



Attachment 2

Volunteer Management Plan

Volunteer Management Plan



Wisconsin Emergency Response Plan
Volunteer Management

ESF 7
Attachment 2

Intentionally left blank



Table of Contents

Table of Contents.....	3
I. Introduction	5
A. Purpose.....	5
B. Scope	5
C. Policies.....	5
II. Concept of Operations	6
A. General	6
B. Mobilization.....	7
C. Organization	7
D. Volunteer Management System Components.....	8
E. ESF Activities.....	10
III. Agency Responsibilities.....	11
A. Primary Agency – Wisconsin Emergency Management.....	11
B. Wisconsin Governmental Support Agencies	12
C. Non-Governmental Support Agencies.....	13
D. Federal Supporting Agency	13
IV. Supporting Documents.....	13
A. Appendices	13
B. References	13
Appendix 1	16
Volunteer Management FAQ.....	16
Appendix 2	20
Sample Public Messaging & Talking Points.....	20
Volunteer Reception Center News Release.....	20



Wisconsin Emergency Response Plan
Volunteer Management

ESF 7
Attachment 2

Intentionally left blank



Wisconsin Emergency Response Plan Volunteer Management

ESF 7
Attachment 2

Primary Agency	Wisconsin Emergency Management (WEM)
Wisconsin Governmental Support Agencies	Department of Agriculture, Trade & Consumer Protection (DATCP) Department of Health Services (WI DHS) Department of Military Affairs (DMA) Department of Natural Resources (DNR) Department of Workforce Development (DWD) Wisconsin National Guard (WING)
Non-Governmental Support Organizations	2-1-1 Wisconsin American Red Cross (ARC) The Salvation Army (SA) Volunteer Wisconsin Wisconsin Voluntary Organizations Active in Disaster (WI VOAD)
Federal ESF Coordinating Agencies	Federal Emergency Management Agency (FEMA)
Federal Supporting Agencies	Corporation for National Community Service (CNCS), Wisconsin Field Office

I. Introduction

A. Purpose

To outline a framework and process for supporting local jurisdictions in receiving, preparing, deploying, and tracking volunteers when major emergencies or disasters overwhelm local capabilities

B. Scope

1. This plan applies to both pre-registered and spontaneous volunteers who arrive to support local response and recovery efforts.
2. This plan applies to groups of volunteers who are affiliated with a voluntary or faith-based organization that is NOT a recognized disaster response organization.
3. Medical and health volunteers are managed through the Wisconsin Emergency Assistance Volunteer Registry (WEAVR) <https://weavrwi.org/>.
4. This plan does not apply to volunteers affiliated with recognized disaster response organizations such as the ARC and SA that have a defined scope of disaster service delivery and response structure and are self-sustaining, independent organizations.

C. Policies

The points below summarize state law regarding liability and worker's compensation coverage for emergency volunteers. The brochure *Volunteer Management during Emergencies and Disasters FAQs*, attached, provides additional explanations.



1. Sections 323.40 (2) and (3) of the Wisconsin Statutes: Responsibility for worker's compensation – an individual who registers in writing with a state agency or local unit of government's emergency management program to provide his or her own labor without compensation, other than reimbursement for travel, lodging, or meals, during a disaster, an imminent threat of a disaster, or a related training exercise is considered an employee of the local unit of government for worker's compensation under Chapter 102 of the Wisconsin Statutes for purposes of any claim relating to the labor provided.
2. Section 323.41 (2) and (3)(a) of the Wisconsin Statutes: Liability of state or local unit of government, local unit of government volunteers – an individual who registers in writing with a state agency or local unit of government's emergency management program to provide his or her own labor without compensation, other than reimbursement for travel, lodging, or meals, during a disaster, an imminent threat of a disaster, or a related training exercise is considered an employee of the local unit of government for worker's compensation under Sections 893.80, 893.82, 895.35, and 895.46 of the Wisconsin Statutes (as applicable), for purposes of any claim relating to the labor provided.
3. Section 323.41(4) of the Wisconsin Statutes: Exceptions – Section 323.41 of the Wisconsin Statutes does not apply if the person's act or omission involves reckless, wanton, or intentional misconduct.
4. Section 323.42 of the Wisconsin Statutes: Reimbursement of local units of government – In any calendar year, if the amount the local unit of government is liable for under Sections 323.40 and 323.41 of the Wisconsin Statutes, plus losses incurred under Section 323.43 of the Wisconsin Statutes, exceed \$1 per capita of the local unit of government's population, the state shall reimburse the local unit of government the amount of the excess.
5. Note: Liability and worker's compensation coverage under Sections 323.40 and 323.41 is not applicable to volunteer health care practitioners who are indemnified under Section 257.03 of the Wisconsin Statutes.
6. Note: Providers of equipment and supplies under Section 323.45 of the Wisconsin Statutes are not eligible for liability and worker's compensation coverage under Sections 323.40 and 323.41.

