



2014 LA-LB AREA CONTINGENCY PLAN

SECTION 4000
APPENDIX A
NON-WILDLIFE VOLUNTEER PLAN

ABSTRACT

This document details the procedures and protocols necessary for the potential use of volunteers to assist in a capacity other than the aiding of wildlife during a marine oil spill.

Acknowledgements

This plan received its initial generation from the Volunteer Workgroup of the Los Angeles/Long Beach Area Committee. Workgroup member organizations included the United States Coast Guard (USCG), California Department of Fish and Wildlife Office of Spill Prevention and Response (CDFW/OSPR), Witt/O'Brien's, California Governor's Office of Emergency Services and Los Angeles County Office of Emergency Management.

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Executive Summary

The Area Committee of the Los Angeles/Long Beach deemed it necessary to develop a comprehensive Non-Wildlife Volunteer Plan. Currently, the only existing volunteer plan is designed for wildlife-related services, which does not adequately support the increased number and skill set of volunteers coming forward at marine oil spills. Therefore, the need for set protocols and procedures of non-wildlife related services has become evident. Having a comprehensive Non-Wildlife Volunteer Plan provides the Los Angeles/Long Beach Area one of the best opportunities for utilization of volunteers to meet our mission of protecting public health, the environment, and property.

This document details the procedures and protocols necessary for the potential use of volunteers to assist in a capacity other than the aiding of wildlife during a marine oil spill.

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1.0 DEFINITIONS

Volunteer –

Defined in the National Oil and Hazardous Substances Pollution Contingency Plan (NCP), 40 Code of Federal Regulations (CFR) § 300.5, a volunteer is “any individual accepted to perform services by the lead agency, which has authority to accept volunteer services”. A volunteer is subject to the provisions of the authorizing statute and the NCP.

Please note that the definition of a “volunteer” in 40 CFR § 300.5 applies only to the implementation and interpretation of NCP provisions related to volunteers. This definition does not, for example, apply to the implementation and interpretation of the liability laws discussed in this Non-Wildlife Volunteer Plan, 2014.

The Volunteer Protection Act (42 U.S.C. § 14505) defines “volunteer” as, “an individual performing services for a nonprofit organization or a governmental entity who does not receive – (A) compensation (other than reasonable reimbursement or allowance for expenses actually incurred); or (B) any other thing of value in lieu of compensation, in excess of \$500 per year, and such term includes a volunteer serving as a director, officer, trustee, or direct service volunteer.”

Registered volunteer –

Defined in this NWVP as a volunteer that is registered with an organization that the UC approves as the volunteer management system that is activated during an oil spill event.

Affiliated volunteer –

For the purposes of this guidance, an affiliated volunteer is an individual who comes forward following an incident or disaster to assist with response activities during the response or recovery phase without pay or other consideration and has a pre-existing formal or informal arrangement with either a governmental agency or non-governmental organization (NGO) who has been trained for a specific role or function in incident response or disaster relief during the preparedness phase. Affiliated volunteers may also have benefited from pre-deployment rosters, credentialing, and health screening. An affiliated volunteer’s organization may have established ties to the local response structure (e.g., Volunteer Organizations Active in Disasters (VOADs). Examples of affiliated volunteer groups include Oiled Wildlife Care Network (OWCN) through the University of California, Davis and the California Department of Fish and Wildlife’s Natural Resource Volunteers.

Unaffiliated volunteer –

For the purpose of this guidance, an unaffiliated volunteer is an individual who comes forward following an incident or disaster to assist a governmental agency or NGO with response activities without pay or other compensatory consideration. By definition, unaffiliated volunteers are not initially affiliated with a response or relief agency or pre-registered with an accredited disaster council. Unaffiliated volunteers may not have benefited from pre-deployment training, credentialing, and health screening.

Note: Unaffiliated volunteers are also sometimes referred to as “convergent,” “emergent,” or “spontaneous” volunteers within the emergency management community. For standardization purposes in this document, these volunteers will be referred to as “unaffiliated.”

Employee –

The definition of “employee” is relevant to several sections of this guidance and varies depending on which specific legal requirements are being addressed. The definition of “employee” is described for each agency in specific laws and regulations and can vary across agencies. These requirements may also specify to what extent an agency may accept volunteer services and to what extent volunteers may be considered “employees” of that agency for specific purposes, such as work hours and compensation for injuries. They may also define the types of incidental expenses that an agency may pay for when using volunteers.

It should be noted that not all volunteers may be utilized during an oil spill response. Initially, affiliated volunteers will be activated, if needed, at the time of an oil spill prior to deploying unaffiliated volunteers. Deployment of volunteers is based on the size and type of the oil spill as well as the skills needed to effectively support the UC’s response efforts.

2.0 PURPOSE

This Non-Wildlife Volunteer Plan (NWVP) references the United States Coast Guard (USCG) Incident Management Handbook (IMH) and complies with the National Incident Management (NIMS) guidelines, (Homeland Security Presidential Directive; HSPD-5). Also, taken into account was the NRT’s Use of Volunteers, Guidelines for Oil Spills, 2012. The NWVP has been developed for guidance to the Unified Command (UC) or Incident Commander (IC) to consider the integration of volunteers into oil spill response for missions other than oiled wildlife. For the purposes of this plan, the term “UC” from this point forward is intended to be synonymous with UC or IC lead responses.

Volunteers from the general public have rarely been utilized outside the care and processing of oiled wildlife due to the health and safety hazards often present during an oil spill incident. However, some recent California oil spill incidents have demonstrated there may be strong public interest in volunteer participation in other aspects of spill response. This NWVP sets forth guidance and protocols for the use of volunteers for non-wildlife related work assignments during an oil spill incident.

Separate from the volunteers outlined in this NWVP, the use of volunteers for wildlife-related services falls within the Wildlife Branch which reports to the Operations Section Chief and is not covered by the NWVP. California Department of Fish and Wildlife (CDFW) Office of Spill Prevention and Response (OSPR) collaborate with the Oiled Wildlife Care Network (OWCN) through the University of California, Davis and is legislatively mandated to rescue and rehabilitate oiled wildlife during an oiled wildlife response. The OWCN is a statewide collective of pre-trained wildlife care providers, regulatory agencies, academic institutions and wildlife organizations that work to rescue and rehabilitate oiled wildlife in California. The OWCN maintains specialized wildlife facilities in a constant state of readiness throughout the State of California. Refer to www.OWCN.org for a current list of network members. During an oiled wildlife response, a limited number of unaffiliated volunteers can be used to support OWCN staff in caring for wildlife. For additional information regarding wildlife volunteers, please refer to the Wildlife Response Plan at: www.dfg.ca.gov/ospr/response/acp/marine

As defined by the UC, oil spill volunteers are required to register prior to being deployed during an oil spill incident. Every volunteer must meet the incident specific UC registration and training requirements (see Training Matrix Section 11).

The focus of the NWVP is on non-wildlife volunteers and is designed to assist the UC with guidelines to safely integrate volunteers into an oil spill response. It is not the intent of the NWVP that volunteers replace or supplant government employees and/or commercial responders, but to provide concerned citizens an opportunity to safely participate in the response.

3.0 POLICY STATEMENT

UC may use the services of volunteers in oil spill responses in accordance with their statutory authorities and other applicable laws. The UC will make that decision on a case-by-case basis for each spill, weighing the interests of the local volunteer community and benefits of volunteer efforts against health and safety concerns, resources needed for volunteer supervision and training, liability concerns, and other relevant issues.

As noted in this plan, volunteers generally should not be used for physical removal of oil contaminated materials. Typically, volunteers should be used for minimal risk activities, however, in certain circumstances volunteers may be used for higher risk if they have received appropriate training and Personal Protective Equipment (PPE). A list of volunteer positions is provided in section (see Training Matrix Section 11).

4.0 INTRODUCTION

Due to the complexity of volunteer management and its potential to complicate oil spill operations, this NWVP establishes a Volunteer Unit (VU) in the Planning Section. When the use of volunteers is considered, this NWVP recommends a VU be staffed at the earliest opportunity to conduct stand-by notifications to local government volunteer organizations including Emergency Management Organizations, Non-Governmental Organizations and Emergency Volunteer Centers (see Attachment F1).

The VU's task, during early activation includes advising the UC of the possible need for volunteers, external pressures to use volunteers and local government's ability to assist in managing volunteers.

In general, volunteers do not participate in the majority of oil spill responses. In cases when there has been no volunteer interest expressed, the Incident Command System (ICS) structure may not contain any positions specifically dedicated to volunteer management. As the UC becomes aware of individuals or organizations interested in providing volunteer services and/or the need for volunteers arises, the UC should address the volunteer issue and make assignments for volunteer management within the ICS structure.

*Please note: In the County's Emergency Operation Centers (EOC), the responsibility for volunteer management may fall under the Logistics Section within the Personnel Branch.

Coordination between the County's EOC and the UC is defined on page...Option A: ACP Volunteer Management Process.

4.1 Comparison of Pollution Incidents

The table below compares (and somewhat simplifies) the different types of pollution incidents.

Type of Pollution Incident	Who Declares	Plan	Potential Funding Source
Most Spills	N/A	Area Contingency Plan (ACP)	Responsible Party; OSLTF (oil) Superfund (HAZMAT)
Spill of National Significance (SONS)	EPA Administrator (inland zone spills) USCG Commandant (coastal zone spills)	National Contingency Plan (NCP)	Responsible Party; OSLTF (oil) Superfund (HAZMAT)
Incident of National Significance (IONS)	Secretary of Department of Homeland Security (DHS)	Usually ESF #10 of the National Response Framework (NRF)	Stafford Act Disaster Funding
		Occasionally, Oil & HAZMAT Incident Annex of NRF (Basically NCP)	OSLTF (oil) Superfund (HAZMAT)
Stafford Act Disaster/Emergency	President	Almost Always ESF #10 of the National Response Framework (NRF)	Stafford Act Disaster Funding

National Contingency Plan (NCP) and the National Response Framework

The National Oil and Hazardous Substance Contingency Plan (NCP) is the basic framework for responding to pollution incidents, both large and small. These regulations, first developed in 1968, have been revised several times, including in response to the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) and to the Oil Pollution Act (OPA) of 1990. All funding the National Pollution Fund Center (NPFC) administers for spill response falls under the NCP.

Occasionally, the nation experiences a larger disaster whose response cannot be fully coordinated under the NCP- often because it involves more than just oil or hazardous material pollution. Responses to these **Incidents of National Significance** are described in the **National Response Framework (NRF)**, which provides additional funding sources the NPFC may also administer under the **Stafford Act**.

Although the NRF incorporates the NCP by reference under the Emergency Support Function 10, the two governance structures are inherently different and the role of the responsible party (RP) is not explicitly addressed in the NRF.

4.2 Law and Policy Regarding the Use of Volunteers

A unified decision to use volunteers will be made by the UC on a case-by-case basis. Under California Law, the RP is liable for all costs associated with volunteer management including volunteer insurance and liability. The RP may utilize volunteers according to their contingency plan and/ or manage volunteers to minimize their risk. However, if no RP has been identified volunteer insurance coverage and liability may fall under the government that provides tasking, day-to-day supervision, and supplies. Among the factors that should be considered are as follows:

Affiliated Volunteers

Affiliated volunteers are the preferred method of volunteer manpower, and best efforts should be made to direct unaffiliated individuals towards affiliated organizations. In addition, affiliated organizations may provide supervision, training, and support of their members during an oil spill event. If no RP is identified, affiliated volunteers may be covered under the umbrella of the affiliated organization's liability coverage or the government entity that provides volunteer management

Unaffiliated Volunteers

The use of unaffiliated volunteers creates the potential for additional liability and the UC should give their use considerable scrutiny during the decision-making process. If approved by the UC unaffiliated volunteers will be covered by the RP if identified or the government entity that provides volunteer management.

In the event a volunteer is injured in the performance of his or her UC assigned duties, the UC should provide the same care that would be provided to any other responder in need of emergency care. Care beyond immediate emergency care should be administered by an appropriate health care facility. If necessary, the volunteer should be transported to a local hospital of their choosing or one that is outlined in the IAP

Third Party Claims

In the event that a volunteer injures a third party (for example, causing harm or injury to an onlooker) the Volunteer Protection Act of 1997 (VPA) (42 U.S.C. 14501-505) applies a limitation on liability only for the volunteer (insofar as he did not act willfully, criminally, recklessly or grossly negligent). The VPA offers no protection for the nonprofit organization, government entity or their employees. A resulting claim against the agency would be conducted pursuant to the FTCA or other appropriate waiver of sovereign immunity, in any.

Third party cases will be processed using the affected agency's administrative claims procedures and then potentially adjudicated by the courts under the FTCA. The crucial issue for purposes of liability is who directed and controlled the work of the volunteer. The agency will only be liable for injuries by the volunteer if the volunteer is determined to be under the direction and control of a federal employee. If the volunteer is determined to be under the direction and control of an RP, an affiliated organization, or is acting independently, the agency will not be liable for injuries caused by the volunteer. If the response is being conducted under a Unified Command that includes an RP, the determination would be made on a case-by-case basis.

