
UNIT 4: WORKING WITH VOLUNTEERS

In this unit you will learn about:

- **The Program Manager and the CERT Volunteer.** The roles of Program Manager and volunteer.
- **Recruit Volunteers.** How to find and recruit volunteers.
- **Orient Volunteers.** What orientation is needed, the membership application, and determining the volunteer's work.
- **Track Volunteers.** What information to track and why to track volunteers.
- **Manage Volunteers.** Why volunteers need to be managed and the management tasks involved.
- **Retain Volunteers.** How to meet the needs of volunteers, communicate effectively with them, and show recognition of their value.
- **Terminate a Volunteer:** What to do if it is necessary to terminate a volunteer.

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UNIT OVERVIEW

This unit looks at processes that can be used to work with volunteers.

At the conclusion of this unit, you will be able to establish a process for working with volunteers:

- Describe how to recruit volunteers.
- Describe how to orient volunteers.
- Explain why to track volunteers.
- Describe methods for managing volunteers.
- Identify techniques for retaining volunteers.
- Identify strategies for terminating volunteers.

This unit will look at:

- The Program Manager and the CERT Volunteer
- Recruit Volunteers
- Orient Volunteers
- Track Volunteers
- Manage Volunteers
- Retain Volunteers
- Terminate a Volunteer

THE PROGRAM MANAGER AND THE CERT VOLUNTEER

The CERT Program could not exist without volunteers. Since the Program Manager may be the only paid staff member in a CERT program, volunteers are the backbone of the program. Volunteers:

- Provide administrative support.
- Run parts of the program.
- Train CERT volunteers.
- Make up the teams that serve the community.

It is therefore essential you know how to work with volunteers. In some ways, the skills are the same as working with paid staff, but there are differences in how you apply those skills.

IDENTIFY WAYS TO USE VOLUNTEERS

We usually think that recruiting is the first step in working with volunteers. But, before a Program Manager can start recruiting, he or she has to be prepared for the first volunteer.

Here is one way to prepare:

- Identify the ways that volunteers will be used in the program.
 - These may be described in the program description.
 - If they aren't in the paper, write them down. Documentation applies to program administration as well as to CERT activities!

How can the CERT program use volunteers?

- As a CERT member
 - Disaster response
 - Special events
 - Community preparedness

THE PROGRAM MANAGER AND THE CERT VOLUNTEER (CONTINUED)

- To help run the program, e.g.,
 - Data management
 - Communicating with volunteers
 - Working with funders and sponsors
 - Tracking equipment
 - Training

See Roles of Program Manager and Volunteers on the next page.

Roles of Program Manager and Volunteers

CERT Program Manager

As the CERT Program Manager, you are responsible for the overall success of the program for your community. But what does a Program Manager do? Some of your key responsibilities are listed below. As you progress through program development and introduce program maintenance, you will identify other responsibilities. When you do, add them to this list as a reminder of what it takes to run a CERT program.

You will not be able to make the program successful if you don't have help. You should delegate some responsibilities. CERT members may have leadership, administrative, and creative talents that can help you. Remember, it is their program, too.

General Management

- Develop the initial plan for implementing a CERT program in the community.
- Develop forms and records or a database to track training, program participation, exercises, mailings, etc.
- Develop a budget and obtain funding.
- Maintain records (financial, inventory, database of CERT members, etc.).
- Coordinate a CERT electronic newsletter or other mailings to maintain contact with current CERT volunteers.
- Establish Standard Operating Procedures for the use of CERTs in disaster and non-disaster situations.
- Evaluate the overall program.

Marketing

- Gain support by marketing the plan to local leaders, unions, first responders, citizens, employers, and potential partners.
- Pitch to the media to gain public recognition of CERT capabilities and accomplishments.

Training

- Train administrative staff to handle public inquiries by phone and e-mail about the program.
- Schedule training, follow-up training, exercises, special events, etc.
- Arrange all program logistics, including classroom setup.
- Identify, recruit, train, and schedule instructors.
- Recruit class participants.
- Maintain the course content.
- Provide an orientation at the beginning of each course (very important for new programs, less important in well-established programs).
- Monitor classroom delivery.
- Evaluate training and results.
- Arrange for speakers at graduation.
- Develop supplemental classes, exercises, and projects to keep CERT members involved and to improve their skills.

