highlighted the challenges and opportunities facing volunteers supporting disaster response operations.

The Disaster Corps was created in response to the need to more effectively integrate and coordinate disaster volunteer efforts in all phases of emergency, from preparedness to response and recovery. Currently, disaster volunteer resources are not fully integrated into the State Emergency Plan and are spread across a multitude of organizations and programs, which vary in function and mission.

With the engagement of more than a thousand Californians, the Disaster Corps initiative has been collaboratively built from the ground up through public-private partnerships and with the aid of a wide range of subject matter experts, including representatives from all levels of government, local emergency managers, state agency volunteer coordinators, leaders in non-governmental volunteer programs, and volunteers.

The California Disaster Corps represents the first effort in the nation to harness the power and passion of the state's residents to ensure our communities are safer, stronger, and more resilient by coordinating, connecting, and making professional their trained disaster volunteers. It is a state-sponsored effort to integrate, strengthen, and unify existing government-affiliated disaster volunteer programs under one name, one identity, and one brand.

The California Disaster Corps will be comprised of government-affiliated volunteers that meet Disaster Corps classification, typing, training, credentialing, and security screening guidelines. The organization's objective is to create a trained, trusted, and engaged volunteer force that can support local first responders and their communities in all stages of emergency management. This program is administered by CaliforniaVolunteers, a governmental entity with responsibility for volunteer coordination during response and recovery (Governor's Executive Order S-04-06).

Authorities

The authorities listed below directly and indirectly support the California Disaster Corps program's administration and operation.

- Executive Orders S-04-06, S-24-06, and S-02-08
- California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA)
- Disaster Service Worker Regulations, California Code of Regulations, title 19, sections 2570–2573.3
- National Incident Management System (NIMS)
- National Response Framework (NRF)
- Standardized Emergency Management System (SEMS), California Code of Regulations, Title 19, division 2, sections 2400–2450
- California Emergency Services Act, California Government Code, section 8550 et seq.

Features of the California Disaster Corps Program:

- A cadre of government-affiliated volunteers who meet Disaster Corps classification, typing, training, certification, and security screening guidelines
- Volunteer resources that can be utilized and deployed locally, to neighboring jurisdictions, or statewide through the state's emergency management system at the discretion and direction of the local program coordinator and operational area
- Volunteers who have successfully passed California Department of Justice (DOJ) and Federal Bureau of Investigations (FBI) background checks and required first aid and CPR training
- Volunteer registration under the Disaster Service Worker Volunteer Program (DSWVP), which provides worker's compensation coverage for volunteers
- Six Disaster Corps volunteer classifications: Community Emergency Response Team (CERT), Law Enforcement Volunteer, Radio Operator, Mass Care—Shelter Operations, Mass Care—Feeding, or Traffic Control
- Volunteer programs that join Disaster Corps continue to have complete control over their programs and volunteers, including decisions regarding volunteer deployment
- Access to a free web-based volunteer-management information technology tool—the Disaster Volunteer Network (DVN)—that supports local volunteer programs and provides

a snapshot of statewide volunteer resources to provide an asset map of disaster volunteer resources beyond the Disaster Corps

Disaster Corps and Citizen Corps

In 2003 the Governor designated CaliforniaVolunteers as the administrator for California's Citizen Corps program. CaliforniaVolunteers also serves as the administrator of the Disaster Corps program.

Citizen Corps

The Federal Emergency Management Agency (FEMA) uses Citizen Corps as its grassroots strategy for bringing together governmental and community leaders to involve citizens in all-hazards emergency preparedness and resilience. Citizen Corps asks individuals to embrace the personal responsibility to be prepared; to receive training in first aid and emergency skills; and to volunteer to support local emergency responders, improving disaster relief efforts and community safety.

In addition to Citizen Corps Councils, Citizen Corps works with five federally sponsored partner programs:

- Community Emergency Response Teams (CERT)
- Volunteers in Police Service (VIPS)
- Fire Corps
- Medical Reserve Corps (MRC)
- Neighborhood Watch (NW)

Citizen Corps as a Recruitment Pool for Disaster Corps

The California Citizen Corps program provides the foundation for the Disaster Corps program and serves as Disaster Corps's primary recruitment pool. Citizen Corps programs provide a solid foundation on which to build the Disaster Corps; are sponsored by public safety organizations; are already part of the state's emergency management system; and have already demonstrated their credibility in disaster response.

Citizen Corps programs that qualify for the Disaster Corps program include the CERT or CERT-like programs utilizing the same twenty-hour FEMA training curriculum; Volunteers in Police

Service (VIPS) or VIPS-like law-enforcement-affiliated volunteer programs such as Volunteers on Patrol (VOP); Fire Corps, Auxiliary Communications Service (ACS); and other local-government-affiliated volunteer programs. To participate in the Disaster Corps, volunteer programs must have volunteers that can be typed within the six existing Disaster Corps classifications listed above.

Because not all Citizen Corps programs have volunteers that can be typed within the current Disaster Corps uniform guidelines, some Citizen Corps partner programs do not participate in the Disaster Corps program at this time. In addition to the Citizen Corp programs, government-affiliated radio operator programs are also eligible to join Disaster Corps.

Key Differences

The table below displays some of the areas in which the Citizen Corps and Disaster Corps programs are different:

	Disaster Corps	National Citizen Corps
I. Coordination at the State Level	The Disaster Corps is integrated into California's Standardized Emergency Management System (SEMS).	There are different parent organizations for each Citizen Corps partner program. While the states serve as a clearinghouse for registering new programs, the state role regarding emergency management and coordination is not defined.
II. Security Screening	California DOJ and FBI security screening are required of Disaster Corps volunteers.	There are no security screening guidelines.
III. Classification, Typing, and Training Guidelines	Uniform guidelines address volunteer classification, training, typing, and credentialing. Disaster Corps volunteers represent a mutual-aid-ready resource.	There are no uniform guidelines for training (except in the case of CERT), typing, or credentialing.

Values and Benefits

All Volunteer programs retain their current branding and identity when participating in the Disaster Corps program. The Disaster Corps can be viewed as a collateral duty, which provides many benefits for volunteer programs, emergency management personnel, and individual volunteers.

Some of the key benefits of the Disaster Corps program:

- **Trust:** Disaster Corps volunteers have passed California DOJ and FBI background checks using the California Disaster Corps background check criteria. This advanced screening sets Disaster Corps volunteers apart as a trusted and reliable resource.
- **Knowledge:** Disaster Corps volunteers are trained in California's SEMS, the Incident Command System (ICS), and the National Incident Management System (NIMS). This in-depth training ensures that Disaster Corps volunteers are knowledgeable about emergency management systems and principles.
- **Preparedness:** Disaster Corps volunteers receive training for Disaster Corps classifications and types as applicable. First responder and emergency management personnel can rest assured that Disaster Corps volunteers will be able to meet their needs. Disaster Corps volunteers also receive first aid and CPR training, in addition to emergency management training and classification-specific training.
- **Engagement:** Disaster Corps volunteers have demonstrated commitment and strive to continue developing their skills and training to better support their programs and communities.

CHAPTER 2: DISASTER CORPS ORGANIZATION

The State Role: CaliforniaVolunteers

As the administrator of the Disaster Corps program, CaliforniaVolunteers performs the following:

- Determines state-level policy for the Disaster Corps
- Receives, processes, and approves all applications for Disaster Corps membership (see Chapter 1 for the list of eligible volunteer programs).
- Serves as the system administrator for the Disaster Volunteer Network (DVN), providing information, guidance, and technical assistance to program coordinators and volunteers
- Maintains all elements of the *Disaster Corps Program Guide*, including classification, typing, training, credentialing, and security screening guidelines
- Provides select trainings to volunteers in support of the Disaster Corps program
- Maintains the Disaster Corps page on the CaliforniaVolunteers website
- Promotes the Disaster Corps program and maintains the integrity of the program brand and identity
- Maintains and updates the *Disaster Corps Graphic Standards and Brand Identity Guide*
- Sponsors an annual disaster volunteer training event or exercise
- Communicates through a newsletter and other means

CaliforniaVolunteers staff performs these additional responsibilities:

Disaster Corps Program:

- Disaster Corps Program Administrator: Director, Disaster Volunteering and Preparedness. Provides final approval of membership applications, and oversees the Disaster Corps program.
- Disaster Corps Program Manager: Responsible for the Disaster Corps program's day-to-day and emergency operations.
- Disaster Corps Membership Coordinator: Responsible for receiving and processes letters of intent and membership documents, responds to membership questions, and provides membership recommendations to the Disaster Corps Program Manager.
- DVN Coordinator: Responsible for providing information and answers questions about the DVN, coordinates related trainings, and assists program members with the application and use of the DVN.

The Local Role: Disaster Corps Programs

The local or member Disaster Corps programs perform the following functions:

- Executing the California Disaster Corps memorandum of understanding and certifying they will abide by the Disaster Corps uniform code of conduct prior to acting in any Disaster Corps program capacity
- Adopting and implementing all Disaster Corps program classification, typing, training, credentialing, and security screening guidelines
- Ensuring all potential Disaster Corps volunteers successfully pass California DOJ and FBI background checks
- Swearing all Disaster Corps volunteers into the Disaster Service Worker Volunteers Program (DSWVP)
- Resolving issues regarding volunteer membership and participation in the Disaster Corps program
- Developing after-action reports (AARs) for volunteer response events
- Evaluating Disaster Corps volunteers
- Designating and maintaining primary contact(s) for both Disaster Corps membership and the Disaster Volunteer Network to ensure consistent communication
- Entering the program's volunteer information into the Disaster Volunteer Network
- Updating Disaster Volunteer Network data at regular intervals and meeting reporting requirements
- Using the Disaster Corps program name and emblem in accordance with the *Disaster Corps Graphic Standards and Brand Identity Guide*
- Supporting and following the Disaster Corps uniform code of conduct and program guide

CHAPTER 3: PROGRAM ADMINISTRATION

Membership

Eligible volunteer programs must take certain actions to apply for Disaster Corps membership. This section outlines the responsibilities for applicant volunteer programs and their volunteers and describes the various forms comprising the Disaster Corps application.

Disaster Corps Volunteer Programs

Only government-affiliated disaster, emergency, and public-safety volunteer programs are eligible to join the Disaster Corps. To participate, the eligible programs must have volunteers that can be typed within the existing Disaster Corps classifications (see Chapter 1). Eligible volunteer programs are sponsored by a government entity, such as a fire or police department or a sheriff's, public health, or emergency management office. Volunteer programs must also complete the membership application process with CaliforniaVolunteers.

To join the Disaster Corps, the volunteer program coordinator must submit the following to CaliforniaVolunteers:

- Disaster Corps letter of intent
- Signed uniform code of conduct
- DVN user agreement
- Disaster Corps memorandum of understanding

In addition to submitting the materials, the program coordinator must also do the following:

- Nominate member volunteers from the program to become Disaster Corps volunteers
- Ensure that volunteers nominated for membership meet all Disaster Corps guidelines within a year of nomination, including:
 - successfully passing background checks
 - meeting all training, typing, and credentialing requirements established in this guide
 - being sworn in as a Disaster Service Worker volunteer
- Enter data into the DVN for those volunteers nominated for the Disaster Corps (information is viewable only to the local program coordinator.)
- Comply with biannual reporting schedules
- Participate in an annual CaliforniaVolunteers-sponsored Disaster Corps/disaster volunteer program training or exercise

Disaster Corps Volunteers

Volunteers working in participating government-affiliated programs become Disaster Corps members after their program coordinator identifies them as candidates and they meet all Disaster Corps requirements. Disaster Corps membership is at the discretion of the program coordinator; not all members of participating programs must become Disaster Corps volunteers.

Volunteers remain Disaster Corps candidates until they meet all classification, typing, training, credentialing, and security screening guidelines and are registered as DSW volunteers. Disaster Corps candidates must meet all Disaster Corps guidelines within one year of nomination to become Disaster Corps volunteers.

It is likely that only a subset of volunteers from each program will be nominated for the Disaster Corps. For example, a CERT program's program coordinator may nominate only 50 out of 200 total volunteers for the Disaster Corps. These nominated volunteers remain part of the program as CERT volunteers, but they are also identified as Disaster Corps candidates, meeting the Disaster Corps classification, typing, training, credentialing, security screening, and DSWVP guidelines.

Volunteers are not required to have met all Disaster Corps guidelines in order to be selected as a Disaster Corps candidate. However, within one year of being nominated, the volunteer must meet the Disaster Corps requirements. Ideally, nominated volunteers will be willing to make a three-year commitment to the Disaster Corps.

See appendices V and VI for a detailed checklist on program registration and volunteer registration using the DVN.

Security Screening

An important element of the Disaster Corps is the requirement that all Disaster Corps volunteers successfully pass background checks according to the Disaster Corps background check criteria described in Appendix IX. Disaster Corps volunteers must be deployable to respond to diverse emergency scenarios involving the provision of human services to disaster victims.

Because they are so entrusted, the Disaster Corps requires that all of its volunteers pass the background checks.

Some sponsoring organizations may already have had a local, affiliated governmental entity, such as the sheriff's office or police department, conduct background checks on prospective volunteers. These authorized applicant agencies may request state and federal criminal summary information; a nominee who has previously passed a California DOJ and FBI fingerprint background check in conjunction with their membership in the sponsoring organization need not undergo another background check for registration in the Disaster Corps.

In addition to these entities, a human resource agency can also request a DOJ and FBI background check for Disaster Corps volunteers. "Human resource agency" is defined by California Penal Code (PC) section 11105.3 as a public or private entity responsible for determining the character and fitness of a person applying for a license or employment or as a volunteer within the human services field involving the care and security of children, the elderly, the handicapped, or the mentally impaired. Because Disaster Corps volunteers must be able to serve a diverse population in assignments that may include providing victims shelter and supervision, they meet the requirements of PC section 11105.3 as outlined above.

For those Disaster Corps programs lacking DOJ authorization to request criminal background checks, applications for authorization can be found on the DOJ website at <http://ag.ca.gov/fingerprints/forms.php>; selecting an organization's type will bring up the correct application form and instructions.

Results of DOJ and FBI background checks (volunteers' state and federal criminal history information), and information provided pursuant to PC section 11105.3, are confidential and must be properly maintained at the local level. Sponsoring organizations are prohibited by law from sharing the results of background checks. No background check results will be communicated to CaliforniaVolunteers.

The *Disaster Corps Graphic Standards and Brand Identity Guide*

The California Disaster Corps mission is to reinforce and enhance local preparedness and response capabilities by unifying disaster and emergency management volunteer organizations under a single, recognizable overreaching program with one name, one identity, and one brand.