II. Concept of Operations

A. General

When activated during disaster response and recovery, this plan prompts the mobilization of a Volunteer Coordination Team (VCT) to:

1. Assess the needs of local jurisdictions requiring support in managing spontaneous volunteers from the public and the private sectors.
2. Develop strategies for meeting local volunteer management support needs.
 - a) Evaluate the resources and capabilities to which the state has access.
 - b) Consider both in state and out-of-state voluntary organizations.
3. Locate and dispatch resources to support local volunteer management.



B. Mobilization

1. When a triggering incident or event occurs, the SEOC manager directs the WEM voluntary agency liaison (VAL) to activate the Wisconsin Volunteer Management Plan. Examples of triggering incidents or events include, but are not limited to:
 - a) SEOC staff anticipates the potential of large numbers of spontaneous volunteers because:
 - (1) *The nature of the emergency or disaster is such that there is a high likelihood that there will be a need for large numbers of workers for operations such as sandbagging or debris clearance.*
 - (2) *There is significant media coverage of the incident or event.*
 - (3) *There are high numbers of inquiries from the public seeking information on how to help.*
 - (4) *Volunteers have begun to converge on the disaster scene.*
 - b) A local emergency management agency has requested support.
 - c) A member of the VCT recommends that they convene.
2. WEM, in coordination with the WI VOAD chairperson (or designee), facilitates a meeting/conference call to determine if there is a need for activation of state volunteer management resources.