Administrative Assistance (Paid or Volunteer)

CERT will generate a lot of telephone calls and a lot of paperwork. While you are operating the program, you will need someone reliable to assist you by:

- Answering telephone calls and responding to routine inquiries
- Processing mailings
- Processing registrations
- Arranging the training logistics
- Maintaining the CERT member database
- Arranging for the printing of course materials, flyers, brochures, and other CERT materials
- Helping with a newsletter and/or Web site

THE PROGRAM MANAGER AND THE CERT VOLUNTEER (CONTINUED)

WRITE JOB DESCRIPTIONS

Another way to prepare for volunteers is to write job descriptions.

- The team member role is well defined in the *CERT Basic Training*.
- However, you will also want to write down the descriptions for other CERT volunteer positions.

Written job descriptions do two things:

- They let the volunteer know what your expectations are.
- They give you something to evaluate performance against and something to fall back on if performance is inadequate or unacceptable.

At the end of the unit there will be a short discussion about terminating volunteers, something that does have to be dealt with periodically.

Job descriptions do not have to be lengthy or formal, but they should be as complete as possible.

See *Developing a Job Description* on the next page.

Developing a Job Description

When developing a job description, think about:

- The purpose of the job. How will the position help your program achieve its mission?
- The job responsibilities. What tasks will you expect the volunteer to do?
- Job qualifications. What knowledge, skills, and abilities (KSAs) are required for the job?
- To whom the volunteer will report. Will he or she report directly to you or to another volunteer?
- The time commitment required for the position. How many hours each week or month are required to ensure that the job responsibilities can be accomplished within a reasonable time frame and without undue stress?
- The length of the appointment. How long will the position be required? Is the job open ended, or is it a position that is only required during an emergency?
- Who will provide support for the position. Will the volunteer work independently, or will he or she rely on others in the program (e.g., volunteer communications, program promotion, training coordination)?

#1 RECRUIT VOLUNTEERS

The first thing a Program Manager needs to do is to find volunteers.

THE ROLE OF *CERT BASIC TRAINING*

The primary gateway to a CERT program is through *CERT Basic Training*. This training helps participants identify whether they want to be an active member of the program or whether they just want the information for personal use but they don't want to make a larger time commitment.

SOURCES OF VOLUNTEERS

Here are some ways and places to recruit volunteers:

- Word of mouth is the **best** way.
- **Ready-made groups:** Homeowners associations; community and neighborhood groups; faith groups; parent-teacher organizations; senior groups; ethnic and cultural groups; workplaces
- **Groups with similar interests:** Disaster response; emergency preparedness; amateur radio clubs
- Anyone or any group you speak to

There is a particular dilemma for recruiting CERT volunteers:

- Reaching out to “established” groups is easier than trying to recruit individuals one at a time.
 - Established groups have a pre-existing reason(s) for working together.
 - CERT can become part of their mission.
- However, the concept of CERT is that a team organizes geographically.
 - Members of some groups are not geographically connected.

Program Managers need to be ready to address this potential dilemma when recruiting.

#1 RECRUIT VOLUNTEERS (CONTINUED)

THE RECRUITMENT MESSAGE

Once you have identified groups to target for recruitment, the next step is to develop a recruitment message. This message is different from general program promotion (discussed in Unit 3). This message is specifically aimed at recruiting volunteers. The recruitment message should include these elements:

- An opening that will catch the audience's attention
- A statement of the need: what the problem is
- A statement of the solution: how volunteers can meet the need
- A statement to address the volunteer's question as to whether he or she can potentially do this job
- A statement of the benefits: what is in it for the volunteer
- A contact point to get involved

These elements should be included regardless of the medium used, e.g., public service announcement or talk or newspaper article.

Be very clear and upfront about the program's expectations. What are you asking volunteers to do?