To maintain the integrity of the Disaster Corps program brand and identity, a style guide was developed. It outlines the proper use of the new California Disaster Corps brand, allowing all communications to properly express the vision, professionalism, and importance of the California Disaster Corps. In order for the California Disaster Corps to be successful, the brand should be used uniformly and in accordance with the *Disaster Corps Graphic Standards and Brand Identity Guide* (found in Appendix XII). Volunteers and volunteer programs should become familiar with the material in this manual. Effective communication will help build the brand and a successful program.

Once activated by their local Disaster Corps program, all Disaster Corps volunteers will receive a set of Disaster Corps gear. The current gear packet includes a windbreaker, T-shirt, baseball cap, arm band, lanyard, and lapel pin. The guide provides information on the appropriate placement of the Disaster Corps logo and use of the Disaster Corps gear.

The California Disaster Corps program should be referred to as “California Disaster Corps,” so as not to confuse it with CaliforniaVolunteers, the organization. The name California Disaster Corps should always be spelled out.

Please consult Appendix XII for full detail on applying the Disaster Corps brand.

CHAPTER 4: DISASTER VOLUNTEER NETWORK (DVN)

Overview

Disaster Corps member organizations are provided with free access to the Disaster Volunteer Network (DVN), an information-technology volunteer-management system capable of storing and tracking volunteer data. Member organizations populate the DVN with volunteer information that produces an aggregate view of statewide volunteer resources and capabilities. For detailed information, refer to the *DVN User's Manual*.

The DVN serves as the following:

- A directory of up-to-date contact information for people who manage programs or organizations
- A current inventory of statewide volunteer and nongovernmental organization (NGO) resources
- An easy-to-use IT tool for the everyday management of volunteers, including tracking training, certificates, and contact information
- A method of capturing and consolidating volunteer activation or deployment records, including tracking hours of service
- An interactive search engine with custom reporting capabilities that can accommodate a diverse range of programs (public, private, or nongovernmental)

The DVN is able to perform a diverse variety of tasks and offers a number of capabilities meeting different programs' needs.

- The DVN is an optional tool for those programs that already have their own volunteer management software applications.
- Organizations with volunteer data in Microsoft Excel or Access can upload that data into the system.
- Local programs continue to own, manage, and be responsible for all information on their individual volunteers.
- The DVN has a redundant back-up system, preventing information loss.
- Users can access a snapshot of the statewide inventory of volunteer resources, including the number of volunteers with specific capabilities or training by location.
- Disaster volunteer programs can use the DVN to manage their volunteers on a day-to-day basis.

- Individual volunteer contact information can be stored in the DVN, as well as a volunteer's training history, deployment history, availability, credentialing information, language skills, and more.

For security purposes, the DVN only shows volunteers' personal information to their program coordinators. Tasks able to be performed by CaliforniaVolunteers staff, state-level organizations, operational areas, and local governments are limited to:

- Seeing aggregate volunteer capacity information, such as the number of disaster volunteers available for deployment
- Searching the database for a particular skill or capacity (for example, looking for a shelter program with a Spanish-speaking volunteer)
- Tracking total program volunteer hours served, by event and by calendar period

CaliforniaVolunteers serves as the system administrator and maintains system integrity through password protection. CaliforniaVolunteers has developed a training manual as well as online and in-person training for all system users.

CaliforniaVolunteers provides free access to the DVN for:

- Disaster Corps member programs
- The emergency-management community, from local to state-government levels
- Tribal governments
- Nongovernmental organizations active in disaster
- Private-sector organizations with an interest or role in disaster

There is no requirement to purchase or download hardware or software to use this system. All that is needed is Internet access and a user name and password provided by the system administrator.

Data Collection and Reporting

The California Disaster Corps program provides 24-7 access to the DVN for members. Member programs can either use the DVN to track and coordinate their volunteers or continue to use their own systems and upload aggregate volunteer data quarterly to the DVN.

CaliforniaVolunteers staff will perform aggregate data analysis and produce reports indicating the number of Disaster Corps volunteers statewide, number of volunteers per CalEMA administrative region, and number of volunteers in each Disaster Corps classification and type.

The purpose of aggregate data collection is to enable a better understanding of and improvement in volunteer recruitment and coordination based on actual numbers and training levels of current volunteers. It is also a valuable tool for CaliforniaVolunteers to use in its role as the statewide volunteer mutual aid coordinator.

Aggregate data collection is limited to overall data and statistical program information and will not include any specific volunteer information. Disaster Corps data reports are made available to member programs.

Planned Events

Involving volunteers in planned events and exercises familiarizes them with mobilization policies and procedures. Local emergency management agencies that are coordinating or conducting a large event or exercise can use the DVN to identify local volunteer agencies that may be able to assist and participate. This feature supports one of the goals of the Disaster Corps, which is to support the connection of local government emergency management with local volunteer agencies. In this way, local volunteer resources can be trained and then applied during an emergency or disaster.

Legal Considerations

Participating in or using the DVN does not provide any level of state liability protection to a program or its volunteers. Users are not considered state agencies and volunteers are not considered state employees.

CaliforniaVolunteers bears no liability in relation to DVN users' organizational operations, their use of volunteers, their use of the DVN, or their activities under day-to-day or disaster-response circumstances.

Public Records Act (PRA)

Only governmental agencies are subject to the PRA; private organizations are not. Private organizations inputting data into the DVN are not required to respond to a PRA request.

In addition, it would be prudent (but is not legally required) for organizations to inform their volunteers that their information will be entered into the statewide DVN; it should be noted that only their local program coordinator will be able to view that data.

CHAPTER 5: CLASSIFICATION AND TYPING

Background

To be eligible for workers' compensation coverage under the Disaster Service Workers Volunteer Program (DSWVP), Disaster Corps volunteers must be sworn into the DSWVP. The California Emergency Management Agency (CalEMA) administers this program and exercises regulatory authority over it. The information below is provided for informational purposes. For more detailed information on the program, visit www.calema.ca.gov.

CalEMA's DSWVP provides workers' compensation coverage in the event a DSW volunteer is injured while performing assigned disaster duties. Disaster Corps volunteers are eligible to participate in the DSWVP if they meet all of the program's criteria (please refer to California Code of Regulations, title 19, sections 2570–2573.3), including being sworn in by an authorized local or state government representative. The DSWVP provides criteria for volunteer classifications of volunteers, and Disaster Corps volunteers are classified under these. Additionally, the DSWVP provides limited immunity from liability.

The DSWVP defines a DSW volunteer as “any person registered with an accredited Disaster Council...for the purpose of engaging in disaster service...without pay or other consideration.” Registered DSW volunteers have chosen to volunteer their time to assist a disaster or emergency services agency in carrying out its responsibilities. Local governments with an accredited disaster council and designated state agencies can register volunteers as DSWs.

DSWs must thus meet these criteria:

- Officially be registered by an accredited disaster council
- Not receive any compensation, monetary or otherwise, for their service

The disaster service, as defined for the DSWVP, is designed primarily to aid in disaster events. California Code of Regulations, Title 19, section 2570.2 (3)(b)(1) defines disaster service as “all activities authorized by and carried on pursuant to the California Emergency Services Act, including approved and documented training necessary or proper to engage in such activities.”

DSWVP Classifications

DSW volunteers augment first responder and rescue teams throughout the state during local disasters or in a state of war or emergency; they also participate in recovery activities following

catastrophic events. These are the DSW volunteer classifications approved by CalEMA and contained in regulation (California Code of Regulations, Title 19, sections 2570–2573.3).

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

Under the DSWVP, these classifications may further be broken down into specialty areas. For example:

- Human Services may include providers of food, shelter, or registration of evacuees, and those addressing religious or spiritual needs.
- Laborer may include those under the direction and supervision of the responding agency who are performing general labor services and supporting emergency operations.
- Medical and Environmental Health may include doctors, nurses, radiologists, laboratory technicians, and other medical professionals.

Disaster Corps Specialist Volunteer Classifications within DSWVP Classifications

To comply with the DSWVP, local programs classify their volunteers generally under the DSWVP system. Under Disaster Corps, local programs classify their volunteers under the Disaster Corps specialist classifications that currently fall under the DSWVP classifications.

By aligning the two classification systems, local governments can continue to use volunteers' current DSWVP registration for their Disaster Corps volunteers. There is no need to reregister volunteers under the DSWVP, unless they are being registered in an additional classification.

The following table shows Disaster Corps specialist classifications and their corresponding DSWVP classifications.

Disaster Corps Specialist Volunteer Classifications	Disaster Service Worker Volunteer Classifications
Community Emergency Response Team (CERT) Member	CERT Member
Radio Operator	Communications
Law Enforcement Traffic Control	Law Enforcement
Mass Care—Shelter Operations Mass Care—Feeding	Human Services

For more information on the California Disaster Service Worker Volunteer Program, review the DSWVP regulations and guidance available on CalEMA's website: www.calema.ca.gov.

Typing Disaster Corps Volunteers

The Disaster Corps specialist volunteer typing guidelines were developed with a focus on the response phase of the emergency management cycle. Disaster Corps volunteers are classified and typed in accordance with FEMA 501-9 (March 24, 2006) NIMS Basic – Resource Typing System. Assigning a Type I label to a resource signifies that it has a greater level of capability than one labeled as Type II, and Type II resource implies a greater level of capability than a

Type III. When a resource has fewer than three types, these unused types are described as “not applicable.”

The program coordinator assigns volunteers to specialist classifications and then types them within their classifications. The volunteers’ training and qualifications determine which classes (I, II, or III) they are typed as.

Disaster Corps Volunteer Classification

Type I (deployable statewide)

- Training: Met the highest training and deployment experience guidelines of the Disaster Corps within their respective specialties and have participated in volunteer management training
- Qualifications: Have disaster-related supervisory capabilities and experience, may serve as volunteer coordinators, and have experience in disaster events

Type II (deployable statewide)

- Training: Met the highest training standards and have disaster-exercise experience within their respective specialties
- Qualifications: Have experience in actual disasters or disaster exercises and may have some disaster-related experience providing them with the ability to act as lead persons but not as supervisors or volunteer coordinators

Type III (Operational Area resource – not designed for statewide deployment)

- Training: Met all of the basic training requirements of the Disaster Corps within their respective specialties
- Qualifications: Do not have disaster-related lead person experience or disaster deployment experience

Disaster Corps Volunteer Classification Typing Guideline Components

This document contains typing guideline sheets for each Disaster Corps volunteer classification. The guidelines address the following components for each type:

Training: References specific trainings volunteers must have completed for qualification as a Disaster Corps member within a type.

Qualifications: References personnel skills that are not indicated by training received or certification/licensing, such as the ability to work alone, as a lead person, or under supervision or possessing performance capabilities; also references individual skills and experiences that fall outside of the volunteer environment or training, such as disaster deployment experience and relevant personal work history.

CHAPTER 6: CREDENTIALING

Disaster Corps Credentialing and Certification Procedures

The Disaster Corps guiding principles and procedures for classification, training, typing, and credentialing were developed with input and guidance from many subject matter experts over the course of two years. These procedures and guiding principles will continue to evolve with the implementation of the Disaster Corps program.

Credentialing and Certification are related but distinctly separate elements.

- Credentialing is an evidence-based system defining proficiency levels and then evaluating if individuals meet the performance standards required to execute tasks associated with the proficiencies.
- Certification recognizes the various levels of training competencies necessary for proficiency in a task; these competencies are demonstrated through a testing process.

General Disaster Corps requirements provide that Disaster Corps members meet minimum training standards in accordance with the National Incident Management System (NIMS). For Disaster Corps specialist credentialing, additional training specific to the classifications is required.

Equivalent Courses:

Each specialist classification is accompanied by specific required training courses. In some instances, a similar alternate course is available. Similar and alternate courses fulfill the training requirement if they

- Provide information that is appropriate to gain the understanding needed
- Require a similar amount of training time
- Have similar objectives and outcomes
- Include a testing process

If all the above are true, the similar and alternate will be considered allowable as an equivalent to meet the training requirement. The local program coordinator determines the course equivalency.

Credentialing Principles

The Disaster Corps credentialing program is based on the CalEMA credentialing program. CalEMA, as the state authority for the NIMS credentialing program, supports

CaliforniaVolunteers' approach to the Disaster Corps credentialing program. Information on California's credentialing system can be found at the CalEMA website: www.calema.ca.gov; information on the NIMS credentialing program can be found on the FEMA website: <http://www.fema.gov/emergency/nims/ResourceMngmnt.shtm#item3> or http://www.fema.gov/txt/emergency/nims/ng_0002.txt.

Disaster Corps programs commit to credentialing their volunteers. Ownership and control of volunteer credentialing and certification and management of credentialed volunteers remain at the local level. Because the credentialing program is locally maintained, enforced, and controlled, CaliforniaVolunteers does not have a monitoring or enforcement program in place.

The success of this credentialing program rests with the local volunteer programs. The CaliforniaVolunteers Disaster Corps staff works with Disaster Corps programs, not individuals, for credentialing and other programmatic aspects.

Credentialing Process

CaliforniaVolunteers has developed the following credentialing process:

- Disaster Corps program coordinators certify volunteers for each classification and type they are seeking to attain using the Disaster Corps credentialing checklist and application sheet.

Note: It is possible that not all volunteers in a member program will be registered as Disaster Corps volunteers.

- Through the DVN, each Disaster Corps program coordinator reports the classification, type, and credentials of the volunteers in their program based on the Disaster Corps classification, typing, and credentialing guidelines and specialist credentialing sheets.
- Program coordinators review and update volunteers' credentials as needed and conduct a review at least annually.

CHAPTER 7: TRAINING

Background and Purpose

The Disaster Corps training and typing guidelines provide that all Disaster Corps volunteers take courses in the following four areas:

1. First, as required by the Standardized Emergency Management System (SEMS) and the National Incident Management System (NIMS), Disaster Corps members must take three approved basic emergency management courses to gain an understanding of the state and national emergency management systems. These are, *Introduction to the Standardized Emergency Management System (SEMS)*; *Incident Command System (ICS) 100*; and *The National Incident Management System (NIMS) – Independent Study (IS) 700*.
2. Second, Disaster Corps volunteers must take a basic disaster awareness course. Any course that provides general understanding of disasters and their impact and has been approved by the local Disaster Corps program coordinator will be recognized as fulfilling this requirement.