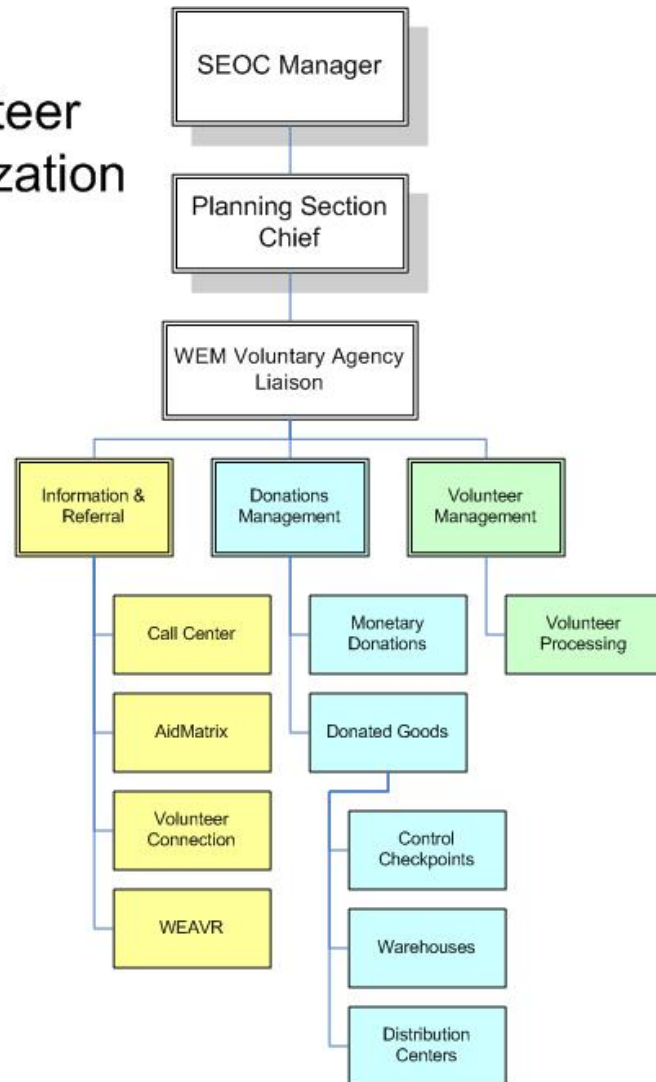
C. Organization

1. VCT composition
 - a) WEM
 - b) ARC
 - c) DMA general counsel
 - d) ESF 15 representative
 - e) SA
 - f) Volunteer Wisconsin
 - g) WI DHS
 - h) WI VOAD
 - i) Others as may be necessary



2. Organization chart

Donations & Volunteer Management Organization



D. Volunteer Management System Components

1. VCT

- a) Assesses the needs of the local volunteer management operation and identifying where state resources could be utilized
 - (1) Provides scaled levels of assistance such as:
 - (a) Support with public information
 - (b) Technical support
 - (c) Incident management teams
 - (d) Volunteer registries
 - (2) Coordinates with other disaster relief organizations:
 - (a) To identify potential volunteer opportunities



Wisconsin Emergency Response Plan Volunteer Management

ESF 7
Attachment 2

- (b) To avoid duplication
 - (c) To ensure equity of access to support resources among multiple disaster locations
 - (3) Coordinates closely with EOCs in the disaster area to identify potential volunteer opportunities.*
 - b) Provides a list of organizations accepting volunteers to the state public information officer (PIO) to coordinate messaging.
 - (1) Standardizes and facilitates the delivery of all messaging related to volunteer management operations.*
 - c) Develops a state-level strategy for providing/supporting local volunteer management leadership.
 - d) Coordinates through the WEM regional directors and in conjunction with local officials to establish a location to receive and manage volunteers.
 - e) Convenes in support of local volunteer management operations, as needed.
2. Volunteer registry – Many locations, including WEM, utilize the disaster portal of the Volunteer Connection. A number of Wisconsin sites use an alternate registry. Many localities have no registry in place.
- a) Provides prospective volunteers with an opportunity to pre-register to volunteer for disaster response and/or recovery operations
 - (1) Allows volunteers to identify specific skills and areas of interest*
 - (2) Allows volunteers to specify availability*
 - b) Provides prospective volunteers with a selection of organizations soliciting volunteers for specific operations
 - c) Provides voluntary organizations with a system to recruit volunteers for specific operations
3. Wisconsin Emergency Volunteer Network (WEVN)
- a) Consists of trained local, county, tribal, and state emergency volunteer managers and disaster portal administrators
 - b) Provides ongoing support and mentors to members
 - c) Provides support and mentoring to localities developing emergency volunteer management capabilities
 - d) Deploys to disaster locations to support volunteer management operations, as needed
 - e) Is coordinated by WEM
4. Wisconsin Disaster Information Assistance Line (WI-DIAL)
- a) Can mobilize as a call center during non-radiological disasters
 - b) When appropriate, refers prospective volunteers to the disaster portal of the Volunteer Connection or other active emergency volunteer registries
 - c) Provides callers with direction on methods of volunteering
 - d) Discourages spontaneous volunteering
5. Incident management teams (IMT)
- a) May be drawn from the DNR or from regional Wisconsin IMT units
 - b) Provides support and services to the local incident command system (ICS) structure



Wisconsin Emergency Response Plan Volunteer Management

ESF 7
Attachment 2

- c) Initiates volunteer management operations in the event there is a delay in the activation/arrival of dedicated donations management organizations and personnel
- d) Conducts volunteer management operations on behalf of and as authorized by the local jurisdiction in the event of a lack of local volunteer management capability
- 6. Volunteer reception center (local)
 - a) Provides for a site or facility at which to formally register volunteers, including:
 - (1) *Reception & orientation*
 - (2) *Interview & assignment*
 - (3) *Safety & liability briefing*
 - (4) *Volunteer verification*
 - b) Assigns volunteers to those operational activities authorized for volunteer responders by the chief elected official and incident commander
- 7. Wisconsin Credentialing & Asset Management System (WICAMS)
 - a) Provides badging for authorized volunteers, including:
 - (1) *Pre-incident credentialing of established volunteers*
 - (2) *On-site badging at volunteer reception centers*
 - b) Is provided by WEM with the assistance of WEVN

E. ESF Activities

The WERP Basic Plan defines standardized tasks that constitute the mitigation, preparedness, response, and recovery responsibilities of any agency that serves a role in emergency management.