- That they complete *CERT Basic Training*? Any restrictions such as minimum age?
- That they participate on a local team? Requires background check?
- That they help build a local team?
- That they help coordinate the local CERT program?
- That they participate in other non-disaster activities?

#1 RECRUIT VOLUNTEERS (CONTINUED)

ACTIVITY: DRAFT PROGRAM PLAN: IDENTIFY RECRUITMENT OPTIONS

Purpose: This activity allows you to identify avenues for pursuing recruitment. It also allows you to record thoughts you have for recruitment messages.

Instructions:

1. Go to the Draft Program Plan in Unit 1.
2. Individually complete the first table of the fourth section, *Working with Volunteers*.

#2 ORIENT VOLUNTEERS

Orientation is the second activity you need to do with volunteers.

Every volunteer who completes the *CERT Basic Training* course and wants to become an active CERT member needs to be oriented. You must:

- Provide information on the National CERT Program (covered in *CERT Basic Training*).
- Provide information about the local CERT program (probably will have been covered in *CERT Basic Training*).
- Set standards.
- Form a relationship with new volunteer.
- Determine what his or her volunteer assignment(s) will be.

#2 ORIENT VOLUNTEERS (CONTINUED)

Set Standards

In addition to orienting volunteers to the national and local CERT programs, Program Managers must set standards for volunteers from the beginning of their CERT membership. Program Managers can develop a standard operating guide for new members that includes all of the expectations, such as:

- Acceptable participation in the program
- Maintaining active status
- Standards of behavior
- Following the team chain of command
- Deferring to professional responders
- Maintaining any equipment issued

Volunteer behavior determines how emergency responders, public officials, and community members will view the local program. It only takes a few negative incidents to bring down the entire credibility of a local CERT program and the program's reputation for training and maintaining volunteers.

Some officials are concerned about volunteers being trained for and performing emergency response without direction. Emphasize the importance of CERT quality control and credibility of citizen volunteers.

- Program Managers should make sure their team is viewed as a competent group of trained volunteers who diligently follow directions from their chain of command and provide valuable support for professional response efforts.
- A team that behaves by accepted CERT standards will be respected and called upon more often when needs in the community arise.

#2 ORIENT VOLUNTEERS (CONTINUED)

FORM A RELATIONSHIP WITH THE VOLUNTEER

For a volunteer to become an official CERT volunteer, the following must occur:

- The volunteer completes a membership application.
- By signing the CERT membership form the volunteer is committing to the CERT program, its requirements, and to the Program Manager as the leader of the program.
- The Program Manager completes a background check on the volunteer (this may be optional, depending on the governing agency of the CERT program).
- The Program Manager has a CERT identification card made (if this is part of the local program).
- The Program Manager adds the volunteer's name, address, e-mail address, phone number and any other information needed in the local CERT member database.

See the *Sample Membership Application* in the Additional Materials section at the end of Unit 4.

#2 ORIENT VOLUNTEERS (CONTINUED)

DETERMINE THE VOLUNTEER'S WORK

The last part of orientation is for the Program Manager to find out how the volunteer wants to work with the CERT program. Most volunteers will want to be part of a CERT. However, some volunteers at some point may also want to contribute in other ways. A CERT volunteer who knows accounting may be able to help the Program Manager with bookkeeping. A CERT volunteer with graphic design experience may be able to design flyers. Get to know your volunteers so you don't miss out on these opportunities!

Make the best use of your volunteers:

- Tell volunteers during orientation about other opportunities.
- Talk with volunteers and find out their special strengths that might serve the CERT program.
- Include a question on the volunteer application about skills they have that might be useful to the program.

QUESTIONS YOU CAN'T ASK

There are a number of questions that legally you may **not** ask in an interview situation. These include questions about:

- Race, national origin, or birthplace
- Marital status
- Religious affiliation
- Credit card or home ownership
- Age, height, or weight
- Pregnancy or childcare arrangements
- Arrest record (but criminal background checks are permissible)
- Discharge from military service

#2 ORIENT VOLUNTEERS (CONTINUED)

- Length of residency in the community
- Health. The exception is a specific question about whether the applicant is able to perform a specific physical task required by the job (e.g., lift 50 lbs.).

