

Helping Victims of Mass Violence and Terrorism: Volunteer Management

Welcome!



Technical Overview

- If you are experiencing any technical issues with the audio for this session, please let us know in the feedback box.
- If you have technical difficulties during the webinar, contact **Jason Adams** at jadams@ovcttac.org.
- Today's session will be recorded and made available in a few days on the training site.
- If you have questions, type them in the feedback box.

Today's Presenters



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April Naturale

The Purpose of This Training Series

Helping Victims of Mass Violence & Terrorism PLANNING, RESPONSE, RECOVERY, AND RESOURCES

Mass Violence and Terrorism Death Notification Webinar

The OVC TTAC *Helping Victims of Mass Violence and Terrorism: Planning, Response, Recovery, and Resources Toolkit* [web-based training series](#) continues with an in-depth look at the Notification victim assistance protocol. While the process of delivering death notifications is similar for a single homicide or a mass violence incident, there are also some unique aspects of mass fatalities that should be considered. This training is an opportunity to learn more about—

- The factors related to delivering mass violence death notifications.
- The dynamics of death notification teams.
- The training needs of death notification teams.
- How to integrate a trauma-informed approach.

Lessons learned from previous incidents consistently underscore that all response and recovery efforts are more effective when—

- Organizational roles are defined prior to the incident.
- Relationships are in place to create a more efficient response and faster recovery.
- There is a planned and comprehensive communications management strategy that focuses on communication among all responders, with victims and survivors, and with the community during the response and recovery phases.

Please plan to join one of the scheduled webinars to learn more about this essential victim assistance protocol.

OVC's Response and the Toolkit



OFFICE OF JUSTICE PROGRAMS



OFFICE FOR VICTIMS OF CRIME

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Mission Statement

The mission of the Office for Victims of Crime (OVC) is to enhance the Nation's capacity to assist crime victims and to provide leadership in changing attitudes, policies, and practices in ways that will promote justice and healing for all victims.



OVC's Response and the Toolkit (continued)

Antiterrorism and Emergency Assistance Program (AEAP)

Grants

- Crisis Response (up to 9 months)
- Consequence Management (up to 18 months)
- Criminal Justice Support (up to 36 months)
- Crime Victim Compensation (any time) to reimburse victims for eligible expenses

Training and Technical Assistance (TTA)

- Needs Assessments
- Victim Services Coordination
- Response Strategy Development
- Assistance with Drafting Grants
- Toolkit Assistance (plan, respond, recover)

OVC's Response and the Toolkit (continued)

Helping Victims of Mass Violence & Terrorism PLANNING, RESPONSE, RECOVERY, AND RESOURCES

MESSAGE FROM THE DIRECTOR

ABOUT THE TOOLKIT

PARTNERSHIPS & PLANNING

RESPONSE

RECOVERY

TOOLS

Tools

Checklists



Partnerships & Planning Checklist. Use this checklist to develop a robust victim assistance plan, well in advance of an incident of mass violence or terrorism.



Response Checklist. Use this checklist during the initial response phase.



Recovery Checklist. Use this checklist to help your community recover during the months and years after a tragic event.



Response Through Recovery. Activities at a Glance. Read this guide for an at-a-glance overview of the activities conducted from response through recovery.

Victim Assistance Protocols

Protocol*

Contact List Protocol

Committee Meeting Protocol

Practice Drills and Exercises Protocol

Incident Command System Protocol

Communications Protocol

Family Assistance Center Protocol

Victim Identification Protocol

Notification Protocol

Planning and Preparedness Grants and Emergency Funding Assistance Protocol

Volunteer Management Protocol

Donation Management Protocol (Funds, Goods, and Services)

Criminal Justice System: Victim Support Protocol

Community Resiliency Protocol

Goals of This Webinar

After completing this webinar, you should be able to—

- Describe the factors related to planning for disaster response volunteers
- Identify the needs of survivors, families, and responders in terms of the roles for the volunteers
- Describe the process of coordinating the response agencies and volunteers
- Identify the different training needs for volunteers in varied roles in the field and behind the scenes

Volunteer Management

- Key Role of Volunteers



Definitions

- Planning Committee
- Coordinating Agency
- Response Agency
- Types of Volunteers
 - Affiliated
 - Spontaneous
- Information and Notification Center/FAC/Resiliency Center/Hospitality Center



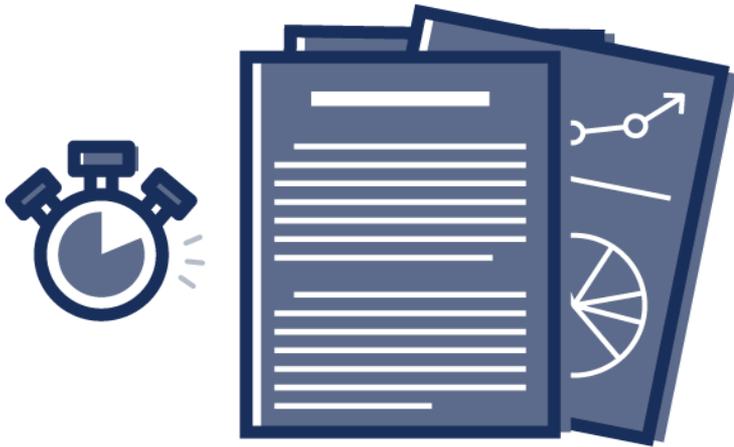
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Benefits of Partnerships & Planning