4.3 Volunteer Insurance Coverage and Liability

4.3.1 Federal Volunteer Management System

Title 31 (United States Code) 1342 prohibits USCG personnel from accepting any offer of a voluntary service unless acceptance of that type of voluntary service is expressly permitted by statute – EXCEPT for emergencies involving the safety of human life or the protection of property. As used in this section, the term “emergencies involving the safety of human life or the protection of property” does not include ongoing, regular functions of government, the suspension of which would not imminently threaten the safety of human life or the protection of property. An oil spill that threatens the U.S. coast line will most likely qualify as an “emergency” that would permit USCG personnel to accept voluntary services.

The USCG has a Memorandum of Understanding (MOU) with the Corporation for National and Community Service (CNCS). In accordance with the MOU, CNCS can also assist in planning for volunteer use and provide unaffiliated volunteer management services to federal OSCs during an oil spill response under the NCP (see Attachment K).

OSC Liability

The FTCA provides coverage for damage to property, or personal injury or death, caused by the negligent or wrongful act or omission of an employee of a federal agency, such as an OSC, while they are acting within the scope of their employment. Therefore, under the FTCA, 28 U.S.C. 2679(d), an OSC would not be subject to personal liability for claims, including claims made by volunteers (e.g., for harm or injury sustained while conducting volunteer activities), unless the OSC was acting outside the scope of employment. If a claim is made based on the actions of an OSC who was acting within the scope of employment, the United States will be substituted for the OSC as the party to the claim, and the OSC's agency will administer the claim without liability to the OSC. The scope of employment determination resides primarily with the OSC's agency and the Department of Justice. The definition of "scope of employment" may vary by judicial circuit, but is generally determined by reference to the law of the state where the event occurred.

4.3.2 California Department of Fish and Wildlife (CDFW) Volunteer Program

Under California law, the Administrator of the CDFW-OSPR may utilize volunteer workers to assist with oil spills in waters of the State (Gov. Code § 8670.8.5). These volunteers are deemed employees of the state for the purpose of workers' compensation under Labor Code section et. Seq. The costs associated with the use of registered volunteers may be funded by the state's Oil Spill Response Trust Fund (CA Government Code Section 8670.50). Any payments for registered volunteer workers' compensation claims shall be made from the Oil Spill Liability Trust Fund (OSLTF), however, the responsible party (RP) is liable for payment of these costs either directly or by reimbursement to the OSLTF (Gov. Code §§ 8670.25, 8670.46 – 8670.53, and 8670.62).

If the UC decides to activate the CDFW's Volunteer Program potential volunteers will need to complete a CDFW Volunteer Service Agreement (VSA). The CDFW VSA grants registered volunteers' status as unpaid employees of CDFW, and eligibility for coverage under the State Workers' Compensation Program. Individuals that self-deploy at the incident site without

approval or authorization (i.e. non-registered volunteers) will not be entitled to receive state workers' compensation benefits.

If the UC decides to utilize volunteers during an oil spill incident, the UC must ensure all registered volunteers attend required training and complete the UC approved paper work.

In the event of a volunteer injury, the designated volunteer supervisor and/or the UC is responsible for ensuring the correct actions are taken to ensure the injured volunteer's compensation benefits and claims are handled according to the procedures and policies outlined by CDFW. State workers' compensation information can be found at the following website: http://www.dir.ca.gov/dwc/dwc_home_page.htm.

4.3.3 Local Government Volunteer Management Program

The Disaster Service Worker Volunteer Program (DSWVP) is a State funded program that provides workers' compensation benefits and medical compensation to registered Disaster Service Worker, during a declared state emergency, (DSW) volunteers who are injured while performing disaster-related activities or participating in pre-approved training/exercises. It also provides limited immunity from liability to political subdivisions or political entities as well as the DSW volunteer if a civil suit results from an act of good faith while the DSW was providing disaster-related services. Eligibility for the DSWVP is based on a volunteer's registration with an accredited Disaster Council, The California Governor's Office of Emergency Services, or an authorized State Agency. Most cities and all counties in California have established Disaster Councils that are accredited by the California Emergency Council. Affiliation with an accredited Disaster Council and delegated authority from that council are required prior to a jurisdiction administering a disaster service worker volunteer program.

In order to establish eligibility for DSWVP benefits, the DSW must be registered prior to his or her deployment to participate in disaster-related activities, including pre-approved training. The only exception to the pre-registration requirement is an "impressed volunteer" who is directed/ordered to perform disaster-related duties by an authorized government employee. In addition to the pre-registration requirement, the DSW must be deployed/assigned disaster-related activities by the registering authority. Under no circumstances is a self-deployed volunteer eligible for DSWVP benefits.

The State's laws and regulations governing the DSWVP specify the need to provide DSWs with adequate training and supervision. The registering authority is responsible for ensuring the disaster training is commensurate with the duties of the DSW. The registering authority may require the DSW volunteer to participate in training as a condition of remaining an active DSW volunteer. For more information on these and other rules and policies governing the DSWVP, see the California Governor's Office of Emergency Services (CalOES) publication entitled "[Disaster Service Worker Volunteer Program \(DSWVP\) Guidance](#)".

5.0 UNIFIED COMMAND CONSIDERATION FOR USE OF VOLUNTEERS

Depending on the nature of the incident, volunteers may or may not be used to respond to an incident. The incorporation of volunteers into the Incident Command System (ICS) structure (whether operationally or in support functions) is not a pre-determined decision. Local government decision-makers can provide a wealth of knowledge to the UC when contemplating

the initial decision to use volunteers. The benefit of volunteer efforts must be weighed against concerns for volunteer safety. Based on the conditions specific to a particular incident, the UC will determine the suitability of integrating volunteers for oil spill response missions. In all instances careful consideration shall be used to identify specific areas where volunteers can be used safely. If, in the judgment of the UC a dangerous condition(s) exists such that volunteers cannot be used safely, volunteers shall be restricted from operations in those areas.

In reviewing the potential for use of volunteers in oil spill response missions, the UC will consider the following factors:

- Primary safety hazards (e.g. size, type, and toxicity of discharged oil)
- Secondary safety hazards (e.g. weather, visibility, slips/trips/falls)
- Occupational Safety and Health Administration (OSHA) guidance
- The spill specific Site Safety and Health Plan (SSHP)
- Possible cleanup locations
- Logistics and administrative support requirements (e.g. training, Personal Protective Equipment [PPE], multi-jurisdictional coordination, public information)
- Local government desire/ability to activate an emergency volunteer management system (including recruiting, registering, screening, administrative activities, training, deployment, recovery/decontamination)
- Weather/tidal conditions
- How volunteers may effectively be used in shoreline cleanup
- Outcome of consultation with the Safety Officer (SOFR) regarding dangerous conditions and safety concerns

Generally, volunteer use and coordination in an oil spill offers complications not normally encountered during an incident response. The UC should take into account the following considerations when deciding whether or not to utilize volunteers.

- Non-wildlife unaffiliated volunteers generally do not participate in physical removal or remedial activities during oil spill response. The Planning, Operations, and Logistics Sections will need to incorporate volunteer efforts into many aspects of their duties. This paradigm shift will require time and effort during an Incident.
- The timing of the Incident Action Planning (IAP) process could be more immediate than the lead time required to train and deploy volunteers. The cycles could be mismatched and difficult to manage.
- Unaffiliated volunteers are usually provided training at the time of each spill. Often called "Just in Time" training. This creates a higher risk of injury and liability than other oil spill responders who are trained and exercised on a regular basis.
- More risk and cost may occur in order to train volunteers at a minimum level, which could achieve a lower performance result at a higher threat to safety.
- There are many agencies involved in oil spill response. Coordinating with local governments can be difficult to standardize. Counties, cities and town agencies, as well as local volunteer organizations often have specialized operations and might not understand how an oil spill incident is managed.

- Using volunteers at the ICP may create an information security risk. The UC should be aware of pending investigation and litigation issues and the issues associated with unauthorized volunteer access to sensitive information. If there is no RP in a spill, the responsibility for funding of volunteers and volunteer liability will need to be determined.

6.0 CONCEPT OF OPERATIONS FOR VOLUNTEERS

Initial Actions

An oil spill occurs and initial government notifications are conducted by the National Response Center (NRC) and/or California State Warning Center (SWC).

If volunteer interest is anticipated, volunteer organizations can also be included in stand-by notifications. Volunteer organizations can be reached directly or through local government representatives (see Attachment F2).

Unified Command Decision Process on the Use of Volunteers

The Unified Command (UC) will decide whether or not volunteers should be utilized for oil spill response operations.

If the UC decides the use of volunteers is warranted, a Volunteer Unit (VU) **will be activated** as part of the Planning Section, which will be led by a qualified Volunteer Unit Leader (VUL) (see ICS Chart Section 9).

Upon UC approval, public information on the use of volunteers should be released immediately in an effort to provide public outreach and education on oil spill response operations (see Volunteer Public Messaging Samples Attachment D).

Coordination with Local Governments

Federal and state agencies may conduct outreach to local government, agency partners and stakeholders to keep them apprised of oil spill response operations and may also make stand-by notifications for potential use of volunteers.

The VU will coordinate outreach to local government emergency volunteer management systems and/or other Non-Governmental Organizations (NGO) for activation of Emergency Volunteer Centers (EVC) and direct potential volunteers to appropriate training sources.

Direct communication between the VU and the EVC can be established via the local government EOC. In most situations, the local government EOC and EVC will work together to assist the UC in facilitating required training sessions for registered volunteers.

The EVC's will coordinate with the VU to ensure that potential volunteers complete all necessary documentation.

Once potential volunteer work sites have been identified, the VU will coordinate volunteer deployments with government entities that have jurisdictional authority.

To work with local government volunteer management systems, the VU may coordinate with the UC to establish the criteria for a Volunteer Strike Team Leader (STLCR) to oversee deployed volunteers.

Utilizing Volunteers

The VU will coordinate the review of the UC Check sheet/Volunteer Job Aid (Attachment A) with the UC to determine when/how to use volunteers and recommend suitable volunteer tasks for UC consideration and approval (see UC Check sheet/Job Aid Attachment A).

The VU can work with UC to approve the immediate use of Affiliated or Pre-Trained Volunteers on non-oiled shorelines to conduct Pre-Impact Beach Cleanup, which can begin the successful use of volunteers in an oil spill incident.

The VU will begin creating a Volunteer Use Plan (VUP). A Volunteer Safety Plan will be incorporated into the VUP. The VU will review oil spill trajectories to determine appropriate volunteer opportunities so as not to conflict with response operations. The VU will review ICS 232 (that identifies Resources at Risk) with the Environmental Unit (EU) to determine potential volunteer deployment locations.

Once trained, registered volunteers will check in with the Status Recorder at the appropriate check in location. The Status Recorder will issue ID cards to persons indicating an approved volunteer status. After they have checked in, volunteers may be deployed or remain in an availability status and/or staging area until tasked. Volunteer resources will be ordered using ICS 213RR, if needed.