A disaster awareness course should meet the following three objectives: providing a basic understanding of local hazards, giving an overview of local emergency management; and conferring a basic understanding of individual and family preparedness. Because a number of basic disaster awareness courses are available, Disaster Corps program coordinators can choose courses they determine to be of benefit to their local members. It is strongly suggested that these courses be provided at low or no cost to participants. Both online and classroom trainings are appropriate. It should be noted that local governments and FEMA provide disaster awareness courses, many of which are available online and free of charge.

3. Third, members must take *An Introduction to the California Disaster Corps*. This course covers the background of the Disaster Corps program, describes the various program elements, and explains the benefits and requirements of Disaster Corps membership.
4. Fourth, all Disaster Corps volunteers must successfully complete first aid and CPR training courses. This training must be equivalent to the courses offered by the American Red Cross or the American Heart Association.

In addition to the basic training courses above, specific training courses—or equivalent courses—are required for each Disaster Corps volunteer classification. Each specialist classification has a specific training course or courses associated with its volunteer types.

Again, in some instances, a similar and alternate course is available. To fulfill the training requirement, if the alternate course provides the understanding needed, requires a similar number of hours, and has similar objectives and outcomes and a similar testing process, it will be considered an appropriate equivalent and allowed to meet the training requirement. The sponsoring governmental organization will determine training course equivalencies and document them in the DVN.

For example, in addition to the four required basic courses, a traffic control specialist must take a traffic control course. Currently, the California Highway Patrol provides a course to volunteers on basic traffic-safety and traffic-control techniques. Some local jurisdictions also have their own traffic safety and/or control course. Any course meeting the above criteria for being a similar and alternate course, and which has been approved by the local Disaster Corps program coordinator, will be recognized as fulfilling the traffic control training requirement.

Specific training requirements for all specialist classifications and types are found in the Disaster Corps volunteer classification, typing and training document (see Appendix VII).

For those Disaster Corps volunteers who may supervise or act as a leader for other volunteers, *Incident Command System (ICS) 200* and *National Response Framework (NRF) Independent Study (IS) 800.B* are required. These courses are required for all Type I and Type II Disaster Corps volunteers.

For Type I volunteers, a training course in Disaster Volunteer management is required. Currently, FEMA's course, IS-244.a Developing and Managing Volunteers, satisfies this requirement. Other courses that meet the criteria for as a comparable course can also satisfy the requirement.

Disaster Corps Required Training Course List

The table in Appendix VII shows all the Disaster Corps training courses. It also lists the specific training courses required for each type under each Disaster Corps classification. This document will be updated as necessary.

Training Calendar

The California Disaster Corps program webpage includes an events calendar, to which volunteer organizations are invited to upload information on any training courses, exercises, or other scheduled events they are sponsoring.

For more specific information, review appendices VII and VIII, on Disaster Corps classification, typing, credentialing, and training.

CHAPTER 8: EMERGENCY AND DISASTER OPERATIONS

Principles

Disaster Corps emergency and disaster operations are based on the following principles.

Emergency Operations

- Emergency operations will be conducted in accordance with SEMS and NIMS.
- CaliforniaVolunteers will staff the volunteer coordination function in regional and state emergency operations centers (EOCs).
- Local governments and operational areas will designate volunteer coordinators for their EOCs to request and utilize mutual aid resources.

Mutual Aid

- Volunteer resource requests will follow standard mutual aid policies, principles, and procedures.
- Those state agency volunteer programs that operate within a discipline-specific mutual aid system, such as law enforcement, fire and rescue, or medical/health, will continue to do so.

Disaster Corps

- The Disaster Corps is a statewide volunteer resource that can be requested and deployed through the state's mutual aid system and standard resource request processes.

DVN

- CaliforniaVolunteers will utilize the DVN to coordinate volunteer resource requests.
- Local governments will utilize the DVN to obtain local volunteer program contact information for the purpose of coordinating with local volunteer organizations.

State-Level Notification

CalEMA's California State Warning Center (CSWC) has specific policies and procedures in place for contacting state and local agencies in the event of an emergency or disaster.

CaliforniaVolunteers is on the list of key state agencies to immediately be notified during a pending or actual emergency; CaliforniaVolunteers in turn notifies staff and program contacts.

As the designated statewide volunteer coordinator, CaliforniaVolunteers staffs the state operations center to facilitate the coordination of volunteer resources.

Local Notification

When a local disaster occurs, creating the need for volunteer resources, in most cases, the local emergency management agency requests that their local volunteer organizations mobilize volunteers. For large, multijurisdictional disasters, the operational area may notify any pertinent volunteer organizations within its boundaries of the need to activate their disaster volunteers.

Activation

CaliforniaVolunteers staff activates its Department Operations Center (DOC) upon notification of a disaster or emergency. The level of activation and staffing depends on the event's magnitude and implications. For a relatively small-scale emergency, activation of a duty officer is often sufficient. For large-scale emergencies, a full activation of the DOC may be required.

Resource Requests

In California, requests for resources follow the SEMS; they are initiated at the local level, driven by needs identified in the field or at the incident site. These requests then go up the SEMS levels, first to local government, and then to the operational area, where they are fulfilled by local resources. If local resources are not available, the request moves up to the regional level, so regional resources can meet the need. If regional resources are also unavailable, the request is elevated to the state level.

At the local level, there may be volunteer units or volunteer coordinators at the city, county, and operational-area emergency operations centers (EOCs). At the state and regional levels, CaliforniaVolunteers coordinates volunteer resources, staffing the volunteer coordination branch or unit as required or requested in the regional emergency operations centers (REOCs) and the state emergency operations center SOC.

Volunteer Resource Coordination

The volunteer coordination branch or unit staffed by CaliforniaVolunteers uses the DVN to identify volunteer resources that could meet the identified needs. Local government EOCs also have access to the DVN.

If EOCs are not activated, volunteers can be requested and deployed through the duty officer system. The duty officer is a single person operating remotely with the communication systems and tools to facilitate and process resource requests. The duty officer coordinates resource requests following the SEMS process.

All Disaster Corps volunteer deployments follow mutual aid and SEMS protocols in the field, in local governments, in the operational area (OA), and at the regional or state level. Volunteer resources will not be deployed without an approved resource request.

Resource Requests from outside the Operational Area

Resource requests for volunteer resources coming from outside the OA will be processed through CalEMA following SEMS protocols. If it is determined that volunteers can best fill the request, the request is forwarded to the volunteer unit or volunteer coordinator.

Resource requests are always filled at the lowest, most local level, and only proceed to the next level when available resources do not exist, are already committed, or have been exhausted.

Requesting Agency Actions

The agency requesting volunteers is responsible for the following:

1. Completing all resource request documentation
2. Identifying the number, classification, and types of Disaster Corps volunteers requested
3. Providing all necessary supervision for responding volunteers
4. Identifying specific knowledge, capabilities, and skills volunteers need for the assignment
5. Advising volunteers what equipment they should bring
6. Establishing an assembly area for volunteers
7. Designating a liaison officer to assist volunteers
8. Ensuring all accepted or assigned volunteer resources are accompanied by an approved resource request
9. Preparing a situation briefing, including local maps for volunteers
10. Providing logistical support, such as food, lodging, and rest intervals for volunteers

Note: There may be additional responsibilities required of the agency. This list is not all inclusive.

Responding Agency Actions

The responding agency is responsible for the following:

1. Completing all resource request documentation
2. Prior to their assignments, advising volunteers in regards to the disaster environment they will encounter
3. Prior to deployment, fully reviewing and deeming acceptable the site supervision needs (strongly recommended)
4. Ensuring volunteers know they are responsible for their own safety while responding to, during, and while returning from an event
5. Maintaining daily contact with volunteers during deployment
6. Providing relief and rotation for assigned personnel as becomes necessary due to injury or illness and during protracted events
7. Keeping records of arrival and departure dates and times, volunteer hours, mileage, damage, and expended resources

Note: There may be additional responsibilities required of the agency. This list is not all inclusive.

Extended Operations

Planning for extended operations should include development of a rotation plan for deployed volunteers, volunteer unit personnel, and the volunteer coordinator. If the local jurisdiction requests that Disaster Corps volunteers remain beyond their initial deployment period, the requesting agency must receive approval from the responding agency.

Demobilization

When the Disaster Corps volunteers are no longer needed at an emergency site, the incident commander or other site official notifies the volunteers' incident site supervisor. Then the requesting agency notifies the responding agency that the volunteers are being released.

The volunteers begin the demobilization process at the incident site according to the procedures of the Incident Command Post (ICP) or EOC; this may include a critical incident stress debriefing.

As soon as possible after returning home, the Disaster Corps program coordinator should arrange for a debriefing and a critical incident stress debriefing for the returning volunteers.

After-Action Reporting

Within thirty days of demobilization from a disaster, Disaster Corps programs will submit an after-action report (AAR) to CaliforniaVolunteers. The AAR lists the number of volunteers deployed and the number of volunteer hours used and describes the tasks volunteers were engaged in, operational successes, problems, best practices, key issues, and corrective actions taken.

Suggested Seventy-Two-Hour Self-Sustainment Supplies List for a Disaster Corps Volunteer's Go Kit
<ul style="list-style-type: none">• Backpack, tote, or small suitcase• List of items in kit (put near top)• Important telephone and contact numbers (update every six months)• Travel map of California• Small flashlight, like a Maglite• Batteries for flashlight (put in a separate baggie, with the flashlight near the top)• Rain gear• Change of clothing• Warm-weather clothing• Cold-weather jacket and clothing• Heavy duty footwear/boots• N95 medical mask (put at top; can help during a fire)• Mini first-aid kit (put near top; update every six months)

- Pain reliever: acetaminophen or ibuprofen
- Special or prescription medications
- Three-day supply of food (ready-to-eat canned meats, fruits, and vegetables; 2000 calories per day per adult)
- Three gallons of water (approximately twenty-three 16.9 ounce bottles)
- Pencil and small notebook
- Small comb or brush
- Small mirror
- Antibacterial hand wipes
- Pocket facial tissues
- Lip balm
- Sunscreen
- Sunglasses
- Spare eye glasses
- Toilet paper roll
- Wash cloth for sponge baths
- Travel-sized toothpaste, toothbrush
- Travel-sized liquid body soap
- Travel-sized shampoo/conditioner
- Travel-sized deodorant
- Travel-sized lotion
- Travel-sized hand sanitizer
- Razor
- Personal sanitary items
- Three large trash bags
- Sleeping bag and ground tarp
- Copies of personal papers and documents (including medical insurance information)

CHAPTER 9: DISASTER VOLUNTEER LIABILITY

Disclaimer

This information does not constitute legal advice, nor shall it be interpreted as giving legal advice of any kind. Disaster Corps member programs and organizations should seek legal counsel for legal advice, additional information, or information related to individual / organizational specific circumstances.

Background

Volunteer-related liability issues are varied and can stem from and be addressed in a variety of ways. Liability protection should be considered as a wall that is built one “brick” at a time.

Key issues to consider in California are:

- Good Samaritan law
- The Federal Volunteer Protection Act of 1997
- The Disaster Service Worker Volunteer Program
- The CalEMA Liability Registry
- Insurance issues

Good Samaritan

In California, there is no single “Good Samaritan” law; instead, the Good Samaritan concept is comprised of multiple statutes. However, the closest statute to a true, but general, Good Samaritan law can be found in section 1799.102 of the Health and Safety Code, as amended by AB 83. The underlined section was added through AB 83 in a response to the Van Horn decision in 2009.

“No person who in good faith and not for compensation renders emergency medical or nonmedical care at the scene of an emergency shall be liable for any civil damages resulting from any act of compassion...”

The Good Samaritan law is:

- Only for emergency situations
- Applicable to persons not receiving compensation
- Profession and event specific
- Not applicable for / during training

- Not for gross, willful, or wanton misconduct

Federal Volunteer Protection Act

The Federal Volunteer Protection Act provides broad protection to individuals who volunteer in nonprofit, public, private organizations, and government agencies, and is not reliant on there being a state of emergency. The Federal Volunteer Protection Act does not provide the same level of protection as the state law (aka Tort law) in California.

The Federal Volunteer Protection Act does not provide coverage in incidents involving:

- Willful or gross negligence
- Vehicle operations
- Alcohol or drugs

Disaster Service Worker Volunteer Program (DSWVP)

The California Disaster Service Worker Volunteer Program is administered by the Cal EMA. The DSW Program seeks to provide DSW volunteers with protections related to possible financial loss associated with injuries incurred as a result of their duties. It can be compared to a worker's compensation program.

Under the California DSW Volunteer Program, volunteers are treated for all intents and purposes as government employees. Unlike the Good Samaritan law it provides coverage during approved training and exercises.

For the DSW Volunteer Program to provide coverage:

- The volunteer must be registered with an accredited Disaster Council
- The volunteer must have been administered a loyalty oath
- The volunteer cannot be compensated (i.e., paid wages; gas reimbursements are not considered compensation in this case)
- The volunteer has to be complying with an order (volunteer is authorized to perform a function)

CalEMA Liability Registry

At the end of 2007, a piece of legislation introduced an umbrella protection for nonprofit and private sector organizations donating services and or labor in a disaster response. Organizations must be pre-registered with Cal EMA to be eligible for any protections afforded by the registry.

Pursuant to California Government Code Sections 8588.2 and 8657.5, the California Liability Registry was developed to enable the state to provided limited liability protection to private businesses and nonprofit organizations that are interested in donating services, goods, labor, equipment resources, dispensaries, or other facilities at no cost to state governmental entities or the victims of emergencies and disasters.

Registration in this program does not obligate a business or nonprofit organization to donate. Participants in this registry are encouraged to carefully review the law and consult with their legal counsel. The liability protection provided by participation in this registry is limited and creates no rights or obligations upon the Cal EMA, the State of California, its officials, or employees. Also, the protection afforded by participation in this registry requires compliance with all statutory requirements that apply.

For more information, or to register for the program, visit: www.calema.ca.gov.

Insurance

When considering insurance as a piece of the “liability wall” the following should be considered:

- Know what your insurance covers (suits, volunteers, directors/officers, etc.)
- When in doubt, buy insurance
- Know the scope of the insurance (in disaster / in day-to-day situations)

Note: Directors and Officers Insurance is distinct from typical normal policies for an organization. Many types of insurance are aimed at tort liability and not other issues such as civil rights etc.

Additional Considerations When Evaluating Liability Issues

Items:

I. Licenses & Permits:

- Is the volunteer doing something that typically requires a license or permit? Performing an activity without the requisite license could be construed as negligence.

II. **Laws & Standards:**

- Developing plans and procedures for how volunteers operate can show good supervision, but it can also establish a “standard of care” which can become a factor in establishing negligence.
When writing plans and procedure a clause should be included such as:

“...if these standards and procedures don’t fit the situation because of extant circumstances, they should be flexible to accommodate the situation...”