This section defines those activities that are unique to ESF 7, and is intended to be used in conjunction with the common tasks outlined in the Basic Plan.

Phase	Action Item	Agency
Response Activities	Public Information - o Provide support with immediate public messaging to encourage prospective volunteers: • <i>To affiliate with existing voluntary organizations</i> • <i>To preregister to volunteer with the disaster volunteer registry at the Volunteer Connection and/or other active emergency volunteer registries</i>	WEM
	o Coordinate immediately with the DMA webmaster to create a landing page on ReadyWisconsin to provide directions to prospective volunteers.	WEM
	o Direct prospective volunteers to ReadyWisconsin, which will provide instructions and a hyperlink to the Volunteer Connection (and/or other active emergency volunteer registries), where they can register to volunteer.	WEM
	o If volunteer reception centers are operating in affected localities,	WEM



Phase	Action Item	Agency
	provide coordinated messaging to inform the public about how to participate in those local opportunities.	
	Liability Considerations	DMA WEM
	o Provide consultation with local officials in determining whether to accept volunteer response and recovery workers and in determining responsible parameters for their deployment.	
	o Provide standardized forms and model record-keeping resources.	WEM
	Incident Management	WEM DNR
	o Assist localities in finding and deploying IMTs to initiate volunteer management operations.	
	o Assist localities in implementing Volunteer Connection.	WEM
	- Assist localities in creating a dedicated disaster portal. - Provide an experienced disaster portal administrator to initiate volunteer registration and to provide just-in-time training to local administrators.	Volunteer Wisconsin
	o Deploy WICAMS as needed.	WEM
	o Activate WEVN.	WEM
	o Assist localities in acquiring facilities and logistical support for volunteers.	WEM WI VOAD
	o Assist localities in organizing tasking and tracking systems for volunteers.	WEM
	Information and Referral	WEM
	o Publicize and facilitate local jurisdictions' use of Volunteer Connection.	
	o Facilitate the mobilization of an existing referral organization such as 2-1-1 Wisconsin to refer or process volunteer-related inquiries.	WEM VCT
	o Mobilize WI-DIAL.	WEM

III. Agency Responsibilities

A. Primary Agency – Wisconsin Emergency Management

Agency	Functions
Wisconsin Emergency Management	Volunteer Coordinator The WI voluntary agency liaison (VAL) will fulfill the volunteer and donations coordinator responsibilities. - Chair the VCT. - Facilitate the use of the Volunteer Connection for recruitment and pre-registrations of response and recovery volunteers.



Agency	Functions
	• Coordinate with ESF 15 regarding media releases about disaster volunteerism. • Assist state and local officials in identifying opportunities and roles for volunteers. • Serve as liaison to other affected local governments and to other state agencies in matters related to volunteer management. • As necessary, coordinate with the SEOC manager and the planning section to identify and mobilize state agency staff to provide supplemental support to local and voluntary organization efforts to manage and operate volunteer management facilities.
	Public Information • Develop and maintain pre-scripted press releases and public service announcements pertaining to disaster volunteers. • Coordinate the development and release of all information related to disaster volunteering, in conjunction with the affected local jurisdictions, the VCT, relevant state agencies, relevant voluntary organizations, and FEMA, as appropriate. • Serve as the primary state point of contact for the media on all matters pertaining to disaster volunteers.

B. Wisconsin Governmental Support Agencies

Agency	Functions
Department of Agriculture, Trade & Consumer Protection	• Provide support in coordinating volunteers for animal disaster response.
Department of Health Services	• Provide support in coordinating health care and medical volunteers through WEAVR
Department of Military Affairs	• Provide consultation on liability issues related to deploying volunteers.
Department of Natural Resources	• Provide IMTs, as needed and duly authorized.
Department of Workforce Development	• Provide coordination of the National Emergency Grants program to deliver staff to the disaster area, when appropriate.
Wisconsin National Guard	• Provide logistical support. • In qualified circumstances, provide short-term use of armories for volunteer reception centers.