The VU will work with the Planning Section Chief (PSC) to approve a volunteer ICS 204 (Work assignment) for inclusion in the Incident Action Plan (IAP). The VU will participate in UC briefings and ensure the VU staff provides updates to the Joint Information

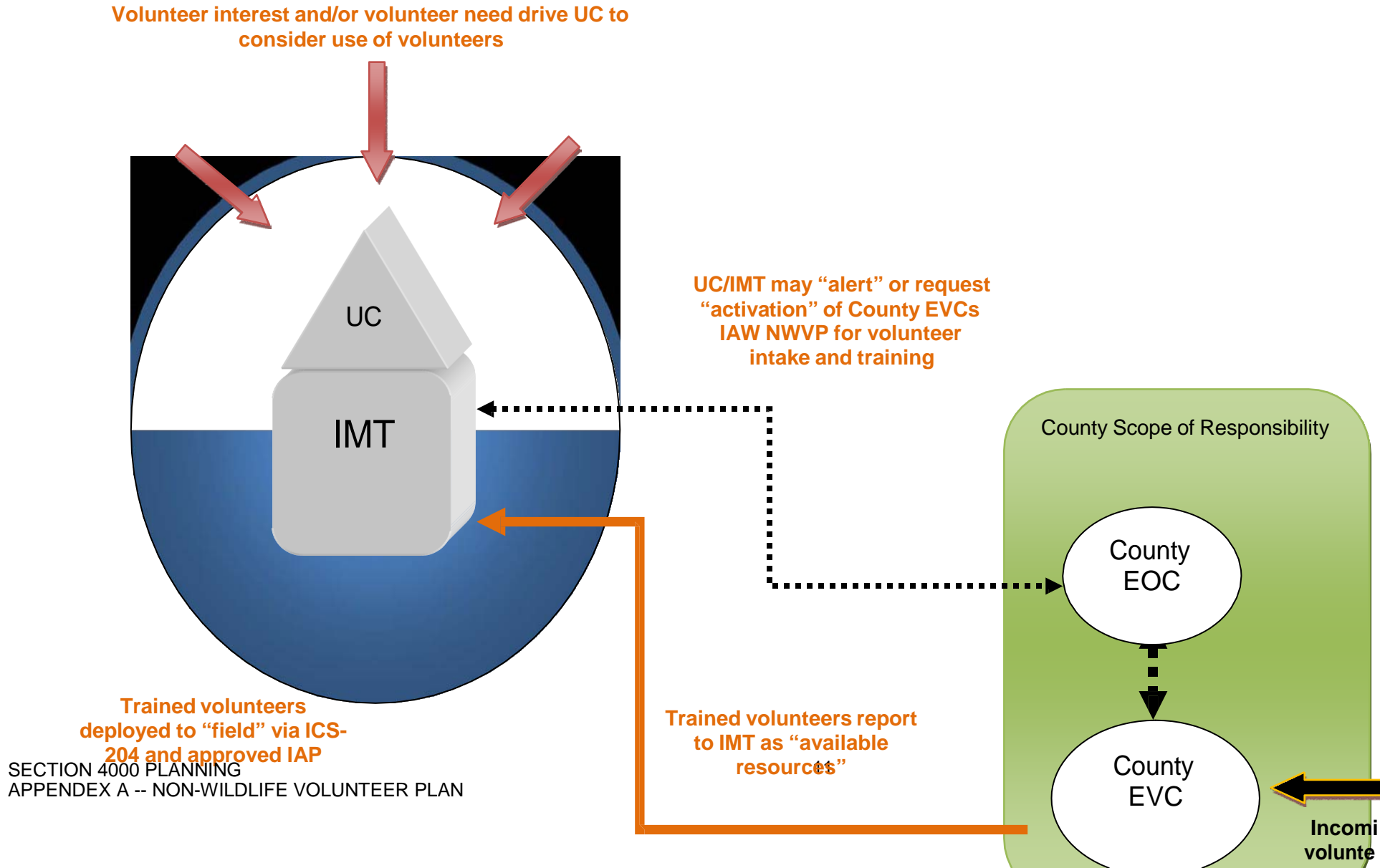
Center (JIC) and Liaison Officer (LNO) for local government Agency Representatives (AREP) briefings regarding the Volunteer Use Plan.

If volunteer interest remains high throughout the incident, the VU may seek approval to deploy registered volunteers to shorelines assessed with minimal oil (e.g. tar ball) impact.

The VU staff will also gather information from the JIC, LNO, AREPs, EOCs and EVCs regarding ongoing volunteer interest.

As an oil spill incident requires, the VU demobilization follows the pre-established demobilization plan.

See Figure 1: NWVP Concept of Operations-Agency Coordination chart



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6.1 Non-Wildlife Volunteer Job Opportunities

Human health and safety is the first priority in decisions regarding use of volunteers. Any volunteer interested in working an oil spill incident must register for the event and complete the UC required training. Members of the public and/or affiliated organizations providing their services without being registered for the event and completing UC required training will not be recognized as sanctioned volunteers for that oil spill incident.

Volunteers, once approved by the UC, will generally be used in very low risk activities and only after receiving appropriate safety training. In most cases, affiliated volunteers may receive priority tasking before unaffiliated volunteers, due to some affiliated organization's ability to assist the UC in overseeing or collaborating in volunteer management and deployment. To limit risk exposure and balance the demands of other volunteers desiring to participate, volunteers may be limited to one shift of four (4) hours per each IAP. Volunteers may be assigned to consecutive assignment days not to exceed five consecutive days. At the end of five consecutive days, the volunteer will be demobilized unless the volunteer requests to be placed in an Out of Service (OOS) status for two consecutive days. Following the two days of OOS status, the individual may be reassigned provided the task for which the volunteer is trained is still being employed in accordance with the approved IAP.

The following is a list of potential roles for volunteers during an oil spill response (see Training Matrix Section 11).

Pre-Identified Volunteer Job Opportunities	Once the decision to use volunteers is made, the UC will decide which volunteer tasks are appropriate for that incident. The VU can use the job opportunity list below to assist the UC in making these decisions.
Public Information Officer (PIO) Support	Support PIO by distributing volunteer information
Finance/Admin Section	ICP** or EVC Volunteer Management Administrative Support ICP** or EVC Administrative Support Procurement Support** Time Unit** EVC Volunteer Time Support EVC Equipment Support
Logistics Section	Facility and Site Maintenance Transportation Carpools Scheduling Communications PPE Distribution Support
Planning Section	EVC/EOC Volunteer Training Coordinator ICP Technical Specialist/IT and/or Data Entry Support** EOC/EVC Technical Specialist/IT and/or Data Entry Support Field Observers
Operations Section	Beach Cleanup* Pre-Impact Beach Cleanup *** Staging Area Support

* Indicates that a risk of potential exposure may exist and specific training is required per Cal OSHA.

** Indicates roles located within the Incident Command Post and should be staffed by USCG Auxiliary volunteers or CDFW Natural Resource Volunteers.

*** Indicates roles suited to NGO given the degree of pre-training required and immediate deployment needed.

6.2 Volunteer Mission Tasking

Volunteer tasking will begin in the same manner as other resource tasking. During the preparation for the tactics meeting phase the Operations Section Chief (OSC), the PSC, and the Resource Unit Leader (RESL) will outline work assignments and determine the requisite volunteer resources. During the tactics meeting the Safety Officer (SOFR) must determine safety and support needs for volunteers. Following the Planning meeting and the UC's tacit approval, the volunteer tasking will be incorporated into the IAP. Upon completion of the IAP, the Branch or DIV/Group supervisor will convey to the appropriate Staging Area Manager (STAM) the volunteer tasking assignments as delineated on ICS-204.

The following guidelines for the use of volunteers should be followed to ensure their safety and to maximize effectiveness of the response:

- Volunteers will NOT be deployed to work within Exclusion Zones.
- Volunteers will not be deployed in the same locations as Oil Spill Response Organizations (OSRO), Natural Resource Damage Assessment (NRDA) or Wildlife Recovery and Transportation Teams.
- Volunteers may be escorted by UC authorized safety personnel. Volunteers will be trained according to Training Matrix guidelines (see Training Matrix Section 11).

6.3 Local Government Assisting Agencies

Volunteer management in oil spill response can often most effectively be managed by a Unified Command (UC) ICP (Incident Command Post) with the assistance of local government and other established local volunteer organizations. An Assisting Agency has direct responsibility for incident response, whereas a Cooperating Agency is simply offering assistance.

A local government Agency Representative (AREP) can work with the ICP Liaison Officer (LNO) and/or Volunteer Unit (VU) to identify the best volunteer management practices for a specific incident. Local government can provide experienced local personnel through the LNO to staff selected UC ICP positions. Local volunteer organizations often have Memorandum of Understandings (MOU) with local government jurisdictions which can be activated to support UC ICP volunteer management.

6.3.1 Emergency Operation Center (EOC)

Depending on the incident's impact on local government jurisdictions and agencies, local government may or may not activate an Emergency Operations Center (EOC). EOCs are activated in order to coordinate their jurisdiction's resources and information, as well as assist in coordinating incoming Federal and State resources. EOCs can be activated at the county or city level. Under either circumstance, a county or city local government AREP will report to the

ICP Liaison Officer (LNO). The county AREP should make every effort to coordinate their Operational Area volunteer activities with the UC operations.

Many local government jurisdictions have MOUs with NGOs and/or Emergency Volunteer Centers (EVC) to assist in volunteer management. EVC MOUs are usually activated in conjunction with some level of EOC activation. The LNO and/or VUL should make every effort to work through the Local Government EOC when engaging EVC services. The EOC will assist the VU in communicating UC volunteer missions with the EVC.

6.3.2 Emergency Volunteer Centers (EVC)

EVCs are hubs for matching potential volunteers with volunteer service opportunities. All volunteers must register with the UC approved EVC or volunteer management organization and complete UC required training to work oil spill event. EVCs may be administered by local government alone or in collaboration with a Volunteer Center or other NGOs. Emergency Volunteer Centers (EVC) have various capabilities and are primarily administrative organizations with limited staff.

Most EVCs have the following abilities:

- Can respond in an emergency and can staff up accordingly.
- Can receive, screen and register unaffiliated volunteers via website and phones.
- Can coordinate with local government to facilitate volunteer training.
- Can conduct outreach to their identified community base and media outlets.
- Can coordinate with local NGOs and their affiliated volunteer base.
- Have pre-designated volunteer receiving and training areas.
- Can set up mobile volunteer receiving centers.

The VUL should refer to the affected Area's Local Oil Spill Contingency Plan (LOSCP) for pre-identified EVCs. (Refer to the respective Area Contingency Plan for Local EVC contact information).

Per the UC/VUL direction, an Emergency Volunteer Center-Coordinator (EVC-C) position can be established. The EVC-C should work through the Liaison Officer and/or with local government Agency Representatives to activate their established EVC. If this is not possible, the EVC-C can work directly with an EVC. In addition to facilitating requisite volunteer training needs, the EVC-C will provide direction to the local EVC representative to organize volunteers into Strike Teams and assign a Strike Team Leader (STLCR).

It is recommended that the STLCR be an experienced government employee or a person meeting the UC's qualifications. STLCRs shall have the safety training commensurate with the volunteer team's assignment, be knowledgeable of oil spill cleanup operations and have experience supervising teams.

6.3.3 Non-Governmental Organizations (NGO)

NGOs are organizations with a specific interest, which generally hold a non-profit status. Often, the NGO interest is specific to the region, county or city area. NGOs attract volunteers within a community via their mutual interest. All NGO volunteers must register with the UC approved

EVC or volunteer management organization and complete UC required training to work an oil spill event.

NGOs generally provide training specific to their organization's mission that may not be related to oil spill response. They may keep an affiliated volunteer database to maintain current volunteer training records and communication. NGOs may also accept in-kind donations of money or materials.

The coastal counties of the LA-LB ACP zone have NGOs that focus on environmental and/or wildlife interests. NGOs usually have the ability to reach out to a large segment of the public and can have great influence over public perception.

NGOs may have volunteers which can be coordinated and tasked more quickly than unaffiliated volunteers, therefore may be considered first for initial volunteer tasks. The UC may make use of the Coast Guard Auxiliary for ICP volunteer tasking opportunities. Depending on response proprietary concerns, other NGOs could be tasked external to the ICP.

The UC and VU coordination with NGOs can provide affiliated volunteers to work with, as well as an organization to funnel volunteers into. If local government or an EVC is not able to assist in volunteer management, the VUL can coordinate with NGOs to manage the influx of volunteers. (see Regional NGO List Attachment F3).

6.4 Training

The UC will determine the level of training needed for the volunteer tasks approved. The Safety Officer will review requisite training using Cal OSHA standards as guidelines. If circumstances dictate, the UC may authorize incident specific training standards (see Training Matrix Section 11).

This training will be out sourced during an oil spill event.

6.5 Public Information Officer-Joint Information Center (PIO-JIC)

Previous events have shown rapid media and public engagement is crucial to effectively managing public perception and volunteer efforts. Strong, frequent and consistent public outreach and education regarding oil spill response operations is encouraged. Early and aggressive media engagement, including use of social media, will keep the public informed and also alleviate perceptions of inaction, foster a better understanding of the oil spill response operations and provide direction to the public on various issues associated with a major oil spill. This is an opportunity to direct unaffiliated volunteers to affiliated volunteer organizations involved in the event.

As noted in the National Response Team (NRT) Use of Volunteers, Guidelines for Oil Spills, 2012 press releases with basic information regarding oil spill response operations should be released as soon as possible to alleviate the public's perception that sufficient resources are not being deployed to remove the oil. All public information released shall be verified by the UC and the Joint Information Center (JIC). Public information telephone hotlines and websites for registration of volunteer interest should be established immediately and included in all public information released. Public hotline and website information may include health and safety notices, safety hazards associated with the event, oiled wildlife guidance, volunteer job opportunities, training requirements and registration procedures.

During press conferences, public information talking points should stress the health, safety and environmental hazards associated with oil spill cleanup operations, the importance of coordinated cleanup efforts, an understanding of environmental sensitive site prioritization and how best the public can aid in the response. Public hotline numbers and website addresses are also key information to release in press conferences and as screen crawl information. Refer to Attachment D: Volunteer Public Messaging Samples.

7.0 ICS ROLES AND RESPONSIBILITIES

This section refers to and supports the USCG Incident Management Handbook (IMH). Staff appointment to specific roles and responsibilities will be designated by the Unified Command. Refer to the Training Matrix for approved qualifications. Individuals who have registered and completed UC required training for an oil spill incident work for and support the UC, not their parenting agency

7.1 Unified Command (UC)

7.1.1 Federal On-Scene Coordinator (FOSC), State On-Scene Coordinator (SOSC), Responsible Party (RP)-option

- Makes decision to use volunteers.
- Determines authorized volunteer tasks.
- Determines method and frequency of volunteer updates to UC.
- Works with Operations and Planning Sections to ensure effective volunteer operations.
- Works with the JIC to ensure effective public information is released in a timely manner.
- Works with the LNO to ensure local government volunteer issues are addressed.
- The FOSC should communicate with the National Pollution Funds Center when dealing with issues regarding funding for volunteers.