- Ensures that a comprehensive mass violence and terrorism emergency response plan is in place
- Essential to community readiness when everyone is at the table
- Includes victim assistance strategy, capacity for an effective response, and sufficient resources

Benefits of a Volunteer Management Plan



- Allows first responders to focus on their primary duties
- Mitigates a disaster within a disaster
- Uses volunteers in all phases of the response
- Improves community healing and resilience

How Can Volunteers Help?

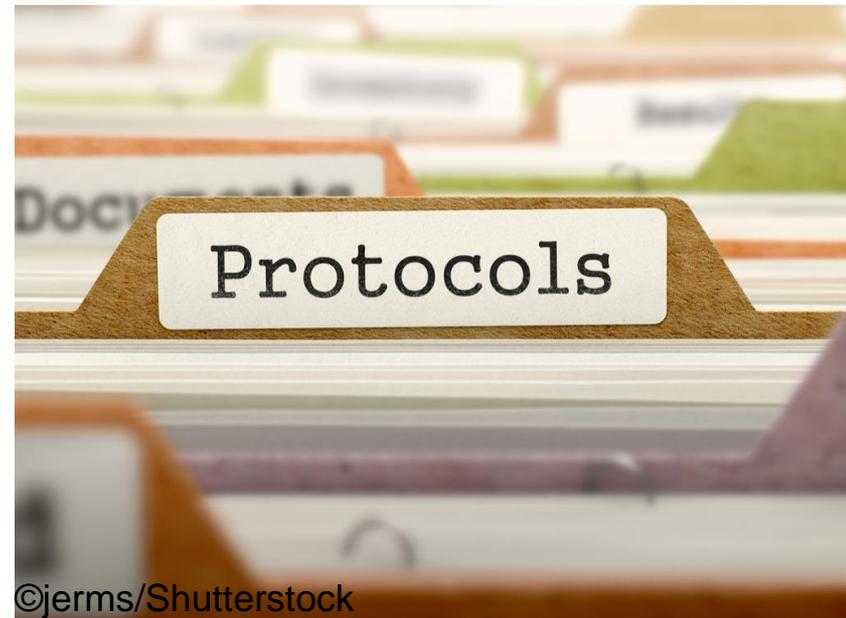
- Information
- Psychological First Aid
- Grief Support
- Food
- Emergency Funds
- Crime Victim Compensation
- Resource Referrals (and location)
- Administrative Duties
 - Filing
 - Data entry



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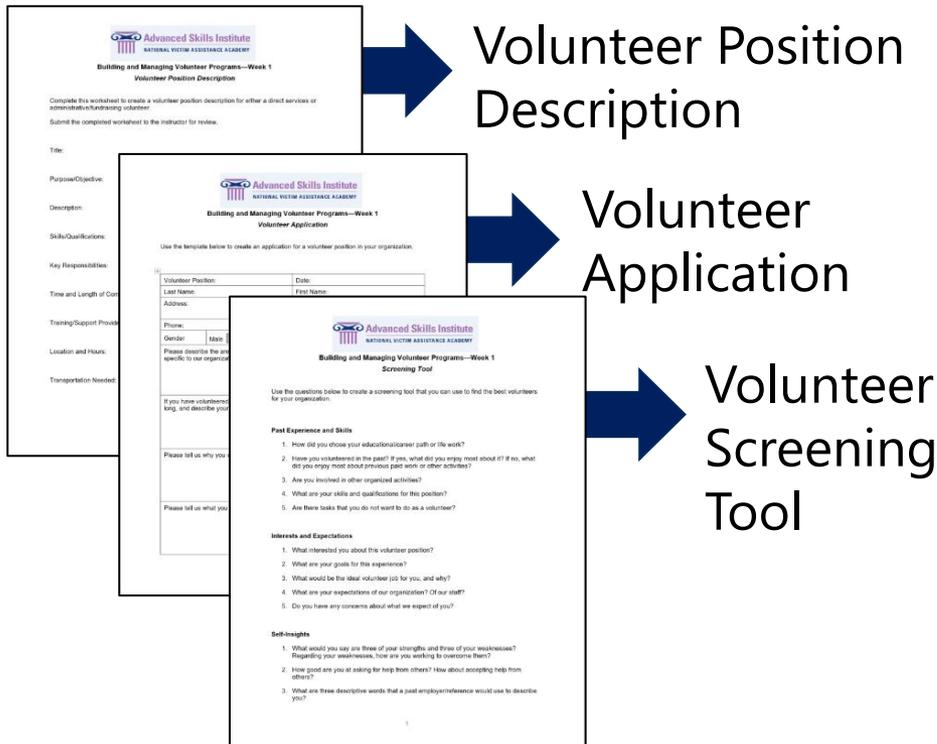
Volunteer Management Protocol