III. **Record Keeping:**

- Keep records of all training given to demonstrate that the “standard of care” was met. Also document how the individual’s skills and experience were verified.

IV. **Code of Conduct:**

- Codes of conduct can be very valuable in terms of reducing liability; however, they do establish a “standard of care” and must be adhered to consistently once established.

V. **“Hold Harmless” Clauses :**

- Hold harmless clauses could result in lengthy litigation instead of a clear legal position. Legal counsel should be consulted.

Overview of Key Considerations

The following is a list of key considerations to strengthen liability protections related to disaster volunteers:

- Must be uncompensated (volunteers)
- Must be tasked (not self deployed/spontaneous)
- Scheduled training (a way of tasking)
- Licenses and certifications
- Workplace behavior (treat volunteers in the same professional manner as employees)
- Insurance
- Background checks
- Registered organization/DSW
- Trained
- Standard of care
- Documentation

Resources

Local programs and agencies should consult their legal counsel to obtain legal advice.

The table below details sources for additional information on documents referenced in this annex:

Document	Responsible Organization/Source	Location
DSWVP Regulations	California Emergency Management Agency (CalEMA)	www.calema.ca.gov
Good Samaritan laws	California Health and Safety Code	http://www.ca.gov/Health/LawsAndRegs.html

APPENDICES

Appendix I

Disaster Corps Program Letter of Intent

This Disaster Corps letter of intent, current as of: _____, declares the intent of the _____ program in _____ (city/county) to become a California Disaster Corps program.

CaliforniaVolunteers and the _____ program view professionalizing, coordinating, and connecting volunteer programs as a top priority for their organizations and for the people of California.

Disaster Corps is a statewide cadre of trained volunteers, affiliated with local government programs that meet Disaster Corps classification, typing, training, credentialing, and security screening guidelines and which are registered under the Disaster Service Worker Volunteer Program. Through the California Disaster Corps, volunteers are fully integrated into the state's mutual aid and emergency management systems.

This Disaster Corps program letter of intent sets forth the program's intention to pursue Disaster Corps membership and to execute the Disaster Corps memorandum of understanding and uniform code of conduct and sign the Disaster Volunteer Network user agreement as part of the membership process.

Program Name: _____	Program Sponsor: _____
Program Contact _____	
Mailing Address: _____	City: _____ State: _____ Zip: _____
Telephone: _____	E-mail: _____ 24 Hour Contact Number: _____
Number of Disaster Corps Candidates: _____	
Operational Area: _____	Jurisdiction: _____
Signature of Program Authority: _____	Printed Name: _____
Signature of Operational Area Coordinator: _____	Telephone: _____
Operational Area Coordinator Printed Name: _____	

Memorandum of Understanding between CaliforniaVolunteers

and _____ (volunteer program name)

This is a memorandum of understanding on the part of CaliforniaVolunteers and on behalf of _____ (volunteer program name), hereinafter referred to as “the volunteer program.”

The volunteer program certifies that the signatory agent to this document possesses the required authority to execute said document on behalf of the organization.

Purpose

This memorandum of understanding articulates the desire of the volunteer program to join Disaster Corps and establishes guidelines for collaboration and coordination on the Disaster Corps program between CaliforniaVolunteers and the volunteer program.

Agreement

CaliforniaVolunteers and the government-affiliated volunteer program hereby mutually agree to work together to:

- Recruit volunteers and promote volunteer opportunities in support of the Disaster Corps program.
- Support volunteers as partners in implementing and operating the Disaster Corps program.
- Provide and participate in the use and application of the Disaster Volunteer Network, including reporting requirements, volunteer registration, and data maintenance.
- Provide leadership and support to the Disaster Corps program.
- At the discretion of the organization, appropriately use and deploy Disaster Corps volunteers upon request and in accordance with the Standardized Emergency Management System, the National Incident Management System, and California’s Master Mutual Aid Agreement to support preparedness, recovery, and mitigation efforts in addition to fulfilling response requests for disasters and emergencies.
- Provide and participate in opportunities to recognize volunteers for their contributions to the Disaster Corps program.

Appendix II

CaliforniaVolunteers agrees to:

- Provide regular communications through newsletters and other means.
- Provide access to and use of the Disaster Volunteer Network through a designated user name and password.
- Provide and update Disaster Corps program training, typing, credentialing, and security guidelines.
- Designate staff to provide information on and guidance and technical assistance for the Disaster Volunteer Network.
- Provide select training to the volunteer program for their volunteers and in support of the Disaster Corps program.

The volunteer program agrees to:

- Adopt and implement all Disaster Corps program training, typing, credentialing and security screening guidelines. This includes ensuring that Disaster Corps volunteers pass a fingerprint background check.
- Only register volunteers as Disaster Corps volunteers who have successfully passed a California DOJ and FBI background check using the Disaster Corps background check criteria.
- Register all Disaster Corps volunteers under the Disaster Service Worker Volunteer Program.
- Address and resolve member volunteer issues regarding membership and participation in the Disaster Corps program.
- Develop after-action reports (AARs) on volunteer response events.
- Evaluate the performance of Disaster Corps volunteers after the volunteer program has been activated as a Disaster Corps program.
- Designate and maintain current primary contacts for both Disaster Corps membership and the Disaster Volunteer Network to ensure consistent communication.
- Input or provide for the uploading of the volunteer program's volunteer information into the Disaster Volunteer Network.
- Update Disaster Volunteer Network data at regular intervals and meet reporting requirements.
- Use the Disaster Corps program name and emblem in accordance with the *Disaster Corps Graphic Standards and Brand Identity Guide*.

Appendix II

- Support and follow the Disaster Corps uniform code of conduct and program guide.
- Fully execute the California Disaster Corps uniform code of conduct prior to deployment or acting in any Disaster Corps program capacity.

Duration

This memorandum shall continue for a period of up to three calendar years, commencing on _____ and continuing until _____.

In order to maintain consistency, a Disaster Corps member program will be required to renew its memorandum of understanding at the end of the initial three-year period regardless of the commencement date. Prior to the end of each three-year period thereafter, the memorandum of understanding may be resubmitted or renewed through an updated signatory page.

This memorandum may be amended from time to time if such amendment is agreed to and evidenced in writing and signed by both parties.

Separation and Termination

This memorandum may be terminated by either party, by giving the other party thirty days' written notice. Upon submission of a request to terminate, the volunteer program agrees to immediately cease using all Disaster Corps branded materials and representing its program as a Disaster Corps program.

The volunteer program will provide e-mail notice of updated program information to CaliforniaVolunteers within thirty days, upon changes of program coordinator, contact information, or sponsoring organization.

Financial Considerations

Nothing in this memorandum of understanding shall be deemed to be a commitment or obligation of funds from either CaliforniaVolunteers or the volunteer program.

Legal Considerations

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Becoming a member of the California Disaster Corps does not provide any level of state liability protection to the volunteer program or its volunteers. The volunteer program is not considered a state agency, and volunteers are not considered state employees.

The volunteer program agrees that CaliforniaVolunteers bears no liability in relation to the volunteer program's operations, its use of volunteers, or its activities under day-to-day or disaster-response circumstances.

This memorandum of understanding will commence upon signature of CaliforniaVolunteers and the volunteer program's authorized individuals, and remains in effect for up to three calendar years from the date of signature unless terminated before the end date.

Signed,

Secretary of Service and Volunteering
CaliforniaVolunteers

(MM/DD/YYYY)

Volunteer program

(MM/DD/YYYY)

Appendix III

Disaster Corps Uniform Code of Conduct

Volunteer programs joining the Disaster Corps must certify that their volunteers will abide by the elements of the Disaster Corps uniform code of conduct. This uniform code of conduct is intentionally broad so as to allow flexibility and minimize policy conflicts between it and a local code of conduct with different provisions or emphases.

As a matter of policy, the phrase “Disaster Corps activities” is defined as any training, callout, exercise, deployment, special event, or disaster response. Any nexus to Disaster Corps operations, however slight, is a Disaster Corps activity for the purposes of this uniform code of conduct.

Where the Disaster Corps uniform code of conduct is in direct conflict with that of the volunteer program, the Disaster Corps uniform code of conduct takes precedence.

The Disaster Corps program agrees to hold volunteers to the highest standards of personal conduct, with emphasis on professionalizing, coordinating, and connecting volunteers.

Professionalize

- Disaster Corps program items identified as belonging to or associated with Disaster Corps by emblem, logo, or identification credential, and any other official article of clothing or equipment will be maintained in good working condition and must be stored in a place that will prevent items from being used by unauthorized persons.
- Disaster Corps volunteers do not receive compensation for any services, training, preparedness, response, or activation.
- Disaster Corps volunteers will not use their membership in this program or their identification items to gain favors or preferential treatment or to influence others for any purpose other than engagement in authorized emergency management activities.
- Disaster Corps programs may not authorize the use of the name, emblem, endorsement, services, or property of the Disaster Corps program for the benefit or advantage of any person or organization, except in conformance with Disaster Corps policy.
- Disaster Corps programs will not knowingly take any action or make any statement intended to influence the conduct of the Disaster Corps program in such a way as to

Appendix III

confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.

- Disaster Corps programs agree not to use their Disaster Corps affiliation in connection with partisan political or proselytizing activities.

Coordinate

- Disaster Corps volunteer programs will routinely reinforce to volunteers that self-deployment is unacceptable.
- If mutual aid response is necessary, Disaster Corps volunteers must be requested via an official resource request prior to responding to an emergency or disaster.

Connect

- Disaster Corps programs will ensure that emergency and disaster response and deployment information is provided in a timely manner to both their operational area and the California Disaster Corps program administrator for the purposes of after-action reporting.
- Disaster Corps programs will ensure that data entered into the Disaster Volunteer Network is true, current, and valid to the best of their knowledge.
- Disaster Corps programs will follow the Standardized Emergency Management System policies and procedures throughout emergency operations.

Volunteer Safety

- Disaster Corps volunteers will only undertake activities that are within their physical capabilities and within the scope of their training; they must not take risks that are likely to cause injury to themselves or others.
- Disaster Corps programs shall only register volunteers in Disaster Corps that have successfully passed a California Department of Justice and Federal Bureau of Investigation background check through their sponsoring organizations.
- The sponsoring governmental entity will register all Disaster Corps volunteers under the Disaster Service Worker Volunteer Program.
- Disaster Corps volunteers will follow their chain of command at all times.
- Disaster Corps programs will ensure that Disaster Corps volunteers do not use any alcoholic beverages, illegal drugs, or over-the-counter medications that may impair their

Appendix III

judgment while involved in Disaster Corps program activities; this includes abstaining from using these substances prior to and during trainings, exercises, meetings, special events, and disaster response.

- Disaster Corps volunteers agree to adhere to their sponsoring local government's standards of workplace demeanor and conduct so as to promote a cordial, effective work environment allowing full participation by all members.

Violations

Violations of this uniform code of conduct must be reported by anyone observing them to the Disaster Corps program manager at CaliforniaVolunteers, who can be reached at (916) 323-7646.

Any volunteer violating the code of conduct must engage in a discussion of the inappropriate actions with the Disaster Corps volunteer program contact and receive clarification of the policy.

At the discretion of the program coordinator, the volunteer may also be:

- Temporarily suspended as a Disaster Corps volunteer during infraction investigation.
- Subject to a probationary period while infractions are corrected.
- Suspended or terminated as a Disaster Corps volunteer.

Agreement

I, _____ (print name), on behalf of
_____ (volunteer program), do hereby certify that the volunteer program and volunteers will abide by the above uniform code of conduct. I understand that failure on the volunteer program's part to comply with any of the rules could result in the termination of the volunteer program's membership in the Disaster Corps program. It is understood that, if the volunteer program is removed as a member, it is the volunteer program's responsibility to cease use of and, where possible, return within thirty days of separation all issued equipment and materials to the Disaster Corps program that it received from the Disaster Corps program during the membership period.

signature

date

Appendix III

Received by California Disaster Corps Administrator Office: _____
date

Disaster Corps Frequently Asked Questions (FAQs)

General Questions:

1. What is the Disaster Corps?

The California Disaster Corps is the first effort of its kind in the nation, meant to harness the power and passion of Californians to ensure our communities are safer, stronger, and more resilient by professionalizing, coordinating, and connecting disaster volunteers. Disaster Corps is a cadre of one thousand local-government-affiliated volunteers that meet Disaster Corps classification, typing, and training guidelines and have successfully passed California DOJ and FBI background checks as well as completed training in first aid and CPR.

2. How do I join the Disaster Corps?

Individuals: To join the Disaster Corps, you must be a member of a local Disaster Corps program. Individual Disaster Corps members have been selected by their local programs and must meet all Disaster Corps program requirements.

Programs: Only government-affiliated volunteer programs can join Disaster Corps. Each eligible volunteer program is sponsored by a government entity, such as a fire department, police department, sheriff's office, public health office, or emergency management office. At this time, volunteer programs that qualify for the Disaster Corps include CERT's Citizen Corps programs, Volunteers in Police Service, Fire Corps, and local government Radio/ACS/RACES programs.

3. Is there an age requirement or limit for belonging to the Disaster Corps?

Because of the nature of Disaster Corps's role in disaster response and recovery, you must be eighteen years of age or older to become a member. However, this does not mean that a person under the age of eighteen cannot volunteer to help his or her community to prepare for or recover from a disaster. There are thousands of service opportunities across California. CaliforniaVolunteers encourages all youths interested in service or preparedness to visit our website, www.californiavolunteers.org, to find local service opportunities.

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4. What types of tasks can I perform as a Disaster Corps volunteer?

Disaster Corps volunteers' roles are based on their Disaster Corps classifications. Participating programs classify their volunteers into one of the six Disaster Corps classifications listed below. Note that these classifications are in the Disaster Service Worker Volunteer Program regulations for consistency. The DSWVP classifications appear in parentheses.

- CERT member (community emergency response team member)
- Law enforcement (law enforcement)
- Mass care—feeding (human services)
- Mass care—shelter operations (human services)
- Radio operator (communications)
- Traffic control (law enforcement)

5. Is there a Disaster Corps coordinator in my area?

There are currently five counties participating in the Disaster Corps program: Los Angeles, Riverside, San Bernardino, San Diego, and San Francisco. Participation in Disaster Corps may be opened up to other counties in the future, depending on funding. Volunteer programs that wish to join Disaster Corps will be coordinated through the California Disaster Corps program manager.