A general guideline: don't ask anything that is not directly related to the ability of the applicant to perform the specific volunteer job.

A Final Thought

Consider making the orientation part of a fun activity, e.g., a potluck dinner for new volunteers. Such an event sets a welcoming tone and gives the new volunteers a social opportunity to meet other volunteers informally.

#3 TRACK VOLUNTEERS

Tracking is the third activity you need to do with volunteers.

Here is some of the information you maintain on volunteers:

- Contact information
- Date of graduation from *CERT Basic Training*
- Active/non-active status
- Established role within team or program
- Number of hours they have served
- Supplemental training and exercises they complete and completion dates
- Equipment issued to them
- Their abilities and specialties

If the program is sponsored by the fire department, it is good to know where volunteers are located by Fire Management Area (FMA). If it is sponsored by the police department, it is good to know where volunteers live by precinct. This will allow you to respond to requests for volunteer locations (ID by departments' operational subdivisions).

#3 TRACK VOLUNTEERS (CONTINUED)

The information you keep track of is used in various ways:

- Need to account for who is in the program
- Need to know whom to mobilize for special response situations (e.g., someone trained in animal response)
- Need to know who has what skills and if they are current
- Need to know where your equipment is and know what to get back when someone leaves
- Need to know how to contact the family of the volunteer if there is an emergency
- Need to be able to justify your program to funders, to show what service you are providing to the community; hours count toward the state filing for reimbursement after a disaster

JUSTIFY YOUR PROGRAM

CERT volunteers dedicate their time and energy to learning how to serve their community, and once they are trained they become a valuable community asset. Trained CERT members perform the tasks that would otherwise need to be performed by a paid police officer, fire fighter, or other employee. In this way CERT members can save a jurisdiction thousands of dollars or enhance other programs at little or no cost.

Here is an example of how to use the information you track:

“In the past year the CERT program supplemented the response capability of this community by providing x number of people hours for disaster response and x number of people hours providing traffic and crowd management at community events. This service would have cost this community \$x if paid responders had been used.”

Tracking volunteers is also addressed in Unit 6, Procuring and Managing Resources. The key message here is that the information must be collected and maintained.

#4 MANAGE VOLUNTEERS

The fourth activity you need to do with volunteers is to manage them.

The management tasks for volunteers are similar to those used when managing paid staff. Just as staff members need to be managed, so too do volunteers. Management tasks include:

- Training: making sure that they have the skills to do the task
- Assigning: telling them what the task is and providing them the information they need to do the task
- Monitoring: supervising the task and intervening when necessary
- Evaluating: providing feedback after the event; checking on volunteers' well-being; debriefing with volunteers

During CERT activation, some of the management tasks are done at the team level. The Program Manager will not be able to provide all the management personally. But he or she has general responsibility for seeing that the management is done.

Why do volunteers need to be managed?

- To be accepted as a part of the community's emergency response system, the CERT program must be accountable. It only takes a few bad apples to bring down the program.
- The program sets expectations and it has to see that the expectations are met.
- The program cannot survive without volunteers. It needs to work to keep them.

#4 MANAGE VOLUNTEERS (CONTINUED)

Managing volunteers is different from managing staff. It is often much more delicate since volunteers can leave without warning and one or more unhappy volunteers can be quite damaging. A Program Manager needs to:

- Keep volunteers happy about being part of the CERT program
- Sustain their commitment, their skills as individuals, and their capabilities as a team

This effort takes time and cannot be ignored when other things seem to be more pressing.

ACTIVITY: MANAGING A CERT EVENT

Purpose: This activity breaks participants into small groups to strategize management tasks for various scenarios.

Instructions:

1. Break into five small groups.
2. For the scenario assigned to your small group (see next page), complete the worksheet, *Managing a CERT Event*, on the next page.
3. You will report your plan to the whole group.