C. Non-Governmental Support Agencies

Attachment 1 to ESF 6, WI VOAD Resources, provides a complete list of WI VOAD member organizations and their services and resources.

Agency	Functions
2-1-1 Wisconsin	• When requested by the SEOC and agreed upon by 2-1-1 Wisconsin, establish and oversee a central phone number and call center to respond to inquiries concerning disaster volunteers. • Communicate public messaging information swiftly to all call centers to enable accurate and consistent messaging.
American Red Cross	• Provide support in recruiting and deploying emergency volunteers.
The Salvation Army	• Provide support in recruiting and deploying emergency volunteers.
Volunteer Wisconsin	• Provide support in utilizing the disaster portal of Volunteer Connection.
Wisconsin Voluntary Organizations Active in Disaster	• Provide overall coordination necessary to expeditiously access the resources of WI VOAD member agencies. • Facilitate communication between the VCT and WI VOAD member agencies, including requests for assistance.

D. Federal Supporting Agency

Agency	Functions
Corporation for National Community Service, Wisconsin Field Office	• Provide connections to Senior Corps Grantees and other National Service Projects that could provide support recruiting and deploying emergency volunteers. • Within CNCS guidelines, activate VISTA resources to assist in disaster response and recovery. • Facilitate communication between WEM and the CNCS Disaster Services Unit to access broader CNCS resources including NCCC and Cooperative Agreement teams.

IV. Supporting Documents

A. Appendices

1. Volunteer Management FAQs
2. Sample Public Messaging & Talking Points

B. References

1. NRF Volunteer and Donations Management Support Annex
2. FEMA Disaster Assistance Policy 9525.2, Donated Resources



Wisconsin Emergency Response Plan
Volunteer Management

ESF 7
Attachment 2



Wisconsin Emergency Response Plan
Volunteer Management

ESF 7
Attachment 2

Intentionally left blank

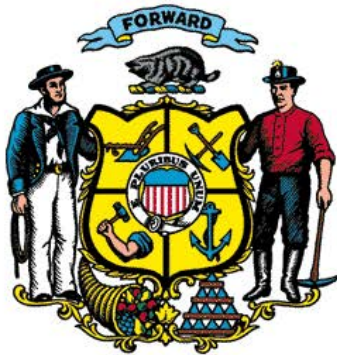


Attachment 2 - Appendix 1

Volunteer Management FAQ

VOLUNTEER MANAGEMENT DURING EMERGENCIES AND DISASTERS

FREQUENTLY ASKED QUESTIONS (FAQs)



Prepared by:

Randi Wind Millsap
General Counsel

Wisconsin Department of Military Affairs

Phone: (608) 242-3072

Email: randi.millsap@wisconsin.gov

NOTE: This document is only meant to serve as a guide to answer general questions about legal issues in emergency/disaster volunteer management and pertains specifically to volunteers registered with a unit of government. "Volunteer" refers to an individual who assists during emergencies or under disaster declarations. Individual legal issues will be situation-specific; thus, actual outcomes or advice may differ from the responses provided in this document. **Acknowledgement:** Special thanks to Jim Kennedy with the Kenosha County Department of Human Services for his assistance in developing these questions.

November 2011



Wisconsin Emergency Response Plan Volunteer Management

ESF 7
Attachment 2

I. Costs and Coverage

For a volunteer* who incurs costs as a result of volunteering (e.g., medical expenses or lost wages/income due to injury related to volunteer service), which of the following costs are covered? See Table 1.

Table 1: Costs and Coverage

Type of Cost	Coverage Afforded a Volunteer of a Unit of Government
Medical expenses for volunteers who are injured	Medical costs are covered for injured volunteers. There is no distinction between short or long term costs – delayed onset health conditions arising from the initial injury are also covered.
Lost wages/income for volunteers who are injured	Volunteers are eligible to receive worker's compensation benefits.
Lost wages/income for volunteers who are killed	Volunteers who are killed while in the scope of volunteer activities are eligible for death benefits and compensation related to burial expenses.
Damage to a volunteer's personal property	Damage to a volunteer's personal property is not covered.