6. Will I be part of a state registry?

Volunteers who are part of the Disaster Corps will be registered in the Disaster Volunteer Network, a web-based volunteer management information-technology tool. Volunteers' personal information is only accessible to their program coordinators; no other program or emergency manager will have the ability to view individual volunteer information.

7. Will I be a state employee if I join the Disaster Corps?

No, the Disaster Corps participation does not constitute employment.

8. Where do I get more information?

More information about the Disaster Corps is available on the Disaster Corps website: www.californiavolunteers.org/disastercorps/.

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9. How can I obtain Disaster Corps outreach materials?

Brochures, literature, and PowerPoint presentations are all available at no charge. You can contact the Disaster Corps by mail, phone, or e-mail or visit the program website.

CaliforniaVolunteers

770 L Street, Suite 1160

Sacramento, CA 95814

1.888.567.SERV (toll free)

DisasterCorps@CaliforniaVolunteers.ca.gov

www.californiavolunteers.org/disastercorps/

10. Do I have to be a citizen to be a Disaster Corps volunteer?

Any legal resident is entitled to become part of a local volunteer group and, as such, part of the Disaster Corps.

11. How many Disaster Corps volunteers are there?

Initially, there will be one thousand Disaster Corps volunteers in the founding five Disaster Corps counties. Membership may be opened to new programs as funding allows.

12. How do I educate my local officials about the Disaster Corps?

The first step is to familiarize yourself with the Disaster Corps program. Then, using California Disaster Corps promotional brochures, PowerPoint presentations, and literature, talk to your coworkers, fellow volunteers, volunteer program manager, and sponsoring agency about Disaster Corps (see question 9, above, for information on obtaining these materials). CaliforniaVolunteers staff members are also available to give Disaster Corps presentations to local officials. Local governments are encouraged to talk with existing Disaster Corps programs or one of the five Disaster Corps counties.

Funding Questions:

13. Is there any funding available for my organization?

Funding for Disaster Corps programs was made available through the Disaster Corps Grant Program, which is closed at this time. Existing local programs typically receive some funding from their own general fund, a local allocation of the Homeland Security Grant Program (HSGP), or private sources.

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14. For eligible work following a declared disaster, can Disaster Corps volunteers' time serve as a match for non-federal share?

The federal government is not required to credit the value of contributions, volunteer hours, or in-kind goods and services toward cost-sharing arrangements. However, FEMA has determined that the value of contributions by third parties may be credited toward the non-federal share for eligible emergency work following declared disasters. This includes volunteer time, which can be captured in the Disaster Volunteer Network.

FEMA policy states that the donated resources must be documented by a local government official. Documentation must include a record of hours worked, the name of the work site, and a description of work completed for each volunteer as well as the equivalent information for equipment and materials.

FEMA's regional administrator has the authority to establish alternate documentation requirements when made necessary by extraordinarily demanding situations. Contact the CalEMA Public Assistance Division for more information.

15. Can I use my existing Homeland Security Grant Program funds to support the Disaster Corps?

Homeland Security Grant Program funding can be used to address citizen preparedness and participation as one of the national priorities. One of the Disaster Corps's goals is to integrate volunteers into California's emergency management system; another is to provide a standard for training citizen volunteers in the state. You should contact your CalEMA HSGP grant officer for more clarification on using your allocated funds on Disaster Corps-related planning, training, or equipment.

16. Can I spend my homeland security funds on Disaster Corps programs or equipment?

Disaster volunteer activities fall under the Department of Homeland Security's community resilience core capability. Using funding on Disaster Corps programs or equipment is at the CalEMA grant officer's discretion. Before purchasing equipment with your HSGP funds, you should always contact your CalEMA grant officer for clarification and approval.

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17. What will affiliation with the Disaster Corps cost me, as an individual?

Disaster Corps is free to join. However, local affiliated “corps” programs may ask that volunteers pay for their own uniforms or supplies. CaliforniaVolunteers does provide some Disaster Corps uniform items. For more information on the cost of joining a local program, you should contact the program that you are interested in joining.

Volunteer Programs and Volunteers:

18. Are there standards of behavior for Disaster Corps volunteers and their programs?

Yes, the Disaster Corps sets a high standard for its member volunteer programs and volunteers. The Disaster Corps uniform code of conduct, which each member program signs, is a membership requirement. Volunteer programs interested in joining the California Disaster Corps should be thoroughly familiar with the Disaster Corps uniform code of conduct.

Disaster Corps programs agree to:

- Routinely reinforce with volunteers that self-deployment is unacceptable.
- Follow the Standardized Emergency Management System.
- Hold volunteers to the highest standards of personal conduct.

Disaster Corps volunteers agree to:

- Only deploy on command (never self-deploying).
- Adhere to their sponsoring local-government entity’s standards of workplace demeanor and conduct so as to promote a cordial, effective work environment that allows full participation by all members.
- Follow their chain of command at all times.
- Only render services without compensation during training or preparedness activities, response, or activation.

19. Is my current volunteer program going to become part of California Disaster Corps?

Only government-affiliated volunteer programs can join Disaster Corps. Eligible volunteer programs must be sponsored by a government entity, such as a fire department, police department, sheriff’s office, public health office, or emergency management office. Volunteer programs that qualify for the Disaster Corps at this time include Citizen Corps programs like CERT, Volunteers in Police Service, Fire Corps,

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RACES, and other government volunteer programs. There are currently five counties participating in the Disaster Corps program: Los Angeles, Riverside, San Bernardino, San Diego, and San Francisco. Participation in Disaster Corps will be opened to other counties in the future. If your program is in one of the five counties, the county may select your program to participate in the Disaster Corps.

20. Is this going to replace my current volunteer affiliation?

No. The Disaster Corps does not replace Citizen Corps programs. The Citizen Corps programs of CERT, VIPS, and Fire Corps serve as the recruitment pool for Disaster Corps. Disaster Corps can be considered a collateral duty for volunteer programs that are already affiliated with another organization, which means volunteer programs can maintain the brand and identity of and affiliation with their parent volunteer organizations.

21. What are the benefits of affiliation with Disaster Corps?

Individuals: Disaster Corps volunteers have more training and deployment opportunities and receive greater recognition. Disaster Corps members are seen as a credible volunteer mutual aid resource because of the program's classification, typing, training, and security screening guidelines. Disaster Corps members are integrated into the state's emergency management system using standard mutual aid policies.

Programs: Organizations affiliated with the Disaster Corps can use their programs and resources not only to help protect their own communities, but also other communities across the state. CaliforniaVolunteers recognizes that individuals and organizations who have committed themselves to service are among the most valuable resources in our state; membership in the Disaster Corps will provide your organization with more opportunities to train, to network, and ultimately to help California.

22. Is it mandatory to join?

Joining the Disaster Corps is voluntary for programs and volunteers.

23. How will this affect my program's national affiliation?

Membership in California Disaster Corps will not affect your local program's national affiliation.

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24. How will my agency's volunteers be activated?

Disaster Corps volunteers will be activated by the local program following the protocols of the Standardized Emergency Management System, and dictated by the need of the local jurisdiction in an emergency or disaster.

25. Is this a statewide system for volunteer management that will include all other registries and brands?

Not all programs will join Disaster Corps. Disaster Corps duties are collateral duties. Becoming a member of the Disaster Corps will not change a local program's affiliations, registrations, or brandings.

26. Are there training requirements for Disaster Corps volunteers?

There are basic minimum training requirements for all Disaster Corps volunteers; there are also optional trainings for specialist classifications and each type within the classifications. Please see the Disaster Corps classification, typing, and training guidance in Appendix VII.

27. Will this program be in alignment to the Standardized Emergency Management System (SEMS) and the National Incident Management Systems (NIMS)?

Yes, Disaster Corps was developed in coordination with CalEMA to ensure Disaster Corps is SEMS and NIMS compliant in its structure and implementation.

28. Once I'm a member of the Disaster Corps, can I volunteer at any disaster?

Disaster Corps volunteers are always activated by their local programs and volunteers do not self-deploy. (See the uniform code of conduct in Appendix III.) The activation and deployment of volunteers is at the discretion and direction of your local program coordinator.

29. Will I need to undergo a background check?

Yes, participation in the Disaster Corps requires California Department of Justice and FBI fingerprint background checks. The background check is performed by the local volunteer program for those volunteers they have selected as candidates for membership in the Disaster Corps.

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30. Who pays for background checks?

Some local volunteer programs pay for background checks. In 2010, CaliforniaVolunteers awarded grant funding to five operational areas to pay for background checks for a total of one thousand volunteers.

31. Can I get paid for being a volunteer?

By definition, a volunteer is one who does not receive pay for his or her services. Disaster Corps volunteers do not get paid.

32. Will I be deployed out of state?

Deployment is always voluntary. The Disaster Corps is designed to make available highly trained volunteers across jurisdictional boundaries within the state, consistent with SEMS. As is the case with intrastate volunteer deployment, any deployment outside of the state is at the discretion of the local volunteer program.

33. Will I get a badge or uniform?

CaliforniaVolunteers provides Disaster Corps gear (T-shirt, windbreaker, baseball cap, armband, and lanyard) to all Disaster Corps volunteers. A Disaster Corps membership card is under development, but CaliforniaVolunteers membership does not give the volunteer any special access, rights, or privileges. Your local volunteer program may issue you an ID card. (See the uniform code of conduct in Appendix III.)

34. What organizations can be affiliated with the Disaster Corps?

Currently only local-government-affiliated programs such as RACES, CERT, VIPs, and Fire Corps are eligible to join the Disaster Corps.

35. How will my local Citizen Corps or disaster council integrate with the Disaster Corps?

Disaster Corps can and should be represented on the local Citizen Corps council.

36. Is there a reason to seek affiliation with the Disaster Corps when my program receives funding from its national parent organization?

Through the California Disaster Corps, volunteers will be fully integrated into the state's emergency management system. Because the California Disaster Corps provides a standard system for classifying, typing, training, and credentialing disaster volunteers

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and their programs, these volunteers become deployable resources that can support regional and statewide response. Disaster Corps is collateral duty for those volunteer programs affiliated with local or national organizations. Disaster Corps provides additional training, networking, and connection to the state's emergency management community.

Liability Questions:

37. What if I get hurt?

If you get injured when you are deployed or during an approved training as a Disaster Corps volunteer, you will be covered under your volunteer program's policies. All Disaster Corps volunteers are required to be registered by their volunteer programs in the Disaster Service Worker Volunteer Program, which provides limited workers' compensation to volunteers who are injured during authorized activities. Please discuss how your program handles liability and injury issues with your organization's volunteer program coordinator.

38. Does membership in Disaster Corps provide job protection if I am activated and deployed to a response?

Service as a Disaster Corps volunteer is voluntary. If you are called to serve and wish to do so, it is between you and your employer how your absence from your paid position will be handled.

39. Are volunteers in the Disaster Corps automatically considered Disaster Service Workers (DSWs) in the Disaster Service Worker Program (DSWVP)?

No, it is at the local government volunteer program's discretion whether to swear volunteers into the DSWVP. Not all volunteers will be sworn in as DSWs by local government, but all Disaster Corps volunteers will be sworn in to the DSWVP.

40. How will this affect my current Disaster Service Worker status?

If you are currently registered and sworn in as a DSW volunteer with your local program joining the Disaster Corps will not change your current DSW volunteer status.

41. Who's responsible for the inappropriate or illegal actions of a Disaster Corps volunteer?

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When you become a Disaster Corps volunteer, you will be asked to adhere to the Disaster Corps uniform code of conduct describing appropriate and inappropriate behavior. If, while serving as a Disaster Corps volunteer, an individual engages in inappropriate or illegal activities, the local volunteer program coordinator or local law enforcement will handle it, depending on the situation.

Disaster Corps

Volunteer Program Membership Checklist

This checklist is for use by the volunteer program coordinator when registering a local-government-affiliated volunteer program as a member of the Disaster Corps. The program coordinator should read the entire *Disaster Corps Program Guide* prior to starting the registration process and be completely familiar with the eligibility requirements for programs and volunteers. This checklist will help the program coordinator follow the steps necessary to complete registration, but it serves only as a guide. The volunteer program coordinator should review the information in the *Disaster Corps Program Guide*.

Steps Taken by the Volunteer Program Coordinator:

1. Assemble all Disaster Corps membership documents. These are:
 - The Disaster Corps program letter of intent
 - The Disaster Corps memorandum of understanding (MOU)
 - The Disaster Corps uniform code of conduct
 - The Disaster Volunteer Network (DVN) user agreement
2. Complete the Disaster Corps program letter of intent and MOU.
 - Review and complete the Disaster Corps program letter of intent (a copy of the disaster corps letter of intent is in Appendix I of the *Disaster Corps Program Guide*).
 - Review and complete the Disaster Corps MOU (a copy is in Appendix II of the *Disaster Corps Program Guide*).
3. Complete the California Disaster Corps uniform code of conduct.
 - Review and sign the California Disaster Corps uniform code of conduct (a copy of the uniform code of conduct is in Appendix III of the *Disaster Corps Program Guide*).
 - Ensure that each Disaster Corps candidate and volunteer to be registered in the Disaster Corps understands and will abide by the uniform code of conduct.
4. Complete the Disaster Volunteer Network (DVN) user agreement.
 - Review the DVN user agreement and user's manual (a copy appears in Appendix X of the *Disaster Corps Program Guide*.)

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- Ensure that your computer meets the minimum system requirements needed for the DVN.
 - Complete the DVN user agreement.
5. Submit Disaster Corps membership documents.
- Be sure you have signed and dated the Disaster Corps program letter of intent, the Disaster Corps MOU, the Disaster Corps uniform code of conduct, and the DVN user agreement.
 - Make two copies. Keep one for your records.
 - Mail the original and one copy of all documents to:
CaliforniaVolunteers
Attn: Disaster Corps
770 L Street, Suite 1160
Sacramento, CA 95814

Steps Taken by CaliforniaVolunteers:

1. The Disaster Corps program manager reviews the membership documents received and submits them with recommendation for approval to the director of disaster volunteering and preparedness.
2. The Director of Disaster Volunteering and Preparedness either approves the application or requests more information from the applicant program.
 - If the application is approved, the prospective member receives notification and becomes a member program of the California Disaster Corps once CaliforniaVolunteers signs the memorandum of understanding.
 - If more information is needed, the prospective member will receive a letter identifying what information is needed with a deadline for its return to CaliforniaVolunteers.
 - If the prospective member does not meet the Disaster Corps program requirements, a letter will be sent detailing any missing information or deficiencies and identifying any steps the program can take to meet the requirements.