Managing a CERT Event

Scenarios

1. The annual county fair is being held in a month. Your CERT program has been asked to assist with parking and traffic.
2. Major flooding is possible in a neighboring community. Your CERT program has been asked to assist with sandbagging.
3. Your CERT program has been asked to help with installing smoke detectors in three apartment buildings that primarily house low-income older adult residents.
4. The local police department is searching for a missing man. They need to search over land and water and the search area is larger than they can cover. They have requested assistance.
5. Severe storms have swept through the area and the command center is overwhelmed with calls and with data that need to be entered. They have asked for help from the CERT program.

Instructions:

1. Strategize how you would manage the event assigned to your small group.
2. You can assume that the volunteers are trained. Address assignment, monitoring, and post-event evaluation and feedback.
3. You have 10 minutes.
4. You will report your plan to the whole group.

#5 RETAIN VOLUNTEERS

The final activity you need to do with volunteers is to keep them. To retain a volunteer you have to understand what volunteers need and how to meet those needs.

Remember that volunteers are crucial to the existence of the program. Keeping them involved and pleased with their participation is essential.

VOLUNTEER NEEDS

You also need to understand a volunteer's motivations. This will make it easier to support them and helps assure that they feel good about making contributions to the program.

Why do people volunteer?

- To serve (to be part something bigger than themselves that also affects them)
- To help (the spirit of altruism – the desire to give or help – is a strong motivator for many)
- To learn (especially to learn something that they see as valuable)
- To belong (to a group or organization that has like beliefs or interests)

Understanding why people volunteer is important, but it is only part of the equation. It explains what got them to CERT.

Program Managers also need to understand what volunteers need. This is often hard for volunteers to articulate, but addressing needs is what will get volunteers to stay.

#5 RETAIN VOLUNTEERS (CONTINUED)

Here are some volunteer needs:

- To be respected (for their skills and what they have to offer)
- To feel capable (to do the job)
- To feel needed (that their presence makes a difference)
- To not be asked to do more than they can (acknowledgement of any physical or other limitations)
- To feel attended to (that someone cares how they are doing or feeling)
- To be appreciated (a simple thank you goes a long way)

KEEPING VOLUNTEERS

One part of retention is providing training and exercises to make sure that the volunteers' skills are maintained.

- Volunteers with rusty skills will feel uncertain and perform poorly.
- Unqualified volunteers are a liability to the program.

CERT Basic Training, supplemental training, and drill/exercises are all important ways to retain volunteers. More information about these will be provided later in the course as part of Unit 7, Training and Exercises.

#5 RETAIN VOLUNTEERS (CONTINUED)

Another critical part of volunteer retention is to ask them to help as often as possible. This will help volunteers feel respected, capable, and needed.

- Don't wait for an emergency; CERT members can help in non-emergency situations, too.
- Examples of non-emergency activities include:
 - Assistance with crowd/traffic management at large community events
 - Presentations about community preparedness
 - Helping with smoke detector installation campaigns
 - Etc.
- Non-emergency uses of CERT volunteers build political support and create "political capital" for the program.

Another part of retention is finding ways to recognize the volunteers. Whatever the method of recognition, to be effective it must be:

- Sincere
- Ongoing
- Inclusive of *all* volunteers
- Varied (both formal and informal)
- Meaningful to the individual

#5 RETAIN VOLUNTEERS (CONTINUED)

Here are some other ways to retain volunteers:

- Ensure that the assignment is a good match for the person's abilities and interests.
- Make sure that volunteers have the resources they need to do their assigned tasks.
- Pass on to volunteers the feedback the program receives about the impact of their work.
- Have fun!

ACTIVITY: VOLUNTEER RECOGNITION

Purpose: This activity breaks participants into small groups to design volunteer recognition opportunities.

Instructions:

1. Divide into four small groups. Make sure that there is at least one experienced Program Manager in each group.
2. Assignments:
 - a. Group #1: Design a formal volunteer recognition event that a CERT program could do.
 - b. Group #2: List 8-10 small, informal things a program can do to retain volunteers.
 - c. Group #3: Develop a plan to communicate with volunteers. List what kinds of things you will communicate and 3-5 ways that you could communicate them.
 - d. Group #4: Design an informal and social volunteer recognition event that a CERT program could do.
4. Complete the worksheet, *Volunteer Recognition*, on the next page.
5. You will report to the whole group.