**The volunteer must have registered in writing with the appropriate unit of government prior to volunteering. The volunteer is also responsible for immediately reporting any injuries or accidents that happen. Volunteers are distinct from volunteer healthcare practitioners (VHCPs). VHCPs are not addressed here.*

What amount or percentage of each of the above costs would be covered?

Generally, claims for medical expenses are subject to review by claims adjusters and risk management officials. In many instances, claims adjusters review and adjust costs for medical procedures, medications, and other pertinent factors. Claims for permanent or temporary disabilities are paid out subject to certain formulas based upon the percentage and type of disability suffered.

What time or monetary limits apply?

Injuries or accidents not reported to the sponsoring unit of government by the volunteer within 30 days of the occurrence of injury or within the first 30 days of knowledge of injury may be denied. Under §323.42 of the Wisconsin Statutes, there is a monetary cap of \$1 per capita for a sponsoring unit of government for injured volunteers. (For example, a city with a population of 30,000 would have a monetary cap of \$30,000 of eligible costs per event.) The state provides excess reimbursement to the sponsoring unit of government for costs above the cap. There is no monetary limit for excess reimbursement claims.

Who bears responsibility?

Volunteers must register in writing with a sponsoring unit of government. The sponsoring unit of government is responsible for paying costs associated with volunteer injury or death. The state acts to reimburse a sponsoring unit of government when the liability cap is exceeded. If claims are denied, some costs could be borne by the volunteer or his/her insurer. This is most likely to happen when a volunteer is not registered in writing or a volunteer acts beyond the scope of permissible and reasonable volunteer activities.

Is the \$1 per capita limit for local units of government a per calendar year or per event cap?

Statutorily, the \$1 per capita limit is a per calendar year cap; however, in practice the cap is per emergency or disaster event. When a local unit of government accrues more than \$1 per capita in liability, every dollar above the cap may be eligible for state reimbursement. This includes events that result in long-term injuries that require years of recovery and rehabilitation. Once the \$1 per capita threshold for an event is reached, eligible excess costs will be reimbursed by the state.

Does the \$1 per capita maximum liability figure apply only to single units of government, or can it be shared between multiple units of government?



Wisconsin Emergency Response Plan Volunteer Management

ESF 7
Attachment 2

The \$1 per capita maximum of liability applies to the “sponsoring” unit of government. The unit of government that registers volunteers in writing is the sponsoring unit and is responsible for the \$1 per capita liability. A situation could arise where the \$1 per capita maximum could be lumped together with other sponsors. See Table 2.

Table 2: Determining Sponsors

Relevant Factors
• Where the volunteer registered • The site where the injury occurred • Who the volunteer registered with (i.e., what unit or units of government were on the registration document)

II. Volunteer Conduct

Volunteers may be subject to tort liabilities. Such liabilities could arise from situations where the volunteer caused death, injury, or property damage. What protections do volunteers have against these liabilities?

Typically, volunteers register in writing with a local unit of government. Assuming the registration is valid and the volunteer was acting within the scope of his/her volunteer duties, the local unit of government is responsible for paying volunteer costs associated with tort liability.

With respect to tort liability protections, what time or monetary limits apply?

To the extent that tort liability protections exist, there are statute of limitations and monetary limits associated with claims against governmental bodies.

Does there need to be a formal disaster declaration for coverage to apply?

A registered volunteer is considered an employee of the sponsoring unit of government for worker's compensation purposes during a disaster, an imminent threat of a disaster, or a related training exercise. Formal declaration of disaster is not required by statute.

What is required for a volunteer to be covered to the greatest extent possible under Wisconsin law?

Volunteers must register in writing with the state or a local unit of government at the time of the event. Volunteers who are not registered in writing are not covered, regardless of circumstance. Volunteers who register have the full protection of state law. However, willful, wanton, or intentional misconduct is not covered under any circumstance.

Are there any special provisions for volunteers under the age of eighteen?

Volunteers under the age of eighteen must obtain consent from a parent or guardian before they volunteer. Those who obtain consent are covered in the same manner and afforded the same protections as other volunteers.

Are non-citizen volunteers covered?

