

How to Implement a Volunteer Emergency Response

by Marijke van Heeswijk, Volunteer
VashonBePrepared & Vashon Emergency Operations Center (EOC)

Contact Marijke at mvh2020@gmail.com



Challenge

- You're faced with a crisis and need to organize a response
- Where do you start?



Approach

- Assemble a leadership team
- Define the problem
- Identify elements and assign leads (e.g., medical, logistical, financial, etc.)
- For each element, break down the problem into tasks
(manageable pieces)



Summary of Approach

Problem → Element 1 → Task 1.1
→ Task 1.2

→ Element 2 → Task 2.1
→ Task 2.2

Etc.



Focus Separately on Each Task

Example: School vaccinations for students & staff



Plan → Recruit → Train → Implement → Re-evaluate



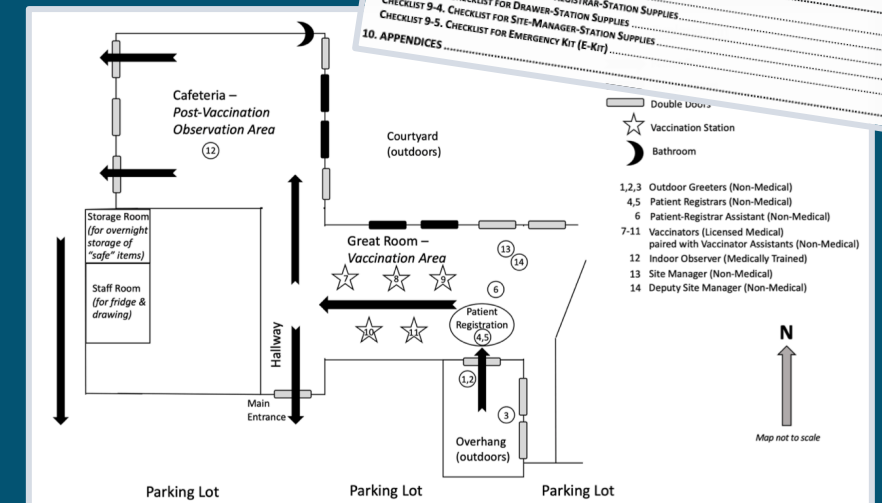
Plan → Recruit → Train → Implement → Re-evaluate

- Write a plan describing how the task will be carried out. Include:

- Goals, workflow, chain of command, safety measures
- Job descriptions and number of positions required
- Visual aids (maps, diagrams, photos)

Example plan: tinyurl.com/OpsPlanExample

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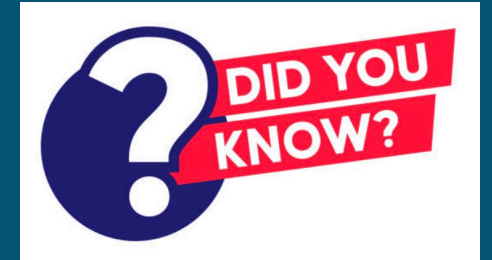
- Recruit volunteers for jobs identified in the plan
- Share written plan with volunteers
- Train volunteers (in person or online)

Important:

Make sure volunteers understand the overall task approach so they can make informed decisions on-the-fly



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- Learn and improve as you go
- Solicit feedback from volunteers
- Update the plan, as needed
- Follow a collaborative process throughout



Preparation and communication are key to success!