- Elements of the Volunteer Management Protocol
 - Recruit, train, and manage
- Types of Volunteers
 - Affiliated
 - Spontaneous



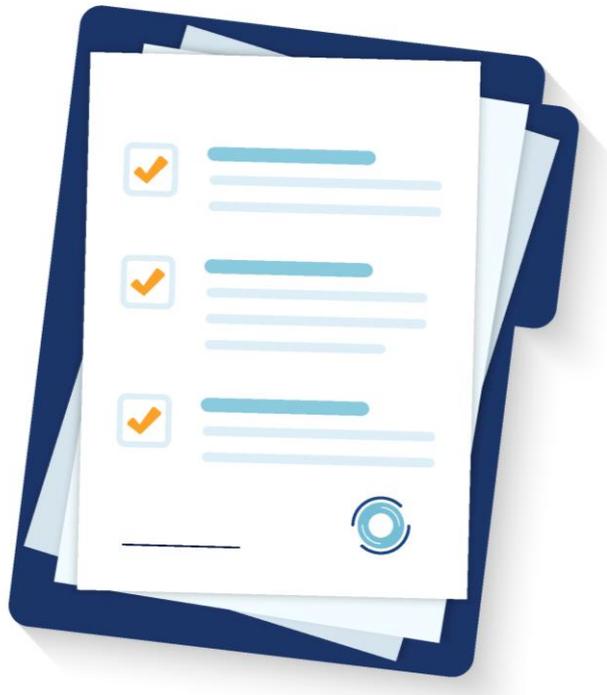
Implementing the Plan: Volunteer Management Protocol

Activate the response protocols.



Volunteer
Onboarding Process

Key Issues To Consider



- Managing Volunteers During Response and Recovery
- Developing and Maintaining a List of Mental Health Professionals
- Developing a Credentialing Process
- Developing a Volunteer Training Process
- Briefing Volunteers Pre- and Post-Deployment

Key Components

- Overall Coordination
- Identifying and Vetting
- Credentialing
- Training
- Scheduling
- Monitoring
- Volunteer Recognition



Overall Coordination

- Coordinating Agency
- Volunteer Management Coordinator



Volunteer Management Coordinator Job Description

Responsible for recruiting, training, and managing volunteers during a mass violence response in various locations, including the Information and Notification Center, Family Assistance Center, and Community Resiliency Center.

Identifying and Vetting



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- Identify Agencies with Trained Volunteers
- Memorandum of Understanding (MOU)
- Background Checks
- Spontaneous Agencies
- Onsite Process

Developing and Maintaining a List of Mental Health Professionals



- Identify Agencies
 - Trained in trauma-informed crisis care
 - State-certified childcare workers
- Confirm Completed Trainings

Credentialing Process



- Determine the Process
 - Who oversees the process?
 - What is practical?
 - What is acceptable?
 - Onsite credentialing

Credentialing Process (continued)



- Credentialing Spontaneous Volunteers...
or NOT?

Training

- Setting Minimum Training Requirements
- “Just in Time” Training
- Cross-Training
- Identifying Training Topics



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Training Topics

- Mass Violence Training
- Incident Command System
- Psychological First Aid (PFA)
- Safety Measures
- Confidentiality

Training Topics (continued)

- Crime Victim Compensation
- Boundaries
- Deployment Preparations
- Resources and Referrals
- Onsite Monitoring

Training Topics (continued)

- Self-Care

(hint: It is not just for the victims.)

Training

Training Spontaneous Volunteers



Scheduling

- Coordinate with Pre-Identified Agencies
- Control Onsite Volunteers
- Communicate Roles and Responsibilities



Monitoring

- Role of Onsite Monitors
 - Supervision
 - Conflict management/resolution
 - Monitor volunteer self-care
 - Monitor
 - Sign-in sheets
 - Supplies



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Volunteer Briefings



- Create a Process for Conducting Regular Volunteer Briefings
 - Orientation
 - General
 - Post-volunteer shift logistics
 - Debriefing

Volunteer Recognition

- Thank All Volunteers
 - Letters
 - Certificates
 - Tangible keepsakes
 - 1-year mark activities



Photo taken by Krista Flannigan

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- Describe the process of coordinating the response agencies and volunteers
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Summary of Volunteer Protocol



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- Designate
- Vet x2
- Train
- Credential
- Deploy
- Manage
- Debrief
- Acknowledge

Planning for Your Next Steps

What's Next?

①

②

③

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Conclusion

Final Questions?



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How To Access TTA

Free Technical Assistance Available

- Initial Consultation
- Meeting Facilitation
- Protocol Development
- Followup Consultation
- No Cost for the Assistance



Email TTAC@ovcttac.org to request an application or to find more information.

Thank You!



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