

Referring Volunteers in Time of Disaster

TELEPHONE REFERRAL PROCESS

Look over most current list of opportunities, making a mental note of things various aged volunteers could do (i.e. seniors – not too strenuous, teen could do more physical work)

Ask if the volunteer is Red Cross trained (if yes, refer to Red Cross)

Ask if the volunteer is an employee of Marion County (if yes, refer to Marion County Human Resources)

Ask if the volunteer has any special skills. We should be aware of (medical training, fork lift operator) and make appropriate referral to utilize those skills.

Ask the volunteer in what area he/she lives and make referrals as close to the volunteer as possible. This will eliminate further traffic congestion.

If the volunteer has an idea of what type of work he/she wants to do, give no more than TWO referrals. Giving more than 2 referrals takes too much time. Tell the caller if it doesn't work out or if they need further assistance to call back.

If the volunteer does not have an idea of what they want to do, find out if they have any physical limitations. Many people cannot work in the sun because of medication or cannot do heavy lifting – both can answer phones or be in a day care center.

Give the volunteer a person's name to report to, the address, and an idea of the type of work they will be doing.

Advise the volunteer to bring own water, food, sunscreen and insect repellent. Wear heavy-soled shoes and long-sleeved shirts for work outside.

Place a mark on the referral sheet, for each volunteer who calls. If the caller represents a group, write the number of volunteers that will be involved.

Take names and phone numbers of people with trucks or other special equipment.

IF the caller needs volunteers, turn the call over to the Disaster Response Coordinator at the Sheriff's Office. We do not refer volunteers to individuals.

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