The next step for the new local Disaster Corps program is to register its volunteers in the DVN. Please refer to the volunteer registration checklist found in Appendix VI of the *Disaster Corps Program Guide*.

California Disaster Corps Volunteer Registration Checklist

This checklist will help the program coordinator register their volunteers as Disaster Corps candidates or volunteers. It is only a guide; program coordinators should refer to the entire *Disaster Corps Program Guide* to classify, type, and register their volunteers. The *Disaster Volunteer Network User's Manual* contains information on inputting information into the DVN.

1. Identify volunteers.
 - Review the *Disaster Corps Program Guide* completely, especially the sections on classification, typing, and credentialing.
 - Go through your current list of volunteers and identify volunteers to be registered as Disaster Corps volunteers.
 - Meet with the prospective Disaster Corps volunteers and discuss the requirements, roles, and responsibilities of a Disaster Corps volunteer.

2. Set up the Disaster Volunteer Network.
 - Completely review the *Disaster Volunteer Network User's Manual* and attend a training for DVN users.
 - Fill out the DVN user agreement and submit it to CaliforniaVolunteers to obtain access to the DVN.
 - Log in to the DVN using the user name, password, and position assigned by the DVN system administrator (following the directions in Chapter 1 of the *Disaster Volunteer Network User's Manual*).
 - Verify your program information and update it as necessary (see Chapter three in the manual).

3. Register candidates.
 - Log in to the DVN using the user name, password, and position assigned by the DVN system administrator.
 - Add prospective Disaster Corps volunteers according to the instructions in Chapter 11 of the *Disaster Volunteer Network User's Manual* and enter all required information.

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4. Record candidates' classifications and types.

- Review the Disaster Corps volunteer classification, typing, and training document in Appendix VII.
- Using these guidelines, select the classification that describes each volunteer's training and qualifications.
- Record each volunteer's classifications and types in the DVN.

5. Record candidates' training.

- Review the Disaster Corps training requirements in Appendix VII.
- In the DVN, show as complete all Disaster Corps basic training each prospective volunteer has completed. Indicate any expiration dates.
- Show as complete all Disaster Corps classification-specific training the prospective volunteers have completed. Again, indicate expiration dates.
- Upload copies of training certificates.

6. Swear in candidates as Disaster Service Workers.

- Review the Disaster Service Worker Volunteer Program (DSWVP) guidance; more information is available at:
<http://www.calema.ca.gov/PlanningandPreparedness/Pages/Disaster-Service-Worker-Volunteer-Program.aspx>.
- Classify each volunteer using the DSWVP classifications.
- Administer the oath appropriately, and give the signed oath to the volunteer coordinator for record-keeping purposes.
- In the DVN, enter the oath information into the volunteer's records.
- Upload the DSWVP registration document into the DVN.

7. Transition candidates to volunteer status.

- Once a volunteer has completed all training and passed the DOJ and FBI background checks, the volunteer transitions from being a Disaster Corps candidate to a Disaster Corps volunteer.
- The change in status is indicated in the DVN by checking *Yes* next to the question, *Is Volunteer a Disaster Corps Member?*

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8. Enter maintenance mode.

- When all volunteers have been registered, the volunteer program is in maintenance mode.
- The volunteer program coordinator can now run reports; add events; track deployments, training, and volunteer service hours; and more. Refer to the *Disaster Volunteer Network User's Manual* for information on the system's capabilities.
- Regularly review and update volunteer and program information.
- Review program and volunteer information regularly and update as necessary.
- Local programs with no activity in the DVN for ninety days will cause a no-activity report to be sent to the DVN system administration. In this case, the system administrator will contact the local program to verify its information.

Appendix VII

Disaster Corps Volunteer Classification, Typing, and Training Document

Overview

The Disaster Corps program is a cadre of trained government-affiliated volunteers who are integrated into the state's emergency management system. This program does not address spontaneous, unaffiliated volunteers.

The Disaster Corps specialist volunteer typing guidelines have been developed based on the response phase of the emergency management cycle. Each volunteer classification is further broken down into three types, which are based on training, experience, and supervisory capacity. Do not use the Disaster Corps specialist-volunteer typing guidelines and training course list as standalone documents. These documents should be used together to provide accurate Disaster Corps specialist volunteer typing and ongoing training.

Disaster Corps volunteers are typed in accordance with FEMA 501-9 (March 24, 2006): *NIMS Basic – Resource Typing System*. Assigning a Type I label to a resource implies that it has a greater level of capability than a Type II resource; assigning a Type II resource implies that it has greater capabilities than a Type III. When there are fewer than three types for a resource, these unused Types are described as “not applicable.” These guidelines will continue to be developed as the Disaster Corps program evolves.

The table below outlines the specific sections, with their descriptions and page numbers.

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Section	Description
1. Disaster Corps Specialist Volunteer Typing Criteria	Overview of the distinctions between Disaster Corps specialist volunteer Types I–III according to two core criteria
2. Disaster Corps Specialist Volunteer Positions within DSWVP Classifications	Table showing the relationship of individual Disaster Corps specialist positions and the DWSVP with current development status
3. Disaster Corps Specialist Volunteer Typing Guidelines	Individual Disaster Corps specialist volunteer typing guideline sheets with an overview of sheet components
4. Disaster Corps Required Training Course List	Information on individual required training courses within the Disaster Corps training areas

Section 1: Disaster Corps Specialist Volunteer Typing Criteria

To be eligible for coverage under the state workers' compensation program, Disaster Corps volunteers must participate in the Disaster Service Worker Volunteer Program (DSWVP), administered by CalEMA. The DSWVP provides workers' compensation coverage for Disaster Service Worker (DSW) volunteers who are injured while performing assigned disaster duties. DSWVP volunteers are used throughout the state to augment first-responder and rescue teams in a state of war, state of emergency, or a local emergency disaster, and to assist in recovery activities following a catastrophic event. For more information on the DSWVP, see *Disaster Service Worker Volunteer Program (DSWVP) Guidance*, available on CalEMA's website at: www.calema.ca.gov.

Disaster Corps volunteers are eligible to participate in the DSWVP if they meet all of the program's criteria (please refer to California Code of Regulations, Title 19, sections 2570–2573.3), including being registered by an authorized local- or state-government representative. Disaster Corps volunteers are classified according to the criteria established by the DSWVP.

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DSWVP Classifications:

These are the DSW volunteer classifications approved by CalEMA and contained in regulation (California Code of Regulations, title 19, sections 2570–2573.3).

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

DSWVP classifications may further be divided into specialty areas. For example, the DSWVP guidance document states: “*Human Services* may include providers of food, shelter, registration of evacuees, and religious or spiritual needs. *Laborer* may include a person under the direction and supervision of the responding agency, who is doing general labor services and supporting emergency operations.”

The table in Section 2 illustrates the Disaster Corps specialist volunteer classifications as they relate to the DSWVP classifications.

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Section 2: Disaster Corps Specialist Volunteer Positions within DSWVP Classifications

DSWVP Classification	Disaster Corps Specialist Volunteer Classifications
Human Services	<ul style="list-style-type: none"> ○ Mass Care—Shelter Operations ○ Mass Care—Feeding
Communications	<ul style="list-style-type: none"> ○ Radio Operator
Law Enforcement	<ul style="list-style-type: none"> ○ Law Enforcement ○ Traffic Control
Community Emergency Response Team (CERT) Member	<ul style="list-style-type: none"> ○ CERT Member

Disaster Corps Volunteer Classification Structure: Specialist Volunteer Types I–III

There are three types within each Disaster Corps volunteer classification. A volunteer’s placement within a type is determined by training and qualifications as determined by the volunteer’s sponsoring agency/program coordinator.

Disaster Corps Specialist Volunteer Category Types		
Type	Criteria	Description
I	Training	Type I volunteers have met the highest Disaster Corps training and deployment experience guidelines within their respective specialties. This includes volunteer-management training.
	Qualifications	Type I volunteers have <i>disaster-related supervisory capabilities and experience</i> and the ability to supervise or coordinator volunteers.
II	Training	Type II volunteers have met the highest training guidelines and have disaster-exercise experience within their respective specialties.
	Qualifications	Type II volunteers have <i>experience in actual disasters or disaster exercises</i> ; that experience may provide them with

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		the ability to act as lead person but not as a supervisor or volunteer coordinator. Type II Volunteers do have experience in an actual disaster or disaster exercise.
III	Training	Type III volunteers have met all of the basic training requirements of the Disaster Corps within their respective specialty.
	Qualifications	Type III volunteers <i>do not have</i> disaster- related lead person experience or disaster deployment experience.

Section 3: Disaster Corps Specialist Volunteer Typing Guidelines

Disaster Corps Specialist Volunteer Typing Guideline Components

This document contains typing guideline sheets for each Disaster Corps volunteer classification. The sheets address the training and qualifications associated with each type under the classification.

- Training
 - Notes specific trainings required for Disaster Corps members in general as well as required trainings specific to each type.
- Qualifications
 - Describes personnel skills that are not inherent to trainings received or certification and licensing, such as the ability to work alone, as a lead person, or under supervision.
 - Notes individual skills and experience that fall outside of the work environment or training, such as disaster-deployment experience or personal work history.

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Mass Care—Feeding Specialist			
Classification	Human Services		
DSWVP Description	Assist in providing food, clothing, bedding, shelter, and rehabilitation aid; register evacuees to promote reuniting families and to support the needs of special populations; compile authoritative lists of deceased and missing persons; and other phases of emergency human services, such as maintaining morale and administering to the mental health, religious or spiritual needs of persons suffering from the effects of the disaster.		
Component	Type I	Type II	Type III
Training	<ul style="list-style-type: none"> • All Type II and III trainings • IS-244.a Developing and Managing Volunteers 	<ul style="list-style-type: none"> • All Type III trainings • Emergency Management: SEMS Intermediate Course or Incident Command System (ICS) 200 and IS-800.b—National Response Framework, An Introduction • ServSafe Advanced Food Handler training 	<ul style="list-style-type: none"> • Emergency Management: SEMS Basic Course and ICS-100 and IS-700.a—National Incident Management System (NIMS), An Introduction • Introduction to Disaster Corps • Disaster awareness training • Mass Care Overview (ARC 3068-1) or equivalent* • ServSafe Food Handler training
Qualifications	<ul style="list-style-type: none"> • All Type II and III qualifications • One year or more of supervisory experience • Previous deployment in a multiagency or multijurisdictional emergency or disaster response • Ability to supervise or act as lead person or volunteer coordinator 	<ul style="list-style-type: none"> • All Type III qualifications • Ability to act as lead person • Experience in disaster-related mass care and feeding • Experience in assigned position in a multiagency or multijurisdictional disaster exercise • Some supervisory experience 	<ul style="list-style-type: none"> • Ability to work under supervision
NOTES:	*Equivalent means a similar course with similar objectives and outcomes and a similar testing process.		

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Mass Care—Shelter Operations			
DSWVP Category	Human Services		
DSWVP Description	Assist in providing food, clothing, bedding, shelter, and rehabilitation aid; register evacuees to promote reuniting families and to support the needs of special populations; compile authoritative lists of deceased and missing persons; and other phases of emergency human services, such as maintaining morale and administering to the mental health, religious or spiritual needs of persons suffering from the effects of the disaster.		
Component	Type I	Type II	Type III
Training	<ul style="list-style-type: none"> • All Type II and III trainings • IS-244.a Developing and Managing Volunteers 	<ul style="list-style-type: none"> • All Type III trainings • Emergency Management: SEMS Intermediate Course <i>or</i> Incident Command System (ICS) 200 <i>and</i> IS-800.b—National Response Framework, An Introduction • Save the Children’s Child Friendly Spaces training 	<ul style="list-style-type: none"> • Emergency Management: SEMS Basic Course <i>and</i> ICS-100 <i>and</i> IS-700.a—National Incident Management System (NIMS), An Introduction • Introduction to Disaster Corps • Disaster awareness training • Mass Care Overview (ARC 3068-1) or equivalent* • Shelter Operations (ARC 3068-11) or equivalent*
Qualifications	<ul style="list-style-type: none"> • All Type II and III qualifications • One year or more of supervisory experience • Previous deployment in a multiagency or multijurisdictional emergency or disaster response • Ability to supervise or act as lead person or volunteer coordinator 	<ul style="list-style-type: none"> • All Type III qualifications • Ability to act as lead person • Experience in disaster shelter operations • Experience in assigned position in a multiagency or multijurisdictional disaster exercise • Some supervisory experience 	<ul style="list-style-type: none"> • Ability to work under supervision
NOTES:	*Equivalent means a similar course with similar objectives and outcomes and a similar testing process.		

