Appendix A3: Supplemental Personnel

If a disaster occurs that exceeds staff resources, supplemental personnel may be needed. This appendix lists possible sources of assistance.

The Chief Administrator in consultation with Disaster Team will determine whether volunteers or temporary staff are needed, how many are required, and qualifications or skills required for the tasks.

Volunteers

1. The Operations Assistant will initiate contacts with service organizations, civic groups, and other volunteer resources.
2. If volunteers arrive on the scene without being solicited and the disaster team is not prepared to use their services:
   • Decline their assistance, at least for now.
   • Take their names and phone numbers.
3. If volunteers arrive on the scene following a solicitation, Operations Assistant will register them.
   • Take the person's name and phone number.
   • Have each person complete a medical/emergency information form. [Appendix L]
4. Operations Assistant in coordination with Human Resources department will establish and maintain a system for keeping track of time worked by each volunteer.
5. Recovery Coordinator will provide necessary training before they begin work.
6. Volunteers will receive direct and continuous supervision.
   • Volunteers will be assigned to a staff member who will be responsible for his/her team of volunteers, oversee their work in the recovery operation, and ensure their safety and welfare (including the provision of protective gear, refreshments and meals, and rest periods).
   • No staff member will be assigned more than 6 volunteers.
   • Volunteers, like other workers, should be given regular breaks, rest periods, and (if appropriate) meals.
7. Acknowledgment.
   • During the recovery operation, senior staff members will circulate among the volunteers, recognize their assistance, and express appreciation.
   • Once the recovery operation is over, the Chief Administrator will send letters of appreciation to volunteers.

Temporary Services

The Operations assistant will work with the Human Resources Department to initiate contacts with temporary agencies if auxiliary workers are needed.