Volunteer Recognition

Assignments

Group #1: Design a formal volunteer recognition event that a CERT program could do.

Group #2: List 8-10 small, informal things a program can do to retain volunteers.

Group #3: Develop a plan to communicate with volunteers. List what kinds of things you will communicate and 3-5 ways that you could communicate them.

Group #4: Design an informal and social volunteer recognition event that a CERT program could do.

Instructions:

- Work on your assignment.
- Remember that funding may be tight. Be creative!
- You have 10 minutes.
- You will report to the whole group.

#5 RETAIN VOLUNTEERS (CONTINUED)

MEETINGS WITH VOLUNTEERS

One built-in event that CERT programs have is the periodic volunteer meeting. It can be used for many volunteer activities: training, recognition, and socializing.

Making Meetings Valuable

Have a Reason to Meet. Always have a reason or objective for your meeting. Don't have a meeting just because you think you need one. Have an objective for every meeting and accomplish that objective. This will make participants feel the meeting has a meaning and you will focus on the objective as an accomplishment.

Set an Agenda. Having an agenda is essential for an effective and productive meeting. Make sure that all of your meetings have a printed agenda. This will make the meeting more efficient and make the participants feel like the meeting is not a waste of their time. Adults abhor feeling like they are wasting their time and this will help you stay on task and on time.

Have Fun. Make the meetings fun! Try to add some element that is interesting, stimulating, and fun. How about a game of disaster Jeopardy or 20 Questions? Try anything to make them enjoy the meeting and entice them to come back to the next event.

Keep It Short. Adults HATE wasting time and effort. Keep your meetings short and to the point. An agenda and an objective or two will help, but you need to always be aware of brevity. Stay on task and, if you get done early, thank them and let them go home! Unless you are doing some major training or exercise, avoid going more than 2 hours.

Offer Food and Drinks. Try to provide your participants some sort of refreshment during meetings. Even if it is nothing more than a soda or bottled water, refreshments are necessary. If you are having an outdoor activity or an exercise, it is imperative to provide liquid refreshments. Consider giving healthy food choices instead of donuts and coffee.

Expand Their Training. Expanding beyond the initial *CERT Basic Training* course is an easy way to keep CERT members interested and motivated to stay with your program. It is also a great way to expand your capacity and capabilities.

#5 RETAIN VOLUNTEERS (CONTINUED)

ACTIVITY: DRAFT PROGRAM PLAN: CAPTURE RETENTION IDEAS

Purpose: This activity allows Program Managers to capture ideas they have about ways to retain volunteers.

Instructions:

1. Go to the Draft Program Plan in Unit 1.
2. Individually complete the second part of the fourth section, *Working with Volunteers, Retention*.

TERMINATE A VOLUNTEER

The flip side of retaining a volunteer is terminating a volunteer. Termination should be reserved for those times when:

- All other measures have failed.
- There has been gross misconduct such as theft, abuse, or being under the influence of drugs or alcohol.

During the orientation session, volunteers should be made aware of the disciplinary policy and the possibility of termination if they do not meet the expectations and standards set by the program. Terminations are rare but they do happen. The hope is that through regular evaluations and feedback such situations can be avoided.

Here are some guidelines for Program Managers should they have a situation that causes concern:

- Document your concerns and your actions.
- Make sure your comments are fair.
- Focus on the work, not on the individual.