7.1.2 Liaison Officer (LNO)

- Refers local government agency representatives to the VUL for any volunteer issues.
- Ensures volunteer efforts in the Volunteer Unit are communicated to the affected community via local government Agency Representatives and any feedback is received and relayed to the VUL/UC.
- Provides volunteer hotline/website to community stakeholders.
- Work with the PIO/JIC to support Town Hall meetings, as needed.
- Once UC establishes a NGO Coordinator (NGO-C), the Liaison Officer will shift applicable NGO interaction to the NGO-C.

7.1.3 Public Information Officer (PIO)

- Works with the JIC to ensure UC public messaging is communicated.
- Distributes prepared public/volunteer education packets to media, NGOs and other community organizations.
- Considers distribution of the Volunteers and Oil Spill Response Brochure Oil Spill Response Volunteer Brochure to the public at beach access points.

- Assigns a Public Information Officer – Support Specialist to key shoreline access points.

7.1.4 Safety Officer (SOFR)

- Be prepared to immediately work with the VU and establish a Volunteer Safety Plan.
- Ensures volunteers have appropriate training, PPE and volunteer site safety assignments.
- Ensures Site Safety and Health Plan (SSHP) guidelines are followed.
- Review and sign the Site Safety and Health Plan
- When notified of a volunteer injury, ensure all volunteer injuries are immediately reported to UC, the AREP via the LNO and the VUL.
- Ensure appropriate volunteer injury forms are completed appropriately.

7.2 Operations Section

7.2.1 Operations Section Chief (OSC)

- Activates and supervises volunteer organizational elements in accordance with the IAP.
- Directs implementation of volunteer operations.
- As necessary, expands the ICS structure to accommodate the use of volunteers.

7.2.2 Branch Director (OPBD)

- Ensures implementation of the volunteer portion of the IAP.

7.2.3 Division/Group Leader (DIVS)

- Ensures implementation of the volunteer portion of the IAP, appropriate to the Division/Group.

7.2.4 Strike Team Leader (STLCR)

- Works under respective DIVS to assist in volunteer operations and deployment and monitoring, focusing on volunteer access to and departure from assignment.
- Coordinates with other Strike Team Leaders, as necessary.
- Coordinates with and assists Assistant Safety Officer in volunteer logistical support.
- Meets volunteers at assigned locations, takes accountability of volunteers using ICS 204, ensures volunteers receive safety briefing per the SSHP and distributes logistical support (PPE, food, water) if/when needed.
- Reports any volunteer injuries in accordance with approved incident SSHP.
- Calls in volunteer 'no shows' to the Resource Unit.
- Makes status report as required by the 204 or as directed.

7.2.5 Staging Area Manager (STAM)

- Ensures volunteer check-in is ready.

7.3 Planning Section

7.3.1 Planning Section Chief (PSC):

- Establishes a Volunteer Unit when UC authorizes the use of volunteers.
- Ensures the Volunteer Unit is appropriately staffed and supported.
- Remains cognizant of the volunteer roles in the event.

7.3.2 Resources Unit Leader (RESL)

- Ensures resource needs related to the use of volunteers are fully incorporated into all Resource Unit activities.
- Coordinates with the VUL to ensure accurate volunteer numbers, locations, activities and status.

7.3.3 Check in/Status Recorder (SCKN)

- Receives, records, and maintains volunteer status information on Resource Status Cards (ICS-219) for incident-assigned volunteers and stand-by volunteers.

7.3.4 Situation Unit Leader (SITL)

- Ensures volunteer information is incorporated into the normal collection, processing, and organizations of information relating to the event.
- Ensures Field Observers are deployed to assigned operational volunteer locations.

7.3.5 Volunteer Unit Leader (VUL) or Volunteer Coordinator (VC)

The best qualified candidate will fill this position, including state and local government staff (see Training Matrix Section 11 for VUL qualifications).

- During initial stages of event, conduct stand-by notifications for local volunteer operations, (see Attachment F 1-3), gather intelligence on local volunteer assistance ability and volunteer interest status. Initially, report to the UC.
- Once established, reports to the Planning Section Chief.
- Ensures the VU is appropriately staffed for the event size, including Technical Specialist assistance.
- Assigns VU Assistants as needed.
- Coordinates with the JIC on approved press releases, volunteer hotline/websites, appropriate and timely public messaging and town hall meetings.
- Ensures EVC and NGO information is coordinated with JIC messaging.
- Works with the EOC and/or EVC-C to ensure all volunteers are registered and complete the incident specific required UC training.
- If not previously completed, coordinates Attachment A review with UC, appropriate Section Chiefs and IC staff to determine when/how to use volunteers and recommends suitable volunteer tasks for UC consideration and approval.
- Completes Volunteer Use Plan (see Volunteer Use Plan Sample Attachment J).
 - Volunteer Site Safety Plan
 - ICS 213RR

- ICS 204
- Acquires PSC approval as appropriate
- Acquires UC approval
- Provides volunteer status updates as directed by UC, keeping UC apprised of local and internal ICP sensitivities regarding volunteer issues.
- Works with LNO, or NGOs to activate local government volunteer management systems.
- Be prepared to work with local government EOC and EVC staff to ensure appropriate policies, procedures and paperwork are implemented in volunteer management systems.
- Weighs and considers all options regarding establishing NGO-C position.
- Works with Planning Section Chief, Operations Section Chief, and Logistics Section Chief to ensure effective and proper use of volunteers is included in the IAP.
- Ensures all pre-trained volunteers have appropriate level of training or complete required training.
- Coordinates with the LNO to ensure appropriate sharing of information in a timely manner with California Volunteers Liaison and local government Agency Representatives.
- Coordinates with the SOFR regarding any volunteer injuries.
- Works with the EOC and/or the EVC to ensure volunteer statistics are maintained.

7.3.6 EVC Coordinator (EVC-C)

- Once established, reports to the VUL.
- Coordinates outreach and EVC operations with local government.
- Coordinates UC information and communication with the EVCs.
- Works with the EVC and/or the EOC to ensure all volunteers are registered and complete the incident specific required UC training.
- Ensures and facilitates requisite training is provided based on volunteer assignments.
- Ensures the EVC's are forming volunteer teams and assigned competent team leaders.

7.3.7 NGO Coordinator (NGO-C)

- Once established, reports to the VUL/VC.
- Coordinates outreach and NGO operations with local government.
- Coordinates UC information and communication with NGOs.
- Works with the NGO, EVC and/or EOC to ensure all volunteers are registered and complete the incident specific required UC training.
- Ensures and facilitates requisite training is provided based on volunteer assignments.

7.3.8 Demobilization Unit Leader (DMOB)

- Ensures that volunteer demobilization procedures, processes, and methodologies are established and fully incorporated into the DEMOB Plan.
- Works closely with the VU on all aspects of volunteer demobilization.

7.4 Logistics Section

7.4.1 Logistics Section Chief (LSC)

- Ensures that resource needs related to volunteers are incorporated into all aspects of the Logistics Section.

7.5 Finance Section

7.5.1 Finance Section Chief (FSC)

- Ensures that volunteer activities are represented in all aspects of Finance Section.
- If the use of volunteers is approved by the UC, the FSC should be prepared to track all costs associated with the incident and convey those costs to the National Pollution Funds Center (NPFC) and Coast Guard Headquarters.

8.0 LOCAL GOVERNMENT OPERATIONS

8.1 Emergency Management Contact-Local Government Agency Representative (AREP)

- Coordinates volunteer operations and messaging between UC and local government leadership.
- Works with the VU and local government EOC staff to activate EVC operations, as requested by UC.
- Keeps UC informed of local volunteer situation.
- Reports volunteer statistics to local government leadership.

8.2 Emergency Operations Center (EOC)

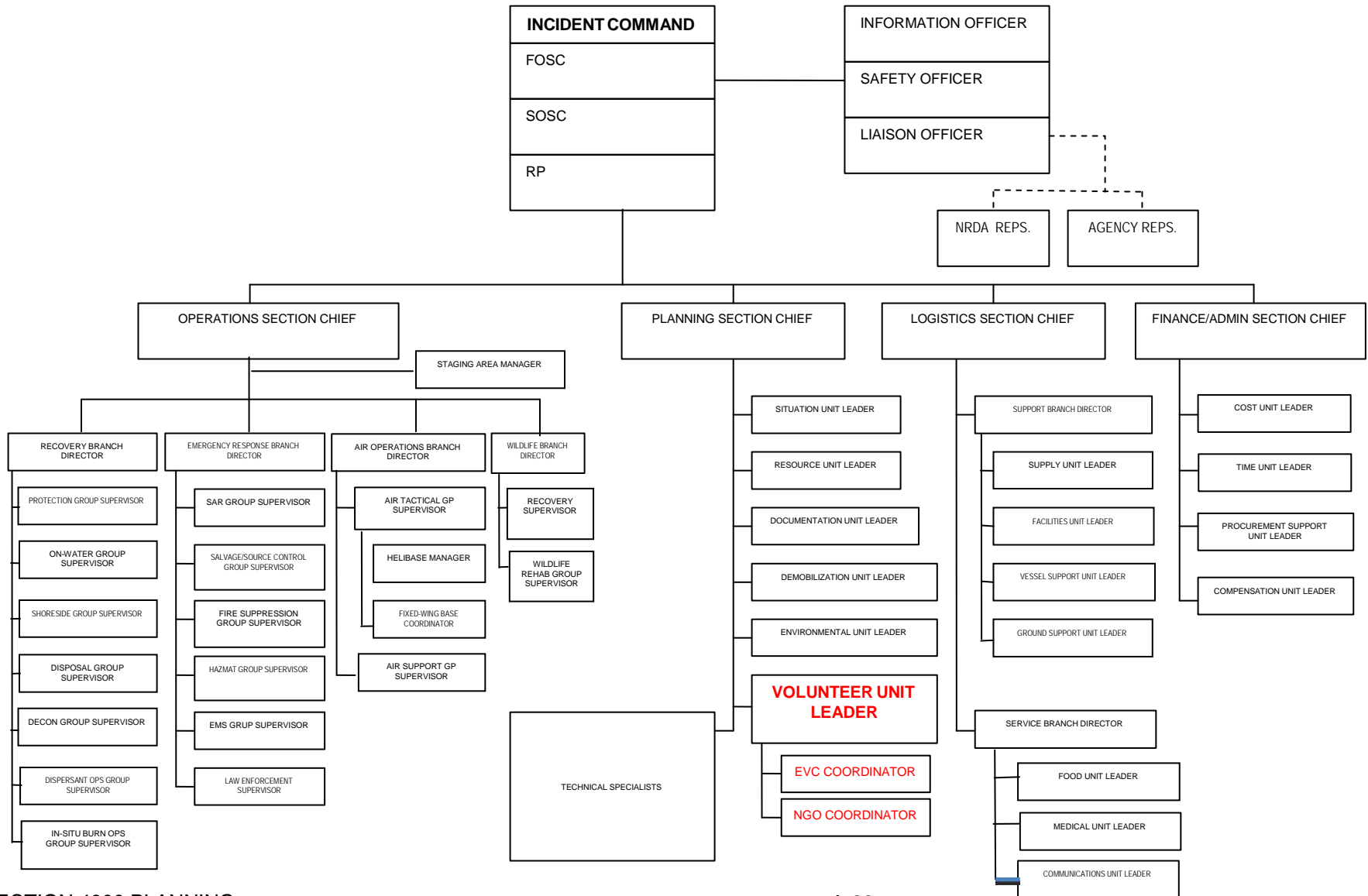
- Activates EVC operations as requested by LNO or VU.
- Establishes an EOC Volunteer Unit in the EOC Logistics section to work with EVC operations.
- Works with the VU and local EVC to convey volunteer mission tasking.
- Ensures UC approved volunteer registration forms are used in the event.
- Ensures EVC volunteer tracking information is shared with the AREPs, the VUL and/or the LNO.
- Coordinates UC approved public messaging, as appropriate.