There is no statutory language distinguishing coverage based on citizenship. Non-citizen volunteers are protected like citizen volunteers.

Are volunteers that provide mental or pastoral care covered?

Volunteers who provide mental health services (and are certified or licensed to do so) would be covered as volunteer health care practitioners (VHCPs). Volunteers who provide pastoral care (i.e., clergy, lay ministers, etc.) would be covered as volunteers.

What type of volunteering (as it relates to Chapter 323 of the Wisconsin Statutes) is covered for volunteers registered with the state or a local unit of government?

Activities covered include responding to an imminent threat of disaster, responding to a disaster, and training activities.

Page 3 of 4



Wisconsin Emergency Response Plan Volunteer Management

ESF 7
Attachment 2

Are there minimum information requirements for volunteers to be registered in writing? Does meeting or exceeding the minimum registration requirements offer increased liability protection?

There are no minimum information requirements to register a volunteer in writing; however, the sponsoring unit of government should request sufficient information so that the volunteer is identifiable based on his/her responses.

Table 3: What to Include on a Registration Document

Recommended Information to Request Volunteers to Provide
• First and last name • Permanent street address (not P.O. Box) • Date of birth • Task assigned • Work location • Time in • Time out

Obtaining, at a minimum, the information in Table 3 increases the likelihood that registered persons will be identifiable. Never request Social Security numbers on the volunteer registration document, as the form may be subject to release under the Wisconsin open records law.

Is it necessary for volunteers to have undergone training in order for them to be fully protected by Chapter 323 or other Good Samaritan laws? Are units of government less protected if their volunteers have not been trained?

Volunteers acting in good faith are equally protected whether or not they have been trained. Volunteer negligence, however, might increase liability for the unit of government. For example, if a volunteer was provided a chainsaw, but received no formal training on the proper use of the chainsaw and went on to injure himself/herself or someone else, the unit of government could be held liable based on willful, wanton, or intentional misconduct.

Are local units of government liable for tort claims against their volunteers?

If volunteers act in good faith, they are likely to be covered. In this context, "good faith" means not acting with willful, wanton, or intentional misconduct. Criminal actions are, however, not covered.

III. Recommendations

- ✓ Collect sufficient information from volunteers to ensure identification. (See Table 3.)
- ✓ Assign volunteers to specific task(s) and location(s), i.e., scope.
- ✓ Record time in/time out of each volunteer.
- ✓ Ensure volunteers are informed of and understand the scope of their volunteer activities.

Supervise volunteers to ensure they do not exceed their assigned scope of volunteer activities.



Attachment 2 - Appendix 2

Sample Public Messaging & Talking Points

1. PLEASE – DO NOT GO TO THE SCENE OF THE DISASTER
2. The arrival of unexpected volunteers will interfere with the response efforts
3. STAY SAFE by volunteering with a reputable agency.
4. Volunteers will be needed most during the recovery phase. Please be patient and WAIT until relief agencies can train you and use your help.
5. If you want to volunteer, go to <http://volunteer.truist.com/wevol> and sign up with the Volunteer Connection; or call 2-1-1.

Volunteer Reception Center News Release

Date:

Time:

Contact Phone:

Fax:

VOLUNTEER RECEPTION CENTER OPENED

Sample County, WI - In response to *[insert name/type of incident and area affected]* in *[insert location]*, the *[insert city/cities]* *[has/have]* opened a local volunteer reception center in *[insert city location]*. The volunteer reception center will match people who want to help with appropriate volunteer opportunities.

Volunteers can visit the volunteer reception center located at *[insert street address and city]* between *[insert opening time]* and *[insert closing time]*, or they may call *[list area code and phone number]* to learn about current volunteer needs and urgent skill requests. *[Insert instructions on what volunteers should wear, where they should report, what they should bring (e.g. ID, gloves), and what is required (e.g. tetanus shots, certifications).]*

Agencies that need volunteers should call *[insert area code and phone number]*.

[IF NEEDED, ADD THIS SECTION]

Volunteers with *[list specific urgent skills needed such as language, medical, etc.]* should contact the volunteer reception center immediately.

###



Wisconsin Emergency Response Plan
Volunteer Management

ESF 7
Attachment 2

Intentionally left blank