(continued)

TERMINATE A VOLUNTEER (CONTINUED)

- Follow program protocols for disciplinary procedures. Levels of corrective action should be included in the protocol, e.g.:
 - Additional training or supervision
 - Reassignment
 - Suspension
 - Termination

UNIT SUMMARY

This unit has looked at program promotion:

- The Program Manager and the CERT Volunteer
- Recruit Volunteers
- Orient Volunteers
- Track Volunteers
- Manage Volunteers
- Retain Volunteers
- Terminate a Volunteer

Additional Materials

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COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM MANAGER COURSE

UNIT 4: WORKING WITH VOLUNTEERS

Sample Membership Application



**Grand Island-Hall County
Community Emergency Response
Team (CERT)
Membership Application**



Return to:

Grand Island-Hall County Emergency Management
CERT Program
100 East 1st Street
Grand Island, NE 68801

Name: _____

Last

First

MI

Address: _____

City/State/Zip: _____

Work Address: _____

Are you currently employed? If so, how? _____

Your Home Phone: _____ Work Phone: _____

Cellular Phone: _____ Pager: _____

Do you have an alternate way of contacting you? (i.e., fax, email):

Date of Birth: _____ Legal adult? Yes No

Do you have any physical or medical conditions that might affect your participation in some of the activities of this program? Please explain:

COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM MANAGER COURSE

UNIT 4: WORKING WITH VOLUNTEERS

Personal References:

Name	Complete Address	Phone	Relationship

CERT Basic Training

Completion Date: _____ Location: _____

Sponsoring Organization: _____

COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM MANAGER COURSE

UNIT 4: WORKING WITH VOLUNTEERS

INTENT/AUTHORIZATION TO OBTAIN BACKGROUND REPORT FOR CERT VOLUNTEERING

NOTICE

The City of Grand Island conducts applicant screening and criminal background efforts that include an investigative report, which may include inquiries into an applicant's character, general reputation, personal characteristics, and mode of living. The report may involve personal interviews with employers and educational institutions. Additionally, a criminal and civil records history, driver history, educational verification, and work history may be ordered. A volunteer has the right to request a complete and accurate disclosure of the nature and scope of the investigative report requested. Your request must be made in writing within a reasonable amount of time from the receipt of this notice. You also may have additional rights according to state and local laws.

AUTHORIZATION

I hereby certify that I have been informed as to the duties of the volunteer position for which I am applying. Furthermore, I certify that the information I have thus far provided to the City of Grand Island is accurate and complete, to the best of my knowledge. I understand that falsification, misrepresentation or omission of any material or information I have supplied may be used to disqualify me from CERT membership. I understand that the City of Grand Island will verify information given on applications, and I authorize it to do so. I also authorize the City of Grand Island and/or its agents, to make whatever inquiries it considers appropriate in order to obtain this verification. I authorize any individuals and/or agencies contacted by the City of Grand Island or its agents to furnish all necessary information that may be requested, including consumer credit and/or investigative consumer reports. I release the City of Grand Island, its agents and any person or institution that provides the City of Grand Island with information pertaining to this application, from any and all liability for adverse action or damage that may result from the investigation, disclosure, or use of such information. This authorization shall remain in effect during the course of participation in CERT and may be used in connection with future decisions concerning my involvement in CERT.

I have read and understand the above notice and I hereby authorize the obtaining and disclosure of such information.

Applicant's Printed Name: _____ DOB: _____

Applicant's Signature: _____ Date: _____

COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM MANAGER COURSE

UNIT 4: WORKING WITH VOLUNTEERS

NOTE: AN ARREST MAY NOT AUTOMATICALLY PROHIBIT ACCEPTANCE INTO A VOLUNTEER POSITION.

Arrest Information

Have you ever been arrested, charged, "questioned as an accused party", or convicted of a felony or misdemeanor, including court martial and military charges? (Omit traffic violations).

Yes ____ No ____ If yes, complete the following.

Police Agency

<u>Crime Charged</u>	<u>City & State</u>	<u>Date</u>	<u>Disposition of Case</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

If conviction, what was the nature of your offense(s)?

Date of convictions(s) _____

Are you on Probation/Parole? Yes ____ No ____

Current status of conviction(s) _____

Have you ever been incarcerated in a correctional/detention facility?

1. If yes, give facility name and location. _____
2. Date and length of incarceration. _____
3. Date of release and current status. _____

Signatures

I understand that by volunteering with the CERT organization that I will learn certain basic skills that are intended to help me render assistance to others only when I deem it safe and necessary for me to do so. I am under no obligation, by virtue of having received this training, to render aid or become involved in any activities that would make me feel uncomfortable or have the potential to cause me physical or emotional injury.