8.3 Emergency Volunteer Center (EVC)

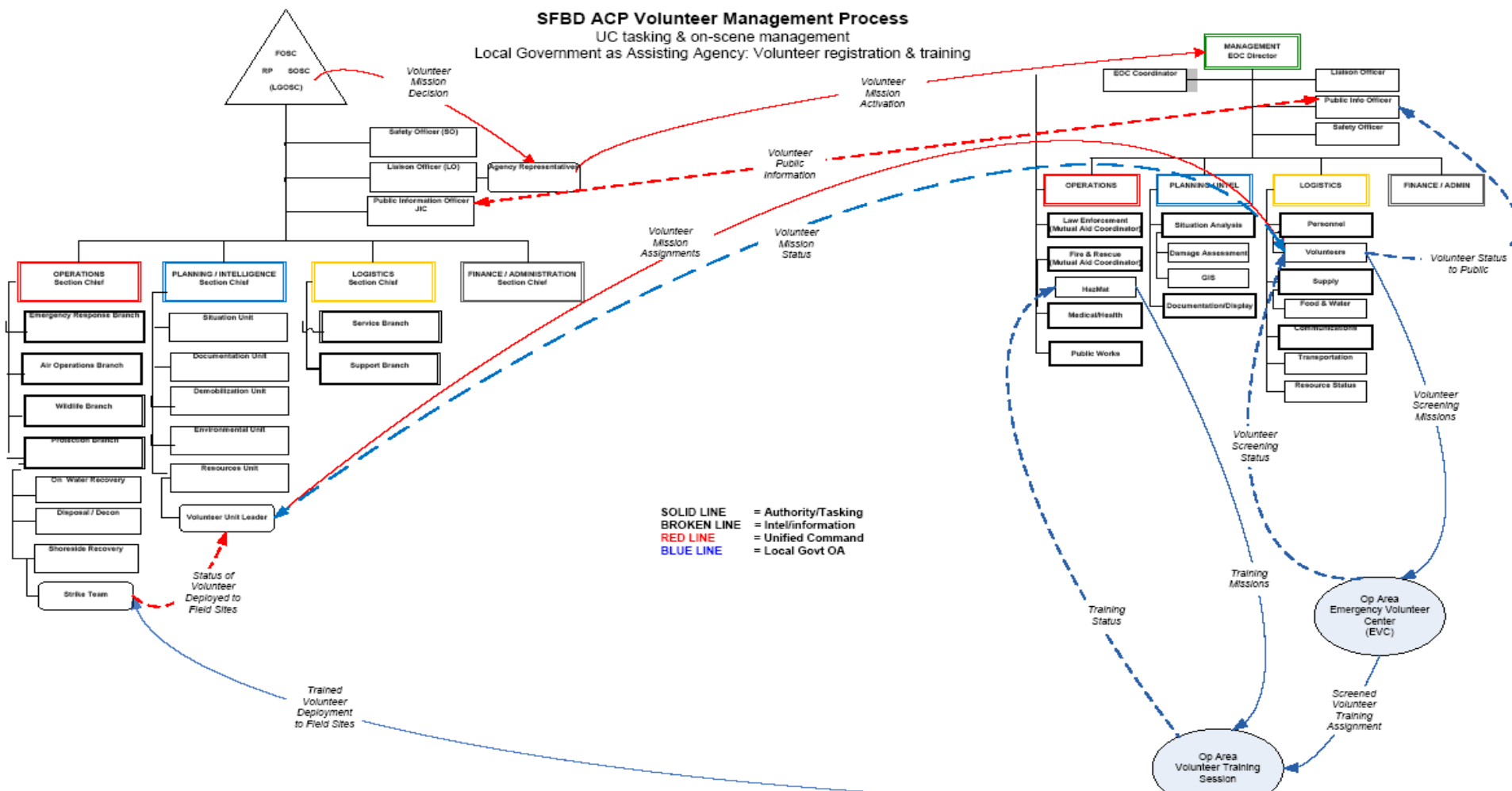
- Coordinates with the VU (or EOC depending on the specific county protocol) and local government to receive, screen and register volunteers.
- Coordinates training operations to fulfill mission requests.
- Ensures UC approved volunteer registration forms are completed by all volunteers.
- Coordinates volunteer management with local NGOs and their affiliated volunteers.

- Coordinates public outreach using approved public messaging from ICP JIC/PIO.
- Provides status reports on volunteer management and tracking to VU and AR

9.0 ICS ORGANIZATIONAL CHART



10.0 ICS 207 CHART: LOCAL GOVERNMENT AND VOLUNTEER MANAGEMENT



Volunteer Unit (VU) works with Command in identifying the public has a desire to assist with response activities
 VU works with local government EOC to determine their willingness to assist in Volunteer management (VM)
 VU will brief the UC on local government ability/interest in assisting with VM
 VU will identify potential volunteer opportunities, deployment locations, and training requirements
 VU will develop and present the UC with a Volunteer Use Plan (VUP)
 The UC will submit the VUP to the local government EOC for volunteer activation
 VU will continue to coordinate with the JIC on volunteer messaging

January 14, 2010

11.0 TRAINING MATRIX

Position Descriptions for:

1. Volunteer Management Staff (non-wildlife volunteer positions), and for
2. Affiliated and unaffiliated non-wildlife volunteers.

Volunteer assignments could be made to:

- **(ICP)** Incident Command Post (CG Auxiliary only)
- **(EVC)** Emergency Volunteer Center (many opportunities)
- **(Field)** Field (limited opportunities, some of which will be limited to pre-trained volunteers)

To ensure volunteers integrate into ICS smoothly, all volunteers are encouraged to complete IS100, IS200 and IS700 training and provide documentation prior to being assigned a role during an oil spill response. These required trainings are free at <<http://training.fema.gov/IS/>>. Volunteers will only be assigned to sites which have been characterized and are under permissible exposure limits (PEL).

In order to volunteer during an oil spill incident, volunteers s **MUST** fulfill the following requirements:

- Be at least 18 years of age
- Sign a CDFW Volunteer Service Agreement or DSW Agreement
- Sign a Photo Release Form
- Take the Oath of Allegiance and Declaration
- Fill out the Volunteer skills Form
- Complete the Vehicle Authorization Form (only required if using private vehicle during duty assignment)
- Complete health and safety training requirements
- Review and sign Site Safety and Health Plan

Position Description	Skills Required	Training Required	Deployment
<p>ICP or EVC Volunteer Management Administrative Support</p> <p>(Assigned directly to assist volunteer management effort).</p> <p>Provides phone bank, files management, and/or record-keeping support, as necessary and assigned, to the Volunteer Unit at the Incident Command Post, or to the managers of the county Emergency Volunteer Center. Duties may vary and</p>	<p>Ability to work in chaotic environment and under direction of agency employees. Must be detail oriented and able to keep up with a system of written records of conversations and decisions. Good working knowledge of computer word processing and spreadsheet software. Excellent organizational and communication skills are very</p>	<p>1) Site Safety</p>	<p>ICP or EVC</p>

Position Description	Skills Required	Training Required	Deployment
multiple positions may be needed.	helpful.		
<p>ICP or EVC Administrative Support</p> <p>(Assignments might not be related to volunteer management).</p> <p>Provides phone bank, file maintenance, and/or record-keeping support, volunteer scheduling, distribution of PPE to the various branches, sections or units at the Incident Command Post, or to managers at county Emergency Volunteer Centers, (as necessary and assigned). Duties may vary and multiple positions may be needed.</p>	<p>Ability to work in chaotic environment and under direction of agency employees. Good working knowledge of computer word processing and spreadsheet software, as well as excellent organizational and communication skills.</p>	1) Site Safety	ICP or EVC
<p>Facility and Site Maintenance</p> <p>General organization and maintenance of various types of facilities. Could include maintaining supply rooms and cleanup of work areas, identification and/or correction of the EVC(s) safety hazards, setting up training rooms and sessions, setting up/putting away equipment, etc.</p>	<p>Ability to work in chaotic environment and under direction of agency employees.</p> <p>Able to lift and move tables and chairs, operate basic TV/DVD/ video equipment; ability to properly handle cleaning equipment and products; willingness to do basic but essential tasks such as maintaining garbage and recycling areas, rest areas, etc..</p>	1) Site Safety	EVC
<p>IT and/or Data Entry Support</p> <p>Provides date entry, GIS, database or general computer maintenance and support, as necessary and assigned, to the various branches, sections or units at the incident Command Post as requested, or to managers at county Emergency Volunteer Centers. Duties may vary and multiple positions may be needed.</p>	<p>Ability to work in chaotic environment and under direction of agency employees.</p> <p>Good working knowledge of computer word processing, database, GIS, and spreadsheet software, and familiarity with computer hardware and networking systems, is desirable. Excellent organization and communication skills are required, as is ability to follow directions in the use of existing computer software and systems.</p>	1) Site Safety	ICP or EVC

Position Description	Skills Required	Training Required	Deployment
<p>Volunteer Unit Leader (VUL) and/or VC</p> <p>Ensures the Volunteer Unit (VU) is appropriately staffed for the event, assigns VU assistants as appropriate, coordinates with the JIC on approved press releases including volunteer hotline/website information, works with the LNO and the LGOSC to activate local government volunteer management system, works within the ICS to ensure volunteer issue are being addressed, ensures proper ICS forms for volunteers are being initiated and completed.</p>	<p>Ability to work ONLY under the direction and discretion of the Unified or Incident Command. This position will be staffed by a government representative.</p> <p>Excellent organization and communication skills are required, as is ability to follow directions and adhere to providing only the required trainings.</p>	<p>1) Site Safety Best qualified for the position should possess the following:</p> <p>2) IS100, 200, 700</p> <p>3) Working knowledge of LA/LB Area EVC operations, LA/LB Area Op Area NGO/EVC/EOC</p> <p>4) Member of Sector LA/LB Area Committee, participation in government led NPREP</p>	<p>ICP</p>
<p>Emergency Volunteer Center Coordinator (EVC-C)</p> <p>Reports to the VUL, coordinates outreach and EVC operations with local government, ensures and facilitates requisite training is provided based on volunteer assignments approved by UC and the Safety Officer, may assist the JIC on Town Hall meetings. May also be tasked with contacting/coordinating trainers from a list of trainers provided, coordinating training room arrangements, trouble-shooting training equipment issues, providing directions and support to volunteers receiving training, and working with Facility and Site Maintenance volunteers to set up training rooms. Maintain written and computer records of training each volunteer has completed. Multiple positions and shifts may be needed. May need to communicate and/or travel between EVC and off-site training centers.</p>	<p>Ability to work ONLY under the direction and discretion of the Unified or Incident Command. This position will be staffed by a government representative.</p> <p>Ability to work in chaotic environment and under direction of agency employees.</p> <p>Excellent organization and communication skills are required, as is ability to follow directions and adhere to providing only the required trainings.</p>	<p>1) Site Safety Best qualified for the position should possess the following:</p> <p>2) IS100, 200, 700</p> <p>3) Working knowledge of LA/LB Area EVC operations, LA/LB Area Op Area NGO/EVC/EOC</p>	<p>EVC and/or other off-site training center</p>
<p>Non-Government Organization (NGO) Coordinator</p> <p>Reports to VUL, coordinates outreach and NGO operations with local government, ensures and facilitates requisite training is provided based on volunteer assignments approved by UC and the Safety Officer, may</p>	<p>Ability to work in chaotic environment and under direction of agency employees.</p> <p>Excellent organization and communication skills are required, as is ability to follow directions and adhere to providing only the required</p>	<p>1) Site Safety Best qualified for the position should possess the following:</p>	<p>EVC and/or other off-site training center</p>

Position Description	Skills Required	Training Required	Deployment
assist the JIC on Town Hall Meetings	trainings.	2) IS100, 200, 700 3)) Working knowledge of LA/LB Area EVC operations, LA/LB Area Op Area NGO/EVC/EOC	
<p>Beach Cleanup</p> <p>Cleanup of tar balls or other weathered oil that may appear on shorelines.</p> <p>Depending on the hazards associated with a spill or tar ball event, volunteers might not be authorized to do tar ball removal, in which case this volunteer position will not be filled.</p>	<p>Ability to work ONLY under the direction and discretion of the Unified Command. This position will be managed by agency representatives or their designees.</p> <p>Ability to lift 25-35 pounds unassisted, work in slippery or sandy conditions, and in a variety of weather conditions.</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) 4-hour Hazwoper (minimum)</p> <p>3) IS100, 200, 700</p>	Field
<p>General Volunteer Positions</p> <ul style="list-style-type: none"> • Procurement Support • Time Unit • EVC Volunteer Time Support • EVC Equipment Support • Transportation • Carpools • Scheduling • Communications • PPE Distribution Support • EVC/EOC Volunteer Training Coordinator • Staging Area Support 	<p>Ability to work ONLY under the direction and discretion of the Unified Command. This position will be managed by agency representatives or their designees.</p> <p>Ability to lift 25-35 pounds unassisted, work in slippery or sandy conditions, and in a variety of weather conditions</p>	Site Safety	Various locations