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Law Enforcement—Specialist			
DSWVP Category	Law		
DSWVP Description	Assist the law enforcement community in high visibility, low risk tasks performed at the direction of a controlling law enforcement authority.		
Component	Type I	Type II Not Applicable	Type III
Training	<ul style="list-style-type: none"> • All Type III trainings • Emergency Management: SEMS Intermediate Course <i>or</i> Incident Command System (ICS) 200 <i>and</i> IS-800.b—National Response Framework, An Introduction • IS-244.a Developing and Managing Volunteers 		<ul style="list-style-type: none"> • One or more Citizens Academy or other locally authorized law enforcement volunteer course • Emergency Management: SEMS Basic Course <i>and</i> ICS-100 <i>and</i> IS-700.a—National Incident Management System (NIMS), An Introduction • Introduction to Disaster Corps • Disaster awareness training
Qualifications	<ul style="list-style-type: none"> • All Type III qualifications • Endorsement by the deploying authority as being capable of small unit leadership of other volunteers • Previous deployment experience in a multiagency or multijurisdictional emergency <i>or</i> experience working in assigned position in a multiagency or multijurisdictional disaster exercise • Ability to supervise or act as lead person or volunteer coordinator 		<ul style="list-style-type: none"> • Ability to work under supervision

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Radio Operator Specialist			
Classification	Communications		
Description of classification	Volunteers install, operate, and maintain various communications systems and perform related services to assist officials and individuals in the protection of life and property.		
Component	Type I	Type II	Type III
Certifications and Licenses	<ul style="list-style-type: none"> All Type II and III certifications and licenses 	<ul style="list-style-type: none"> All Type III certifications and licenses 	<ul style="list-style-type: none"> Federal Communications Commission (FCC): Technician
Training	<ul style="list-style-type: none"> All Type II and III trainings IS-244.a Developing and Managing Volunteers 	<ul style="list-style-type: none"> All Type III trainings Emergency Management: SEMS Intermediate Course <i>or</i> Incident Command System (ICS) 200 <i>and</i> IS-800.b—National Response Framework, An Introduction AARL's Introduction to Emergency Communications (EC-001) course <i>or</i> ARECC Level 1 	<ul style="list-style-type: none"> Emergency Management: SEMS Basic Course <i>and</i> ICS-100 <i>and</i> IS-700.a—National Incident Management System (NIMS), An Introduction Introduction to Disaster Corps Disaster awareness training Met local radio-operator training requirements
Qualifications	<ul style="list-style-type: none"> All Type II and III qualifications One year or more of supervisory experience Previous deployment experience in a multiagency or multijurisdictional emergency or disaster response Ability to supervise or act as lead person or volunteer coordinator 	<ul style="list-style-type: none"> All Type III qualifications Knowledge of multiple radio services and equipment Ability to act as lead person Experience in assigned position in a multiagency or multijurisdictional disaster exercise Some supervisory experience 	<ul style="list-style-type: none"> Ability to work under supervision Demonstrated ability to use Family Radio Service (FRS) Demonstrated knowledge of Amateur Radio services and citizens band (CB) or other radio services and equipment

Appendix VII

CERT Specialist			
Classification	Community Emergency Response Team Member		
Description of classification	Under the direction of emergency personnel or a designated team leader, assist emergency units within their block or other area assignment; survey area conditions; disseminate information, secure data desirable for emergency preparedness planning; report incidents; and generally assist officials and individuals in the protection of life and property.		
Component	Type I	Type II	Type III
Training	<ul style="list-style-type: none"> • All Type II and III trainings • IS-244.a Developing and Managing Volunteers 	<ul style="list-style-type: none"> • All Type III trainings • Emergency Management: SEMS Intermediate Course or Incident Command System (ICS) 200 and IS-800.b—National Response Framework, An Introduction 	<ul style="list-style-type: none"> • Emergency Management: SEMS Basic Course and ICS-100 and IS-700.a—National Incident Management System (NIMS), An Introduction • Introduction to Disaster Corps • Disaster awareness training • Technical Specialty: CERT Basic Training course
Qualifications	<ul style="list-style-type: none"> • All Type II and III qualifications • Ability to act as lead person • One year or more of supervisory experience • Previous deployment experience in a multiagency or multijurisdictional emergency or disaster response • Ability to supervise or act as lead person or volunteer coordinator 	<ul style="list-style-type: none"> • All Type III qualifications • Experience in assigned position in a multiagency or multijurisdictional disaster exercise • Some supervisory experience 	<ul style="list-style-type: none"> • Ability to work under supervision • Minimum age per DSWVP regulations

Note: Any deployment will be at the discretion of the local program coordinator.

Section 4: Disaster Corps Required Training Course List

Background

The Disaster Corps required training course list is an initial list of classes that meet the basic training requirements for all Disaster Corps volunteers as well as those meeting the specific training requirements for the various volunteer types. This document will be updated with additional courses and course providers as necessary.

Purpose

Specific course listings were separated from the Disaster Corps specialist volunteer typing guidelines to:

- Reduce confusion
- Provide more detail on specific courses and topics in an easy-to-reference format
- Create a flexible document that will accommodate adjustments to and additions of individual courses to Disaster Corps training areas as the program evolves

Training Areas

Individual training courses that were identified for each Disaster Corps specialist classification were separated into the following training areas:

1. Disaster awareness training (any course providing an overview of disaster services and/or emergency management, such as the American Red Cross's Introduction to Disaster Services, the Salvation Army's Intro to Emergency Disaster Services, or equivalent local program courses, including CORE, Neighborhood Emergency Teams (NET), et cetera)
2. Introduction to Disaster Corps

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3. Emergency Management: SEMS Basic Course, ICS-100, and IS-700.a—National Incident Management System (NIMS), An Introduction
4. Emergency Management: SEMS Intermediate Course or ICS-200 and IS-800.b—National Response Framework, An Introduction
5. Volunteer Management: IS-244.a Developing and Managing Volunteers
6. Mass Care and Shelter
7. Child Friendly Spaces
8. Food Safety
9. Critical Incident Stress Management
10. CERT
11. Law Enforcement (Citizens Academy and/or other volunteer law enforcement training)
12. Traffic Control

Note: These course listings are discipline-specific and will be clearly identified as required or suggested for individual types.

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Disaster Corps Classifications	Mass Care Feeding Specialist			Mass Care Shelter Operations Specialist			Traffic Control Specialist			Law Enforcement Specialist		Radio Operator Specialist			CERT Specialist		
	I	II	III	I	II	III	I	II	III	I	III	I	II	III	I	II	III
Basic Training																	
Types	I	II	III	I	II	III	I	II	III	I	III	I	II	III	I	II	III
Disaster Awareness Training	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Intro to Disaster Corps	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
ICS-100 (Introduction)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
IS-700.a (NIMS)	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Emergency Management: SEMS Basic Course	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
First Aid/CPR	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Advanced Training																	
Types	I	II	III	I	II	III	I	II	III	I	III	I	II	III	I	II	III
ICS-200 (Intermediate)	X	X		X	X		X	X		X		X	X		X	X	
IS-800.b (NRF)	X	X		X	X		X	X		X		X	X		X	X	
IS-244.a Developing and Managing Volunteers	X			X			X			X		X			X		
Mass Care Overview	X	X	X	X	X	X											
Shelter Operations				X	X	X											
Child Friendly Spaces				X													
ServSafe Food Handler	X	X	X														
ServSafe Advanced Food Handler	X	X															
CERT Basic Training															X	X	X
Citizens Academy										X	X						
Traffic Control Training							X	X									
AARL's (EC-001) or ARECC Level 1												X	X				

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Training Topic	Course Content	Existing Courses	Course Format		Course Provider
			Online	Classroom	
Disaster Awareness	<p>Basic information about disasters and their effects on the community, local emergency management activities, and individual and family preparedness</p> <p>NOTE: Any course that includes the following three objectives will be deemed acceptable:</p> <ol style="list-style-type: none"> 1. Provides basic understanding of local hazards 2. Gives an overview of local emergency management 3. Develops a basic understanding of individual and family preparedness 	IS-909—Community Preparedness: Implementing Simple Activities for Everyone	✓	✓	FEMA Emergency Management Institute
		IS-230.B—Fundamentals of Emergency Management	✓		FEMA Emergency Management Institute
Disaster Volunteer Management	This course is for emergency managers and related professionals working with all types of volunteers and coordinating with voluntary agencies. The course provides procedures and tools for building and working with voluntary organizations.	IS-244.a Developing and Managing Volunteers	✓		FEMA Emergency Management Institute
Introduction to the	Introduction to the ICS organization,	G610.1—Orientation/Basic		✓	CalEMA: California

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Incident Command System (ICS)	terminology, resources, features, principles, facilities, and responsibilities				Specialized Training Institute
		IS-100	✓	✓	FEMA Emergency Management Institute
Introduction to the National Incident Management System (NIMS)	Introduction to the NIMS organization, terminology, resources, features, principles, facilities, and responsibilities	IS-700.a—National Incident Management System (NIMS), An Introduction	✓	✓	FEMA Emergency Management Institute Online course available at www.training.fema.gov
Introduction to the Standardized Emergency Management System (SEMS)	The basic SEMS concepts, including terminology and principles necessary for a coordinated SEMS response	G606—Standardized Emergency Management System Introductory Course	✓	✓	CalEMA: California Specialized Training Institute Online course available at www.calema.ca.gov
Intermediate ICS	In-depth exposure to the organization, resource management, air operations, incident and event planning, unified command, and mutual aid Note: Participants should have a basic working knowledge of ICS.	ICS-300/G610.2—Standardized Emergency Management System Intermediate Course		✓	CalEMA: California Specialized Training Institute
		IS-200—ICS for Single Resources and Initial Action Incidents	✓	✓	FEMA Emergency Management Institute
National Response	The concepts and principles of the NRF that enable teams to work together	IS-800.b—National Response Framework, An	✓	✓	FEMA Emergency Management Institute

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Framework (NRF)	during domestic incidents	Introduction			
Mass Care	The role of mass care workers in disaster relief operations and services they provide; quality service; matching participant interests, abilities, and skills; and plans of action	Mass Care Overview (ARC 3068-1)		✓	The American Red Cross
		Disaster Social Services		✓	The Salvation Army
		Serving People with Disabilities Following a Disaster (ARC DSPSS200B)		✓	The American Red Cross
		G108—Community Mass Care Management (non-resident course conducted by states)		✓	FEMA Emergency Management Institute
Shelter Operations	Effective shelter operations; team management; opening, managing, maintaining, and using shelter space, equipment, and supplies	Shelter Operations (ARC 3068-11)		✓	American Red Cross
		G197—Emergency Planning and Special Needs Populations		✓	CalEMA: California Specialized Training Institute
Children in Shelters	Information on children’s responses to disasters; protecting children in shelters; identifying and requesting resources; the partnership between the American Red Cross, Children’s Disaster Services, and Save the Children; reporting; and setting up child-friendly spaces	Child Friendly Spaces		✓	Save the Children www.savethechildren.org

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Food Safety	The latest updates to the FDA's <i>Food Code</i> , the microbiology of food-borne pathogens, discussions of segment-specific, real world scenarios	ServSafe Food Handler training	✓	✓	The Salvation Army and other vendors www.servsafe.com
		ServSafe Advanced Food Handler	✓	✓	The Salvation Army and other vendors www.servsafe.com
Community Emergency Response Teams (CERT)	Information on CERT, fire safety, hazardous materials, terrorist incidents, disaster medical operations, and search and rescue	CERT Basic Training		✓	Various local public safety entities
Citizens Academy	Local law enforcement functions and operational procedures	Varies by jurisdiction		✓	Various
Traffic control	Regulating cross traffic, controlling turning movements, coordinating vehicle movement, detouring traffic, supervising signal obedience, protecting pedestrians, and preventing illegal parking	Varies by jurisdiction		✓	California Highway Patrol and local law enforcement agencies

Note: Courses are considered equivalent if course training time, objectives, outcomes, and testing processes are similar. Local program coordinators will determine if a course is equivalent to the required training courses listed.

Disaster Corps

Credentialing and Certification Procedures

The Disaster Corps guiding principles and procedures for classification, training, typing, and credentialing were developed with input and guidance from many subject matter experts over the course of two years. These procedures and guiding principles will continue to evolve with the implementation of the Disaster Corps program.

Credentialing and certification are two related but distinctly separate elements.

- Credentialing is an evidence-based system that defines proficiency levels and then monitors individuals and evaluates if they meet the performance standards required to execute tasks associated with the proficiency.
- Certification recognizes the various trainings needed to be proficient in a task, and these competencies are proven through a testing process.

General Disaster Corps requirements provide that Disaster Corps members meet minimum training standards in accordance with the National Incident Management System. Additionally, for Disaster Corps specialist credentials, each classification is associated with further training.

In some instances, similar and alternate courses to those required for specialist credentials are available.

Similar and alternate courses

- provide information that is appropriate to gain the understanding needed,
- require a similar amount of training time,
- have similar learning objectives and outcomes, and
- include equivalent testing processes.

If all the above conditions are met, the similar and alternate may be considered equivalent and allowed as an alternate course to meet the training requirement. The local program coordinator determines course equivalency.

Credentialing Principles

The Disaster Corps credentialing program is based on the CalEMA credentialing program. As the single state authority over the NIMS credentialing program, CalEMA supports CaliforniaVolunteers' approach to the Disaster Corps credentialing program. Information on California's credentialing system can be found on the CalEMA website: www.calema.ca.gov, and information on the NIMS credentialing program can be found on the

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FEMA website: <http://www.fema.gov/emergency/nims/ResourceMngmnt.shtm#item3> or http://www.fema.gov/txt/emergency/nims/ng_0002.txt.

These are the basic credentialing principles:

- Management of credentialed volunteers remains at the local level.
- Disaster Corps programs commit to credentialing their volunteers.
- Disaster Corps programs oversee and enforce the credentialing program at the local level.
- Ownership and control of volunteer credentialing and certification is maintained at the local level.
- Because the credentialing program is locally maintained and controlled, CaliforniaVolunteers does not have a monitoring or enforcement program in place.
- This credentialing program's success rests with the local volunteer programs.
- The CaliforniaVolunteers Disaster Corps program staff will work with Disaster Corps programs, not individuals, for credentialing and other programmatic aspects.

Credentialing Process

CaliforniaVolunteers has developed this credentialing process to be followed by local program coordinators:

- Local program coordinators certify volunteers for each classification and type they are seeking to attain using the Disaster Corps credentialing checklist and application sheet.
 - Not all volunteers in a member program will necessarily be registered as Disaster Corps volunteers.
 - Program coordinators can use the specialist credentialing checklist (see Appendix VII) to determine the classification and type each volunteer has achieved or is in the process of completing.
- Program coordinators input into the DVN system the classification, type, and credentials of the volunteers in their program based on the Disaster Corps classification, typing, and credentialing guidelines and specialist credentialing sheets.
- Program coordinators update volunteers' credentials as needed and conduct a review at least annually.

The credentialing sheets for each classification and type which may be used by local program coordinators follow.

Appendix VIII

**Mass Care—Feeding Specialist
Credentialing Checklist and Application**

Name of Volunteer: _____ Date: _____ Type: _____

Section A	Required Training	Date Completed	For Official Use Only (Please Initial)
Type III			
1.	Emergency Management: SEMS Basic Course		
2.	Introduction to ICS: ICS-100		
3.	IS-700.a—National Incident Management System (NIMS), An Introduction		
4.	Mass Care Overview (ARC 3068-1) or equivalent		
5.	Introduction to Disaster Corps		
6.	Disaster Awareness training		
7.	ServSafe Food Handler		
8.	First Aid/CPR		
Type II Includes all the above, plus:			
9.	Emergency Management: SEMS Intermediate Course or ICS-200 and IS-800.b—National Response Framework		
10.	ServSafe Advanced Food Handler		
Type I Includes all the above, plus:			
11.	IS-244.a Developing and Managing Volunteers		

Section B	Qualifications	Please Check
Type III		
12.	Ability to work under supervision	
Type II Includes all the above, plus:		
13.	Ability to act as lead person	

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14.	Experience working disaster-related mass care and feeding	
15.	Previous experience in assigned position in a multiagency or multijurisdictional disaster exercise	
16.	Some supervisory experience (up to one year)	
Type I Includes all the above, plus:		
17.	One year or more of supervisory experience	
18.	Deployment experience in a multiagency or multijurisdictional emergency or disaster response	
19.	Ability to supervise or act as lead person or volunteer coordinator	

I certify the aforementioned is true. I understand the information will be maintained in a statewide database which may be used as a resource during a disaster or incident of national significance.