I recognize the fact that I will receive a "Certificate of Completion" only upon attending all sessions of this course and completing the final exam and exercise. I understand that any and all equipment issued to me by the Emergency Management Department is property of the City of Grand Island and that I am expected to return it in good condition if I leave the program or area.

COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM MANAGER COURSE

UNIT 4: WORKING WITH VOLUNTEERS

By this signature I affirm that I understand that when acting as a CERT volunteer I may only:

1. Act in the scope of my official duties, and
2. Act in furtherance of a public purpose.

I understand that my deviation from the above may result in personal liability. I have also read and agreed to sign the attached Informed Consent form.

Signature

Printed Name

INFORMED CONSENT, WAIVER AND RELEASE AGREEMENT

FOR THE HALL COUNTY/GRAND ISLAND CITY COMMUNITY EMERGENCY RESPONSE TEAM

The undersigned, being at least eighteen years of age, and in consideration for acceptance, approval and participation in the Community Emergency Response Team (CERT) Program, sponsored by Hall County, hereinafter referred to as "County" and Grand Island City, a home rule municipality organized under the laws of the State of Nebraska, hereinafter referred to as "City", do hereby agree to this waiver and release.

I recognize that the Community Emergency Response Team (CERT) Program will involve physical labor and may carry a risk of personal injury. I further recognize that there are natural and manmade hazards, environmental conditions, diseases, and other risks, which in combination with my actions can cause injury to me. I hereby agree to assume all risks which may be associated with or may result from my participation in the program, including, but not limited to, transportation to and from volunteer sites, extinguishing small fires, providing disaster medical care, (e.g. controlling bleeding, treating shock, treating sprains and fractures, opening airways, transporting patients, etc.) performing light search and rescue activities (e.g. cribbing and leveraging, victim extrication transportation, etc.) and other similar activities.

I recognize that these program activities will involve physical activity and may cause physical and emotional discomfort. I state that I am free from any known heart, or other serious health problems that could prevent me from participating in any of the activities associated with this program. I further state that I am sufficiently physically fit to participate in the activities of this program.

I certify that I have medical insurance to cover the cost of any emergency or other medical care that I may receive for an illness or injury. I certify that if I do not have medical insurance, I will be personally responsible for the cost of any emergency or other medical care. I agree to hold harmless Hall County and the City of Grand Island, their agencies, departments, officers, employees, agents, and all sponsors and/or officials and staff of any said entity or person, their representatives, agents, affiliates, directors, servants, volunteers, and employees from the cost of any medical care that I receive while participating in this program or as a result of it.

COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM MANAGER COURSE

UNIT 4: WORKING WITH VOLUNTEERS

I further agree to release Hall County and the City of Grand Island, their agencies, departments, officers, employees, agents, (entity and persons as appropriate) and all sponsors and/or officials and staff of any said entity or person, their representatives, agents, affiliates, directors, servants, volunteers and employees from any and all liability, claims, demands, actions, and causes of actions whatsoever for any loss claim, damage, injury, illness, attorney's fees or harm of any kind or nature to me arising out of any and all activities associated with the aforementioned activities.

I further agree to hold harmless, and hereby release the above mentioned entities and persons from all liability, negligence, or breach of warranty associated with injuries or damages from any claim by me, my family, estate, heirs, or assigns from or in any way connected with the aforementioned activities.

CONSENT

Consent is expressly given, in the event of injury, for any emergency medical aid, anesthesia, and/or operation, if in the opinion of the attending physician, such treatment is necessary.

I HAVE CAREFULLY READ AND UNDERSTAND THE CONTENTS OF THE FOREGOING LANGUAGE AND I SPECIFICALLY INTEND IT TO COVER ANY PARTICIPATION IN THE COMMUNITY EMERGENCY RESPONSE TEAM PROGRAM SPONSORED BY HALL COUNTY AND GRAND ISLAND.

Name: _____ Signature: _____ Date: _____

Witness: _____ Witness Signature _____