Position Description	Skills Required	Training Required	Deployment
<p>Public Information Officer (PIO) Support</p> <p>PIO Support will be an important interface with the public. PIO Support may carry copies of and distribute JIC public information materials (such as brochures) to interested public. They can actively redirect interested public to appropriate volunteer opportunities and to the nearest volunteer registration center. Should have an understanding of oil spill operations, in order to effectively provide appropriate public information.</p> <p>May be working near oil-affected shorelines, such as shoreline entrance parking lots, but NOT in "exclusion zones".</p>	<p>Ability to work ONLY under the direction and discretion of the Unified or Incident Command. This position might be staffed either by agency representatives or their designees or by pre-trained volunteers from NGOs if personal security and safety issues are not a concern.</p> <p>Ability to effectively problem-solve in field situations, and to relay concerns/questions back to STLCR. Knowledge of local area (access, prevailing weather and tide conditions, etc.), a plus.</p> <p>Good communication and people skills; willingness and ability to maintain 3-4 hr. shift while outdoors and possibly in inclement weather.</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p> <p>2) Public relation</p> <p>3) Familiarity with oil spill response and NWVP</p>	<p>Field</p>
<p>Pre-Impact Beach Cleanup</p> <p>Remove and/or properly dispose of marine debris such as plastic bags, fishing lines, Styrofoam, etc. from shorelines at risk from oil impacts.</p> <p>Assist shoreline teams (authorized by UC) in relocating beach wrack (driftwood, seaweed, kelp and terrestrial plants) from shorelines at risk from oil impacts. Beach wrack will need to be relocated above the high tide line; may also be asked to mark/flag animal carcasses already on beach. Provide records, including photos or sketches, of original positions of beach wrack and carcasses. If beaches escape impact, or after oil spill cleanup has occurred, work with UC-authorized shoreline teams to move beach wrack back to the low tide line.</p>	<p>Ability to work ONLY under the direction and discretion of the Unified Command. This position will be managed by agency representatives or their designees.</p> <p>Ability to lift 25-35 pounds unassisted, work in slippery or sandy conditions, and in a variety of weather conditions.</p>	<p>1) Site Safety</p>	<p>Field</p>
<p>Strike Team Leader (for volunteers)</p> <p>Will coordinate and manage volunteers within a given oil spill response Operational Division.</p> <p>Will be working near oil-affected shorelines,</p>	<p>This position will be staffed by a qualified government representative.</p> <p>Ability to work ONLY under the direction and discretion of the Unified or Incident Command.</p>	<p>1) Site Safety</p> <p>Best qualified for the position should possess the following:</p>	<p>Field</p>

Position Description	Skills Required	Training Required	Deployment
and may be in the exclusion zone.	Ability to effectively problem-solve in field situations, and to relay concerns/questions back to Unified Command. Knowledge of local area (access, prevailing weather and tide conditions, etc.) a plus.	2) 40-hr Hazwoper and 8-hr mgmt/supervisor training (if supervising volunteers in the "exclusion zone") 3) Public relations 4) IS 100, 200 & 700 (minimum)	

11.1 Minimum Criteria for Volunteers

Four (4)-Hour HAZWOPER Training Requirements:

All of the following criteria must be met in order to use a four (4) hour HAZWOPER minimum training:

- Cal/OSHA has the responsibility for approving the use of the four (4) hour HAZWOPER training.
- A four (4) hour HAZWOPER can only be used by an individual once and is applicable to a single oil spill incident. For subsequent response participation, the full 24 hour training is mandatory.
- Cleanup is performed in an area that has been monitored and fully characterized by a qualified person indicating that exposures are presently and can be expected to remain under permissible exposure limits and other published exposure limits;
- Health risks from skin absorption are minimal;
- Employees have completed the training requirements of Emergency Action Plans and Hazard Communication, including refresher training as appropriate;
- Employees have completed other health and safety training made necessary by the tasks they are expected to perform such as, but not limited to, operating procedures, decontamination procedures, water safety, hypothermia, heat stress, and safety hazard controls;
- There is adequate on-site supervision by employees who have completed the HAZWOPER 24 or 40 hour initial training, and the 8-hr Management/Supervisor training;

12.0 ATTACHMENTS:

- A. Unified Command (UC) Check Sheet/Job Aid**
- B. Position Checklists: VUL, VC, EVC-C, NGO- C, STLCR**
- C. Acronyms**
- D. Volunteer Public Messaging Samples**
- E. Volunteer Resource Request Form Sample**
- F. Emergency Services Contact Information**
 - F1. Coastal Region Emergency Management Contact List**
 - F2. All CA Contacts EVC List**
 - F3. Regional NGO List**
- G. Suggested EVC MOU Template**
- H. Suggested NWVP Training Agenda**
- I. Volunteer Use Plan and Sample ICS 204 Form**
- J. Memorandum of Understanding - Corporation for National and Community Service**

ATTACHMENT A: UNIFIED COMMAND (UC) CHECK SHEET/JOB AID

Incident Name: _____

Date: _____

Sector LA-LB ACP Non-Wildlife Volunteer Policy: Non-wildlife (NW) volunteers will not automatically be used. The benefit of NW volunteer efforts must be weighed against concerns for NW volunteer safety.

When a Federalized volunteer decision is made, how the NWVP is used should be discussed at the onset of that decision. Factors to consider include volunteer injury procedures, ICP staff assignments, finance and administration procedures, etc.

Based on the conditions specific to that incident, the UC must determine the suitability of integrating NW volunteers into an oil spill response.

(2nd box... "...public outreach and education messaging")

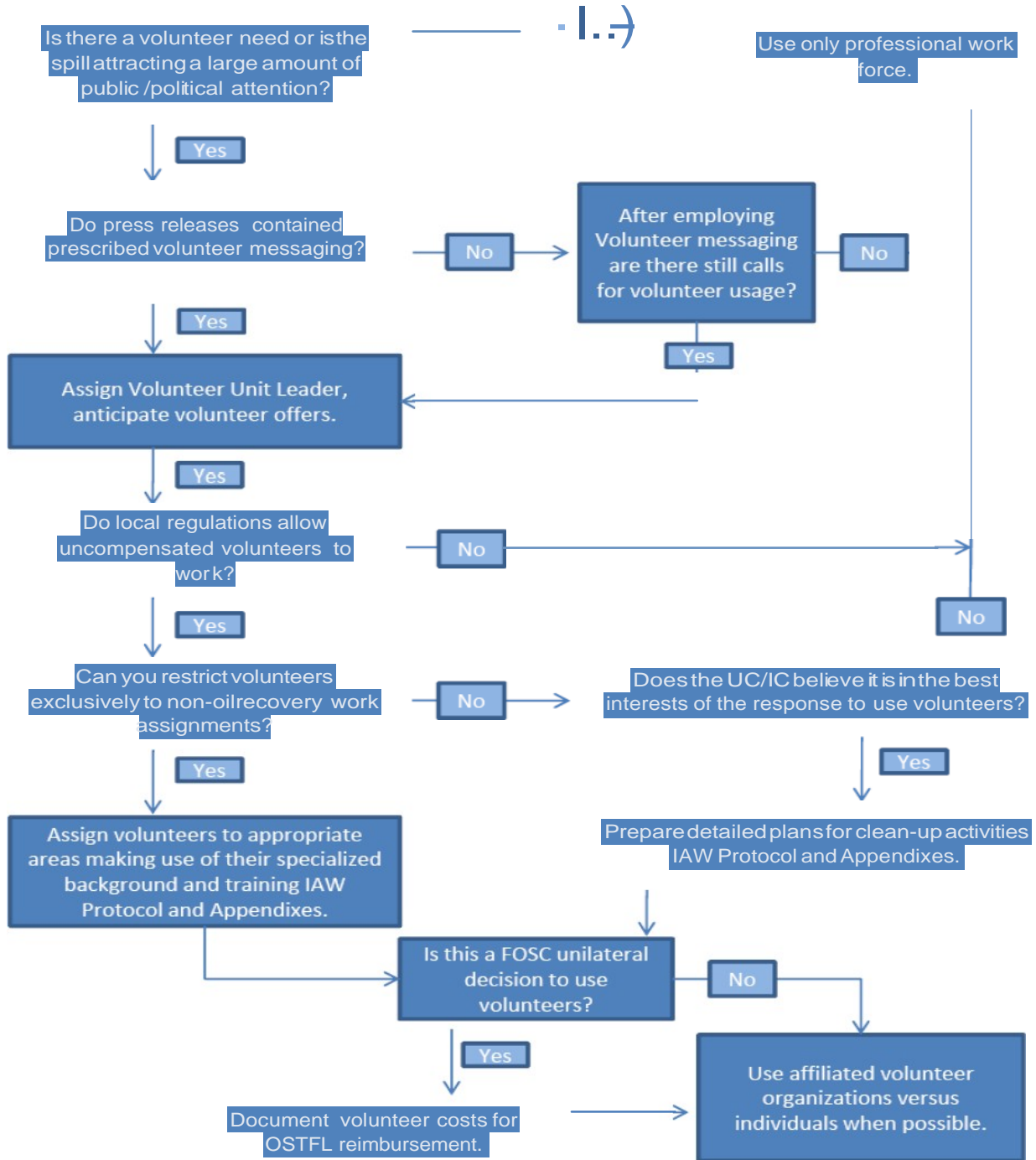
(box attached to 2nd box .." after employing "public outreach and education messaging:...)

Some factors to consider when contemplating the use of NW volunteers:

- | | | |
|---|--|---|
| <input type="checkbox"/> Primary safety hazards (size, type & toxicity of discharged oil) | Secondary Safety hazards (weather, visibility, slips/falls). | Site Safety and Health Plan |
| <input type="checkbox"/> Agency Guidance: (Coast Guard, OSHA, OSPR & CAL/OSHA) | Support requirements (training, PPE, multi-jurisdictional coordination, public information). | Local government desire/ability to support an emergency volunteer management system |

UC/IC Volunteer Use Decision Tree

Start Here:



The following are the Volunteer Job Opportunities which have been authorized by the UC for:

Incident Name: _____ **Date:** _____

(Checked boxes indicate the UC authorizations of job for NW volunteers.)

Public Information Officer (PIO) Support

- D Public Information Officer Support*** (distributes public information at beaches & other public areas, such as shoreline entrance parking lots)

Finance/Admin Section

- D ICP** or EVC Volunteer Management Administrative Support
- D ICP** or EVC Administrative Support
- D Procurement Support
- D Time Unit**
- D EVC Volunteer Time Support
- D EVC Equipment Support

Logistics Section

- D Facility and Site Maintenance
- D Transportation
- D Carpools
- D Scheduling
- D Communications
- D Personal Protective Equipment (PPE) Distribution Support *

Planning Section

- D EVC/EOC Volunteer Training Coordinator
- D ICP Technical Specialist/IT and/or Data Entry Support**
- D EOC/EVC Technical Specialist/IT and/or Data Entry Support
- D Field Observers***

Operations Section

- D Beach Cleanup*
- D Pre-Impact Beach Cleanup***
- D Staging Area Support*

* Indicates that a risk of potential exposure may exist and specific training is required per Cal OSHA.

** Indicates roles located within the Incident Command Post and should be staffed by USCG Auxiliary volunteers.

*** Indicates roles suited for NGOs given the degree of pre-training and immediate deployment.

UC guidance, instructions or restrictions for NW volunteers: (May also be communicated on ICS-213)

ATTACHMENT B: POSITION CHECKLISTS

VOLUNTEER UNIT LEADER (VUL)

Please refer to the USCG Incident Management Handbook (IMH)

READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION

Report To: Planning Section Chief

RESPONSIBILITIES

- A. Review Common Responsibilities in Chapter 2 of USCG IMH.
- B. Review Common Unit Leader Responsibilities in Chapter 2 of USCG IMH.
- C. Monitor work progress and make changes when necessary.
- D. Coordinate with the Liaison to keep UC, JIC and Planning Chief apprised of volunteer interest and affected area's political leadership position on use of volunteers.
- E. Be ready to facilitate UC decision to use volunteers in capacity determined appropriate.
- F. Coordinate with the Liaison regarding local government unaffiliated volunteer management resources.
- G. Coordinate with regional Non-Governmental Organizations (NGO) regarding volunteer information and affiliated volunteer management resources.
- H. Coordinate with the JIC regarding outgoing volunteer messaging.
- I. Ensure UC Sections, Branches and Units are coordinating with volunteer efforts, as appropriate.
- J. Coordinate with the Safety Officer to ensure use of volunteers is within OSHA guidelines and appropriate training standards are met.
- K. Keep supervisor informed of progress and any changes status.
- L. Submit situation and resource status information through chain of command as appropriate.
- M. Maintain Unit Log (ICS 214-CG).

ACTION CHECKLIST

- D Check in upon arrival at ICP.
- D Report to assigned location to receive briefing by the Planning Chief, Liaison, VUL, EVC-C and NGO-C.
- D Review ICS 204, ensure the Liaison, EVC-C, NGO-C, Safety Officer contact information is accurate.
- D Ensure you have means to communicate with the ICP, EOC, NGOs and/or EVCs.
- D Ensure volunteer management system is adequate for influx of volunteers.
- D Ensure updated volunteer information is communicated to the JIC.
- D When appropriate, appoint Deputy and/or Assistant VUL as needed to ensure appropriate span of control.
- D Review assignments and procedures with subordinates and assign tasks.
- D When appropriate, establish communications schedule with members of the UC staff.
- D Debrief as directed at the end of the shift.
- D Report final situation report to the Planning Chief as appropriate.