(Signature of Local Program Coordinator, Emergency Services Director, or Designee) (Date)

 (Printed Name)

 (Title)

Local Program Manager Contact Information

Contact Name: _____
Organization: _____
Address: _____ City: _____ State: _____
Zip: _____
Phone: _____ Fax: _____
E-mail: _____

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**Mass Care—Shelter Operations
Credentialing Checklist and Application**

Name of Volunteer: _____ Date: _____ Type: _____

Section A	Required Training	Date Completed	For Official Use Only (Please Initial)
Type III			
1.	Emergency Management: SEMS Basic Course		
2.	Introduction to ICS: ICS-100		
3.	IS-700.a—National Incident Management System (NIMS), An Introduction		
4.	Introduction to Disaster Corps		
5.	Disaster Awareness training		
6.	Mass Care Overview (ARC 3068-1) or equivalent		
7.	Shelter Operations (ARC 3068-11) or equivalent		
8.	First Aid/CPR		
Type II Includes all the above, plus:			
9.	Emergency Management: SEMS Intermediate Course or ICS-200 and IS-800.b—National Response Framework		
Type I Includes all the above, plus:			
10.	IS-244.a Developing and Managing Volunteers		
11.	Child Friendly Spaces		
Section B	Qualifications	Please Check	
Type III			
12.	Ability to work under supervision		
Type II Includes all the above, plus:			

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13.	Ability to act as lead person	
14.	Experience working in disaster shelter operations	
15.	Experience working in assigned position in a multiagency or multijurisdictional disaster exercise	
16.	Some supervisory experience (up to one year)	
	Type I Includes all the above, plus:	
17.	One year or more of supervisory experience	
18.	Deployment experience in a multiagency or multijurisdictional emergency or disaster response	
19.	Ability to supervise or act as lead person or volunteer coordinator	

I certify the aforementioned is true. I understand the information will be maintained in a statewide database, which may be used as a resource during a disaster or incident of national significance.

(Signature of local program coordinator, emergency services director, or designee) (Date)

 (Printed Name)

 (Title)

Local Program Manager Contact Information

Contact Name: _____

Organization: _____

Address: _____ City: _____ State: _____

Zip: _____

Phone: _____ Fax: _____

E-mail: _____

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**Traffic Control Specialist
Credentialing Checklist and Application**

Name of Volunteer: _____ Date: _____ Type: _____

Section A	Required Training	Date Completed	For Official Use Only (Please Initial)
Type III			
1.	Any local law enforcement or CHP traffic control course or training		
2.	Emergency Management: SEMS Basic Course		
3.	Introduction to ICS: ICS-100		
4.	IS-700.a—National Incident Management System (NIMS), An Introduction		
5.	Introduction to Disaster Corps		
6.	Disaster Awareness training		
7.	First Aid/CPR		
Type II Includes all the above, plus:			
8.	Emergency Management: SEMS Intermediate Course or ICS-200 and IS-800.b—National Response Framework		
Type I Includes all the above, plus:			
9.	IS-244.a Developing and Managing Volunteers		

Section B	Qualifications	Please Check
Type III		
10.	Ability to work under supervision	
Type II Includes all the above, plus:		
11.	Ability to act as lead person	

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12.	Experience working in assigned position in a multiagency or multijurisdictional disaster exercise	
13.	Some supervisory experience (up to one year)	
Type I Includes all the above, plus:		
14.	One year or more of supervisory experience	
15.	Deployment experience in a multiagency or multijurisdictional emergency or disaster response	
16.	Ability to supervise or act as lead person or volunteer coordinator	

I certify the aforementioned is true. I understand the information will be maintained in a statewide database, which may be used as a resource during a disaster or incident of national significance.

(Signature of local program coordinator, emergency services director, or designee) (Date)

 (Printed Name)

 (Title)

Local Program Manager Contact Information

Contact Name: _____
Organization: _____
Address: _____ City: _____ State: _____
Zip: _____
Phone: _____ Fax: _____
E-mail: _____

Appendix VIII

**Law Enforcement Specialist
Credentialing Checklist and Application**

Name of Volunteer: _____ Date: _____ Type: _____

Section A	Required License/Training	Date Completed	For Official Use Only (Please Initial)	
Type III				
42.	Completion of a Citizen Academy or other locally authorized law enforcement volunteer course			
43.	Emergency Management: SEMS Basic Course			
44.	Introduction to ICS: ICS-100			
45.	IS-700.a—National Incident Management System (NIMS), An Introduction			
46.	Introduction to Disaster Corps			
47.	Disaster Awareness training			
48.	First Aid/CPR			
NOTE: Type II is Not Applicable				
Type I Includes all the above, plus:				
49.	Emergency Management: SEMS Intermediate Course or ICS-200 and IS-800.b—National Response Framework			
50.	IS-244.a Developing and Managing Volunteers			

Section B	Qualifications	Please Check
Type III		
51.	Ability to work under supervision	
NOTE: Type II is Not Applicable to Law Enforcement Specialist		
Type I Includes all the above, plus:		
52.	Endorsed by the deploying authority as capable of small unit leadership of other volunteers	
53.	Deployment experience in a multiagency or multijurisdictional emergency or disaster	

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	response or experience working in assigned position in a multiagency or multijurisdictional disaster exercise	
54.	Ability to supervise or act as lead person or volunteer coordinator	

I certify the aforementioned is true. I understand the information will be maintained in a statewide database, which may be used as a resource during a disaster or incident of national significance.

_____ (Signature of local program coordinator, emergency services director, or designee) (Date)

_____ (Printed Name)

_____ (Title)

Local Program Manager Contact Information

Contact Name: _____		
Organization: _____		
Address: _____	City: _____	State: _____
Zip: _____		
Phone: _____	Fax: _____	
E-mail: _____		

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**Radio Operator Specialist
Credentialing Checklist and Application**

Name of Volunteer: _____ Date: _____ Type: _____

Section A	Required License/Training	Date Completed	For Official Use Only (Please Initial)
Type III			
1.	FCC: Technician license		
2.	Emergency Management: SEMS Basic Course		
3.	Introduction to ICS: ICS-100		
4.	IS-700.a—National Incident Management System (NIMS), An Introduction		
5.	Introduction to Disaster Corps		
6.	Disaster Awareness training		
7.	First Aid/CPR		
Type II Includes all the above, plus:			
8.	Emergency Management: SEMS Intermediate Course or ICS-200 and IS-800.b—National Response Framework		
9.	AARL's Introduction to Emergency Communications (EC-001) course or ARECC Level 1		
Type I Includes all the above, plus:			
10.	IS-244.a Developing and Managing Volunteers		

Section B	Qualifications	Please Check
Type III		
11.	Ability to work under supervision	
12.	Demonstrated ability in use of Family Radio Service (FRS)	
13.	Demonstrated knowledge of Amateur Radio services and CB or other radio services and equipment	

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Type II		
Includes all the above in addition to:		
14.	Knowledge of multiple radio services and equipment	
15.	Ability to act as lead person	
16.	Experience working in assigned position in a multiagency or multijurisdictional disaster exercise	
17.	Some supervisory experience (up to one year)	
Type I		
Includes all the above in addition to:		
18.	One year or more of supervisory experience	
19.	Deployment experience in a multiagency or multijurisdictional emergency or disaster response	
20.	Ability to supervise or act as lead person or volunteer coordinator	

I certify the aforementioned is true. I understand the information will be maintained in a statewide database, which may be used as a resource during a disaster or incident of national significance.

(Signature of local program coordinator, emergency services director, or designee) (Date)

 (Printed Name)

 (Title)

Local Program Manager Contact Information

Contact Name: _____		
Organization: _____		
Address: _____	City: _____	State: _____
Zip: _____		
Phone: _____	Fax: _____	
E-mail: _____		

CERT Specialist

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Credentialing Checklist and Application

Name of Volunteer: _____ Date: _____ Type: _____

Section A	Required Training	Date Completed	For Official Use Only (Please Initial)
Type III			
1.	Emergency Management: SEMS Basic Course		
2.	Introduction to ICS: ICS-100		
3.	IS-700.a—National Incident Management System (NIMS), An Introduction		
4.	Introduction to Disaster Corps		
5.	Disaster Awareness training		
6.	Technical Specialty: CERT Basic Training		
7.	First Aid/CPR		
Type II Includes all the above, plus:			
8.	Emergency Management: SEMS Intermediate Course or ICS-200 and IS-800.b—National Response Framework		
Type I Includes all the above, plus:			
9.	IS-244.a Developing and Managing Volunteers		

Section B	Qualifications	Please Check
Type III		
10.	Ability to work under supervision	
11.	Minimum age per DSW regulations (California Code of Regulations, Title 19, sections 2570–2573.3)	
Type II Includes all the above, plus:		
12.	Experience working in assigned position in a multiagency or multijurisdictional disaster exercise	
13.	Some supervisory experience (up to one year)	

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Type I		
Includes all the above, plus:		
14.	One year or more of supervisory experience	
15.	Deployment experience in a multiagency or multijurisdictional emergency or disaster response	
16.	Ability to supervise or act as lead person or volunteer coordinator	

I certify the aforementioned is true. I understand the information will be maintained in a statewide database, which may be used as a resource during a disaster or incident of national significance.

(Signature of local program coordinator, emergency services director, or designee) (Date)

 (Printed Name)

 (Title)

Local Program Manager Contact Information

Contact Name: _____

Organization: _____

Address: _____ City: _____ State: _____

Zip: _____

Phone: _____ Fax: _____

E-mail: _____

Disaster Corps Background Check Criteria

The purpose of these guidelines is to ensure that Disaster Corps volunteers have no identifiable criminal background that may make them inappropriate for their volunteer mission. Not conducting a criminal background review of volunteers may place the people or property that they have volunteered to protect and serve at risk of harm and it may subject other volunteers to unnecessary risk. Consistent vetting of volunteers is also important to ensure that during mutual aid missions that jurisdictions receiving volunteers from other jurisdictions or the State have a common understanding of the background of the human resources they are receiving.

These guidelines shall not be used to preclude people who are otherwise qualified to perform their desired volunteer activities in violation of any state or federal civil laws.

Disqualification: A person is disqualified if they are unwilling to submit to a background check, or if they were convictedⁱ of any of the following:

1. **All sex offenses**, regardless of the amount of time since the offense (e.g., child molestation, rape, sexual assault, sexual battery, prostitution, solicitation, indecent exposure, etc.)
2. **All offenses involving abuse, neglect, or exploitation of a child, elder, or dependent adult** regardless of the amount of time since the offense
3. **All felony violence**, regardless of the amount of time since the offense (e.g., murder, manslaughter, aggravated assault, kidnapping, robbery, aggravated burglary)
4. **All felony offenses other than violence or sex within the past 10 years** (e.g., drug offenses, theft, embezzlement, fraud)
5. **All misdemeanor violence offenses within the past 7 years** (e.g., simple assault, battery, domestic violence, etc.)
6. **All misdemeanor drug and alcohol offenses within the past 5 years or multiple offenses in the past 10 years** (e.g., driving under the influence, simple drug possession, drunk and disorderly, public intoxication, possession of drug paraphernalia, etc.)
7. **Any other misdemeanor within the past 5 years that would be considered a potential danger to children, elders, or dependent adultsⁱⁱ** or is directly related to the functions of that volunteer (e.g., contributing to the delinquency of a minor, providing alcohol to a minor, theft, etc.)

Appendix IX

The Disaster Corps Background Check Criteria will not consider convictions that are:

1. Expunged
2. Committed before the applicant's 21st birthday which was finally adjudicated in a juvenile court or under a Youth Offender law;
3. Marijuana-related violations of any of the following sections of the California Health and Safety Code: 11357(b) or (c), 11360(c), 11364, 11365 or 11550, or a statutory predecessor to these sections.

ⁱ For the purposes of these criteria, a “conviction” means a plea or verdict of guilty or a conviction following a plea of *nolo contendere*.

ⁱⁱ For the purposes of these criteria, a “dependent adult” is an adult who cannot protect his or her rights because of one or more significant physical and/or mental impairments.



Nonprofit Organizations and Risk Management: Internet Resources

The Nonprofit Risk Management Center

This is one of the key organizations focused on nonprofit risk management, and it has lots of good information. The site's products are available for purchase. <http://nonprofitrisk.org/>

Public Entity Risk Institute

The PERI website has numerous articles, publications, and trainings on risk management for public entities, including nonprofit organizations. It also offers a resource library. Resources targeted to nonprofit organizations can be accessed by clicking on "Nonprofits" under the "Resources by Audience" link in the resource library. Articles can be read online, and the site's other products are available for purchase. https://www.riskinstitute.org/peri/component/option,com_bookmarks/mode,0/catid,50/Itemid,44/

The California Department of Insurance

The CDI provides several online resources for California consumers. Click on "Consumers" on the left side of the main webpage to access a variety of information, such as "Buying Insurance," for tips on becoming an informed insurance consumer, and "Information Guides," for information on several types of insurance, including brochures on each subject. <http://www.insurance.ca.gov>

The Nonprofits' Insurance Alliance of California

Although NIAC provides coverage only for 501(c)(3) organizations, they have some good free resources for all risk managers. These are available online; you can also request that they mail you one copy. https://www.niac.org/ResourceCenter/ResourceDisplay.cfm?IDType=Publications&q_SectionID=11&q_CategoryID=52

Appendix X – NGO & Risk Management Internet Resources

CaliforniaVolunteers

The CaliforniaVolunteers website hosts 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.csc.ca.gov/cc/res_man.asp

National Association of Volunteer Programs in Local Government

NAVPLG focuses exclusively on the unique needs of volunteer programs within the structure of local governments. The site includes some no-cost resources, such as sample volunteer policies, as well as other tools available to member organizations. <http://www.navplg.org/>

Citizen Corps

This site features information on reducing liability in CERT programs and 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.citizencorps.gov/cert/start-3-1d.shtm>

CERT Los Angeles

This site describes itself as "Of CERT, by CERT, and for CERT graduates." Nicely put together by the Los Angeles CERT program, the site includes forms and manuals. <http://www.cert-la.com/index.shtml>

VolunteerToday.com

An article from "the electronic gazette of volunteerism," regarding the City of Plano's volunteer policies and procedures. Note the section on background verification checks and under what circumstances they will be conducted. <http://www.volunteertoday.com/ARCHIVES2008/june08localgovt.html#Seniors>

Medical Reserve Corps

Provides a link to the Promising Practices Toolkit used by MRC groups.

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

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