EMERGENCY VOLUNTEER CENTER COORDINATOR (EVC-C)

Please refer to the USCG Incident Management Handbook (IMH)

READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION

Report To: Volunteer Unit Leader (VUL)

RESPONSIBILITIES

- A. Review Common Responsibilities in Chapter 2 of USCG IMH.
- B. Review Common Unit Leader Responsibilities in Chapter 2 of USCG IMH.
- C. Monitor work progress and make changes when necessary.
- D. Keep supervisor informed of progress and any changes to status of EVC resources.
- E. Coordinate local government EVC efforts to ensure unaffiliated volunteer interest is logged and managed via EVC outreach systems.
- F. Coordinate activities with the NGO-C.
- G. Ensure the JIC volunteer message is delivered via EVC outreach.
- H. Ensure appropriate training standards are met at EVC training sessions.
- I. Coordinate with the Strike Team Leader to pre-group and pre-assign volunteers during EVC training to ensure volunteers report to appropriate location.
- J. Ensure volunteer logistical support is met by the Resource Unit.
- K. Submit situation and resource status information through chain of command as appropriate.
- L. Maintain Unit Log (ICS 214-CG).

ACTION CHECKLIST

- D Check in upon arrival at ICP.
- D Report to assigned location to receive briefing by the Planning Chief, Liaison, VUL, EVC-C and NGO-C.
- D Review ICS 204, ensure the Liaison, VUL, NGO-C, Safety Officer contact information is accurate.
- D Ensure you have means to communicate with the ICP, EOC, NGOs and/or EVCs.
- D Ensure EVC volunteer management system is adequate for influx of volunteers.
- D Ensure updated EVC volunteer information is communicated to the VUL.
- D Work with the Strike Team Leader to ensure assignment location has been conveyed to volunteers & transportation is coordinated.
- D Review assignments and procedures with EVCs and the NGO-C.
- D Ensure EVCs have appropriate volunteer logistical support (PPE, food, water) if/when needed.
- D When appropriate, establish communications schedule with members of the VU staff.
- D Debrief as directed at the end of the shift.
- D Report final situation report to the VUL as appropriate.

NON-GOVERNMENTAL ORGANIZATION COORDINATOR (NGO-C)

Please refer to the USCG Incident Management Handbook (IMH)

READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION

Report To: Volunteer Unit Leader (VUL)

RESPONSIBILITIES

- A. Review Common Responsibilities in Chapter 2 of USCG IMH.
- B. Review Common Unit Leader Responsibilities in Chapter 2 of USCG IMH .
- C. Monitor work progress and make changes when necessary.
- D. Keep supervisor informed of progress and any changes to status of NGO resources.
- E. Coordinate regional NGO efforts to work with local government EVCs and ensure unaffiliated volunteer interest is logged and managed via NGO outreach systems.
- F. Coordinate activities with the EVC-C.
- G. Ensure the JIC volunteer message is delivered via NGO outreach.
- H. Ensure appropriate training standards are met at NGO training sessions.
- I. Coordinate with the Strike Team Leader to pre-group and pre-assign volunteers during NGO training to ensure volunteers report to appropriate location.
- J. Ensure volunteer logistical support is met by the Resource Unit.
- K. Submit situation and resource status information through chain of command as appropriate.
- L. Maintain Unit Log (ICS 214-CG).

ACTION CHECKLIST

- D Check in upon arrival at the ICP.
- D Report to assigned location to receive briefing by the Planning Chief, Liaison, VUL, EVC-C and NGO-C.
- D Review ICS 204, ensure the Liaison, VUL, NGO-C, Safety Officer contact information is accurate.
- D Ensure you have means to communicate with the ICP, EOC, NGOs and/or EVCs.
- D Ensure NGO volunteer management system is adequate for influx of volunteers.
- D Ensure updated NGO volunteer information is communicated to the VUL.
- D Work with the Strike Team Leader to ensure assignment location has been conveyed to volunteers & transportation is coordinated.
- D Review assignments and procedures with NGOs and the EVC-C.
- D Ensure NGOs have appropriate volunteer logistical support (PPE, food, water) if/when needed.
- D When appropriate, establish communications schedule with members of the VU staff.
- D Debrief as directed at the end of the shift.
- D Report final situation report to the VUL as appropriate.

STRIKE TEAM LEADER (STLCR)

Please refer to the USCG Incident Management Handbook (IMH)

READ THIS ENTIRE POSITION CHECKLIST BEFORE TAKING ACTION

Report To: Operations Branch Director (OPBD) or Division Supervisor (DIVS)

RESPONSIBILITIES

- A. Review Common Responsibilities in Chapter 2 of USCG IMH.
- B. Review Common Unit Leader Responsibilities in Chapter 2 of USCG IMH.
- C. Monitor work progress and make changes when necessary.
- D. Keep supervisor informed of progress and any changes status of resources assigned to the Branch.
- E. Coordinate activities with adjacent Strike Teams, Task Forces and single resources.
- F. Ensure assignment location has been conveyed to volunteers and transportation is coordinated.
- G. Retain control of volunteers while in an available status.
- H. Submit situation and resource status information through chain of command DIVS/OPBD/OSC as appropriate.
- I. Maintain Unit Log (ICS 214-CG).

ACTION CHECKLIST

- D Check in upon arrival at the staging area.
- D Report to assigned location to receive briefing by the OSC, OPBD, or DIVS as appropriate.
- D Review ICS 204; ensure the OPBD/DIVS, Safety Officer, and EVC contact information is accurate.
- D Ensure you have means to communicate with the ICP and/or EVC.
- D Ensure assignment location has been conveyed to volunteers & transportation is coordinated.
- D Proceed to volunteer rally point as detailed on ICS 204.
- D Conduct roll call of volunteers.
- D When appropriate, organize the Strike Team to ensure appropriate span of control.
- D Review assignments and procedures with subordinates and assign tasks.
- D Distributes logistical support (PPE, food, water) if/when needed.
- D Establish rest / hydration location at site.
- D Establish work/rest schedule for the Strike Team.
- D When appropriate, establish communications schedule with members of the Strike Team.
- D Debrief as directed at the end of the shift.
- D Report final situation report to the OPBD or DIVS as appropriate.

ATTACHMENT C: ACRONYMS

ACP – Area Contingency Plan
AREP- Agency Representative
Admin – Administration
Cal – California
Cal OES – California Governor's Office of Emergency Services
CDFW -California Department of Fish and Wildlife
CNCS – Corporation for National and Community Service
ICP – Incident Command Post
DECON – Decontamination
DIV – Division
DIVS – Division/Group Supervisor
EMS – Emergency Medical Services
EOC – Emergency Operations Center
EVC – Emergency Volunteer Center
EVC-C – Emergency Volunteer Center Coordinator
FOBS – Field Observers
FOSC – Federal On-Scene Coordinator
FSC – Finance Section Chief
HAZMAT – Hazardous Materials
IAP – Incident Action Plan
ICS – Incident Command System
IM - Incident Management
IT – Information Technologist
JIC – Joint Information Center
LOSCP – Local Oil Spill Contingency Plan
LNO – Liaison Officer
LSC – Logistics Section Chief
MOU – Memorandum of Understanding
NGO – Non-Governmental Organization
NRDA – Natural Resource Damage Assessment
NRT – National Response Team

NWVP – Non-Wildlife Volunteer Plan
OES – Office of Emergency Services
OPBD – Operations Branch Director
OPS – Operations
OSC – Operations Section Chief
OSLTF – Oil Spill Liability Trust Fund
OSHA – Occupational Safety and Health Administration
OSPR – Office of Spill Prevention and Response
OSRO – Oil Spill Response Organization
OWCN – Oiled Wildlife Care Network
PIO – Public Information Officer
PPE – Personal Protection Equipment
PSC – Planning Section Chief
RECP – Regional Emergency Coordination Plan
Reps – Representatives
RESL – Resource Unit Leader
RP – Responsible Party
RPIC – Responsible Party Incident Commander
RRT – Regional Response Team
SCKN – Status/Check-in Recorder
SOFR – Safety Officer
SOSC – State On-Scene Coordinator
SSHP – Site Safety and Health Plan
STAM – Staging Area Manager
SITL – Situation Unit Leader
STLCR – Strike Team Leader
UC – Unified Command
VC – Volunteer Coordinator
FOB – Field Observer
VOL – Volunteer
VU – Volunteer Unit
VUL – Volunteer Unit Leader

ATTACHMENT D: SAMPLE VOLUNTEER PUBLIC MESSAGING SAMPLES

- An aggressive cleanup operation is underway to secure the source, recover spilled oil and protect environmentally sensitive sites and wildlife that may be impacted.
- The safety of the public and incident responders is our number one priority. The public is advised to avoid contact with the oil and to keep pets on leashes away from beaches where the product has accumulated.
- Wildlife impacted by oil will beach themselves in order to warm up and rest. When wildlife sees people and pets on the beach, they perceive them as predators and will likely return to the water where hypothermia and re-oiling may occur.
- Therefore, the public should not attempt to rescue oiled wildlife. Untrained individuals who attempt to rescue wildlife may cause the animal more harm than good and may injure themselves in the process. If oiled animals are scared back into the water by pets or people, their chances of survival decrease dramatically.
- The Oiled Wildlife Care Network, UC Davis has been activated and its trained volunteers and staff are the only ones authorized to rescue and care for oiled wildlife.

The public can best assist by reporting oiled wildlife by calling 1-877-UCD-OWCN (823-6926). *(confirm hotline number with VUL and Wildlife Branch)*

- Initial spill response will generally focus on stopping the oil leak first, conducting on-water containment and recovery, and then shoreline protection. Efforts will be made to get oil off the water first so that continued re-oiling of shorelines is minimized.
- The public may not immediately see response teams on every shoreline because they are responding to areas and tasks that have been assigned higher priority.
- The RP is required to pay for the cleanup. They provide the cleanup contractors, referred to as Oil Spill Response Organizations (OSROs), to recover the spilled oil and clean up oiled shorelines. The personnel who conduct this work are trained in hazardous materials handling and disposal.
- Trained crews are instructed in how to dispose of the oil and oily materials. The recovered oil must be carefully quantified to determine how much was removed from the environment. Then it is transported to a hazardous materials landfill or recycled. When oil is disposed of improperly such as; household or public receptacles this may lead to contamination of municipal water supplies.
- In order to keep the public informed about possible volunteer opportunities, a Volunteer Hotline has been established at 800-228-4544.
(confirm hotline number with VUL)

Use the following language if unaffiliated volunteers present.

- There has been a tremendous outpouring of support and offers to help from the community. We appreciate the public's desire to volunteer and understand their concern.
- The Unified Command will make the decision on whether or not to use unaffiliated volunteers. It will depend on a variety of factors including the type of oil spilled, the location and size of the spill, and most importantly the safety of volunteers.
- If a decision is made to use unaffiliated volunteers, there are a variety of possible job opportunities.
- A volunteer can either be pre-trained or come forward during a spill event with no prior oil spill volunteer experience. Each spill response is unique, and the skills needed may be somewhat different each time.
- Volunteers must first register before participating in a spill response. They must be at least 18 years, in good health, capable of lifting 25-35 pounds and able to follow both written and oral directions. They must also be willing to attend any necessary training.
- Volunteering does not necessarily mean cleaning up oil. Oil is a toxic substance and dangerous if handled or disposed of improperly. Only trained personnel are authorized to conduct oil spill cleanup.
- However, there are many other tasks that might require volunteer assistance: (***check with VUL prior to specifying volunteer tasks***)
 - Field Observer
 - Transporter
 - Pre-impact Beach Cleanup
 - Light Construction
 - Facility and Site Maintenance
 - Emergency Volunteer Center or Command Post staff support (receptionist, phone bank, scheduler, runner, clerical, communications, database and IT specialists, etc.)
- The best way to become a volunteer is to contact your local community Volunteer Center, nonprofit environmental group, local humane society, service organization, faith-based organization, or government agency volunteer program. Some of these organizations train volunteer to be long-term environmental monitors or to work in various types of disaster management.

ATTACHMENT E: VOLUNTEER RESOURCE REQUEST FORM

ORDER INCIDENT/PROJECT NUMBER	RESOURCE ORDER VOLUNTEER	1. DATE/TIME of REQUEST	2. INCIDENT/EVENT NAME		3. VOLUNTEER UNIT LEADER (VUL) NAME	4. VUL SIGNATURE/DATE		
					4. REQUESTER'S NAME	5. REQUESTER'S PHONE NUMBER		
VUL								
VUL						EOC / EVC		
7 VOLUNTEER REQUEST NUMBER	7A QUANTITY	7B VOLUNTEER TASK	7C TRAINING REQUIRED	7D OPERATIONAL PERIOD NEEDED	7E Name of COUNTY EOC CONTACTED	7F REPORTING LOCATION DATE & TIME	7G ESTIMATED TRAINING COMPLETION DATE & LOCATION	7H SEE ATTACHED LIST OF VOLUNTEER NAMES

ICS213 RR V PROCESS:
ONCE VOLUNTEER UNIT (VU) ESTABLISHED, VOLUNTEER UNIT LEADER (VUL) COMPLETES THIS FORM WITH UC/IC & SECTION CHIEFS INPUT (ITEMS 1-6, 7A-F).
EOC OR EVC COMPLETES 213RR V (ITEMS G-H) AND FULLFILLS ORDER.
EOC OR EVC PASSED COMPLETED 213RR V TO VOLUNTEER UNIT.
VU PROVIDES ROSTER OF TRAINED VOLUNTEERS TO RESOURCES, OPERATIONS AND LOGISTICS.

ORDER RELAYED				ACTION TAKEN	ORDER RELAYED				ACTION TAKEN
REQ. NO.	DATE	TIME	TO/FROM		REQ. NO.	DATE	TIME	TO/FROM	

ATTACHMENT F: EMERGENCY SERVICES CONTACT INFORMATION

ATTACHMENT F1 – COASTAL REGION EMERGENCY MANAGEMENT CONTACT LIST

<p>Regional Administrator Mona Bontty Office: (562) 795-2902 Cell: (562) 673-0411 mona.bontty@caloes.ca.gov</p>	
<p>Deputy Regional Administrator Douglas Huls Office:(562) 795-2909 Cell:(714) 732 9646 douglas.huls@caloes.ca.gov</p>	<p>Deputy Regional Administrator Jeffrey Toney Office:(562) 795-2910 Cell:(562) 810-8419 jeffrey.toney@caloes.ca.gov</p>
<p>Senior Emergency Services Coordinators</p> <p>Jim Acosta Office: (562) 795-2939 Cell: (714) 458-1271 jim.acosta@caloes.ca.gov</p> <p>Sonia Brown Office: (562) 795-2908 Cell: (714) 330-2972 sonia.brown@caloes.ca.gov</p> <p>Joanne Phillips Office: (619) 220-5369 Cell: (760) 267-5578 joanne.phillips@caloes.ca.gov</p> <p>Office Administration</p> <p>Ruth Garcia Associate Governmental Program Analyst Office: (562) 795-2937 ruth.garcia@caloes.ca.gov</p> <p>LaNette Long Office Technician Office: (562) 795-2954 lanette.long@caloes.ca.gov</p> <p>Southern Region Counties by Mutual Aid Region:</p> <p>Region I Los Angeles, Orange, Ventura, Santa Barbara, San Luis Obispo (LEPC I)</p> <p>Region VI San Diego, Imperial, Inyo, Mono, San Bernardino, Riverside (LEPC VI)</p>	<p>Emergency Services Coordinators</p> <p>Karla Benedicto Office: (562) 795-2903 Cell: (714) 869-4718 karla.benedicto@caloes.ca.gov</p> <p>Jeanne Garcia Office: (562) 795-2935 Cell: (562) 338-8444 jeanne.garcia@caloes.ca.gov</p> <p>Pastor Guevara Office: (562) 795-2955 Cell: (562) 338-8440 pastor.guevara@caloes.ca.gov</p> <p>Sherryl Jones Office: (562) 795-2973 Cell: (310) 729-8322 sherryl.jones@caloes.ca.gov</p> <p>Yvette LaDuke Office: (562) 795-2933 Cell: (714) 330-1036 yvette.laduke@caloes.ca.gov</p> <p>Yolandé Love Office: (562) 795-2904 Cell: (714) 552-3292 yolande.love@caloes.ca.gov</p> <p>Bill Martinez Office: (562) 795-2957 Cell: (714) 460-3913 bill.martinez@caloes.ca.gov</p> <p>Jacqueline Martinez Office: (562) 795-2913 Cell: (714) 520-1833 jacqueline.martinez@caloes.ca.gov</p>

ATTACHMENT F2 – ALL CA EVC LIST

Los Angeles

Lead Agency Volunteer Center of Los Angeles (TBD)
Primary Katharyn Muniz-Bandoni 323-450-5080 kbandoni@vcla.net
Local Government Rep. OES: 323-980-2261
After hours #
Address 1370 North Saint Andrews Place Los Angeles, CA 90028
Agency Website <http://www.vcla.net>
City EVCs

Orange

Lead Agency Volunteer Center of Orange County (TBD)
Primary 714-953-5757
Local Government Rep. Information pending
After hours # OES: 714-628-7055
Address 1901 E. 4th Street #100, Santa Ana 92705
Agency Website <http://volunteercenter.org>

San Luis Obispo

Lead Agency [United Way \(clearinghouse\) or VolunteerSLO \(Cal Poly students only\)](#)
Primary Monica Tafoya, United Way - 805-541-1234
Joy Harkins, VolunteerSLO - 805-756-6774 (Cal Poly Students only)
Secondary
Local Government Rep. Ron Alsop, OES Emergency Services Manager: (805) 781-5011
After hours #
Address
Agency Website <http://www.volunteerslo.org>
City EVCs Acts as a "clearinghouse" for volunteers-managed by Cal Poly

Santa Barbara

Lead Agency Voluntary Organizations Active in Disaster - Santa Barbara County
Primary Tony Mitchell 805-964-8857 Ext. 130
Secondary [OEM Duty Officer: 805-681-5526 \(24/7\)](mailto:oem@sbcoem.org)
oem@sbcoem.org
Local Government Rep. Ryan Rockabrand: 805-681-5526 (24/7)
After hours # OEM: 805-681-5526 (24/7) and County Dispatch 805-683-2724 (24/7)
Address c/o Orfalea Foundation, 1238 Coast Village Circle, SB, CA 93108
Agency Website <http://voadsbc.org/>

Ventura

Primary OES: Kevin Mcgowan
Secondary United Way:
Local Government Rep. OES: Kevin Mcgowan@ventura.org
After hours # OES Duty Officer: 805-947-8210
Address 800 South Victoria Avenue Ventura CA 93009
Agency Website
City EVCs Acts as a "clearinghouse" for volunteers

ATTACHMENT F3 – REGIONAL NGO LIST

Name	Contact	OWCN Member	Phone	Potential Volunteer Opportunities	Volunteer training provided	Email	Mailing Address	Geographic Area's served	Mission / Area of emphasis	# Trained Vols for Oil Spill
Pacific Marine Mammal Center	Scott Sedlick	YES	(949) 494-3050			ssedlick@pacificmmc.org	20612 Laguna Canyon Road Laguna Beach, CA 92651	Orange County	The Pacific Marine Mammal Center rescues, rehabilitates, releases marine mammals and inspires ocean stewardship through research, education, and collaboration.	
Heal The Bay	Nancy Shrodes		310-451-1500 ext. 145			nshrods@healthbay.org	1444 9 th Street Santa Monica CA 90401	Santa Monica Bay	Heal the Bay's mission is to make southern California's coastal waters and watersheds, including Santa Monica Bay, safe, healthy and clean.	
LA Waterkeeper	Brian Meux		310-394-6162 x107			bemeux@lawaterkeeper.org	120 Broadway, Suite 105 Santa Monica, CA 90401	Los Angeles County	Los Angeles Waterkeeper's mission is to protect and restore Santa Monica Bay, San Pedro Bay, and adjacent waters through enforcement, fieldwork, and community action.	
Orange County Coast Keeper	Lynn Rotuno		714-850-1965			lynn@coastkeeper.org	351 Airway Ave., STE F-110 Costa Mesa, CA 92626	Orange County	The Mission of Orange County Coastkeeper is to protect and promote sustainable water resources that are swimmable, drinkable, and fishable.	
Santa Barbara Channel Keeper	Ben Pitterle		805-563-3377 Ext. 3			ben@sbck.org	714 Bond Avenue Santa Barbara, CA 93103	Santa Barbara Channel	Santa Barbara Channelkeeper is a grassroots non-profit organization whose mission is to protect and restore the Santa Barbara Channel and its watersheds through science-based advocacy, education, field work and enforcement.	
Surf Rider Foundation Huntington Beach Chapter	Gina Maslach		949-887-7331			gmaslach@ziprealty.com	PO BOX 4216 Seal Beach, CA 90740	Huntington Beach	A non-profit environmental organization dedicated to the protection and enhancement of our local waves, water and beaches through conservation, activism, research and education.	
Surf Rider Foundation Long Beach Chapter	Viviana Cruz		NA			volunteer@lburfrider.org	P.O. Box 14627 Long Beach CA, 90853	Long Beach	A non-profit environmental organization dedicated to the protection and enhancement of our local waves, water and beaches through conservation, activism, research and education.	
Surf Rider	Henry		949-625-			volunteercoordinator@so	34145 Pacific	South	A non-profit environmental organization	

Foundation South Orange County Chapter	Chou		5700			uthorange.surfrider.org	Coast Hwy, #619 Dana Point, CA 92629	Orange County	dedicated to the protection and enhancement of our local waves, water and beaches through conservation, activism, research and education.	
Surf Rider Foundation South Bay Chapter	Patricia Sanhueza		NA			volunteer@surfrider-southbay.org	P.O. Box 3825 Mahattan Beach, CA 90266	Area Between San Pedro and Marina Del Rey	A non-profit environmental organization dedicated to the protection and enhancement of our local waves, water and beaches through conservation, activism, research and education.	
Surf Rider Foundation Newport Beach Chapter	Michelle Giron		949-287-8166			volunteercoordinator@newportbeach.surfrider.org	P.O. Box 12754 Newport Beach, CA 92658	Newport Beach	A non-profit environmental organization dedicated to the protection and enhancement of our local waves, water and beaches through conservation, activism, research and education.	
Surf Rider Foundation Ventura Chapter	Volunteer Coordinator		NA			VolunteerCoordinator@ventura.surfrider.org	P.O. Box 1028 Ventura, CA 93002	Ventura County	A non-profit environmental organization dedicated to the protection and enhancement of our local waves, water and beaches through conservation, activism, research and education.	

ATTACHMENT G: Suggested EVC MOU Template

MOU Template for Coordination of Unaffiliated Volunteers and Emergency Volunteer Centers

MEMORANDUM OF UNDERSTANDING BETWEEN
THE CITY/COUNTY/STATE OF _____
AND
THE VOLUNTEER CENTER OF _____

This MEMORANDUM OF UNDERSTANDING is hereby made and entered into by and between The Volunteer Center of _____, hereinafter referred to as "VC" and the City/County/State of _____, hereinafter referred to as "City/County".

I. PURPOSE

The purpose of this Memorandum of Understanding ("MOU") is to effectively manage the referral process for volunteers who emerge during declared citywide/countywide emergencies. An Emergency Volunteer Center ("EVC"), set up as an online service, call center, and/or walk-in center, will register and refer unaffiliated volunteers as needed to City/County/State departments and community-based organizations during such emergencies.

II. IT IS MUTUALLY UNDERSTOOD AND AGREED UPON BY AND BETWEEN THE PARTIES THAT:

A. Responsibilities of City/County

1. Upon direction from the City/County/State Emergency Operations Center ("EOC"), request activation of an EVC by VC.
2. Provide support for the successful implementation of the EVC Plan.
3. Schedule pre-trained City/County/State staff to assist in EVC operations, as requested by VC.
4. Assist VC with eligibility determination of incurred EVC costs.
5. Work with VC to identify possible funding sources for reimbursement and assist VC to submit reports and invoices for documentation.

B. Responsibilities of VC

1. Activate and demobilize an EVC upon request from the EOC in collaboration with UC.
2. Assign key EVC positions to VC staff as appropriate.
3. Consult with the EOC Logistics Section regarding assistance with EVC location(s) as needed.
4. Request assistance from the EOC Logistics Section for EVC needs such as equipment, supplies, staffing and technical assistance.
5. Train City/County employees on EVC operations, before, during and after emergencies.
6. Document EVC volunteer referral data and submit regular reports to City/County/State during activation.
7. Maintain accurate documentation of services provided during an emergency event.
8. Submit an after action report ("AAR") to City/County/State.
9. Prepare an invoice identifying VC emergency-related EVC costs incurred with the assistance of City/County/State.

D. Joint Responsibilities

1. Manage the EVC set-up, operations, and demobilize as directed by EOC and/or UC.

2. Ensure established EVCs are coordinating with the UC JIC operations for any media or public information messaging and outreach.

III. COST RECOVERY

In the event of an EVC activation, the City/County/State shall assist the EVC in the appropriate claims reporting and reimbursement procedures.

IV. MODIFICATIONS

This agreement sets forth the full and entire understanding of the parties regarding the matter herein. This agreement may be modified by mutual consent of the parties. Such modification(s) shall be in writing.

THE PARTIES HERETO have executed this instrument.

_____, Director

_____ Date

City/County/State of _____

_____, Executive Director

_____ Date

Volunteer Center of _____

ATTACHMENT H: Suggested NWVP Training Agenda

- 5 m Welcome
- 10 m Introductions
- 10 m Review Volunteer Brochure
- 10 m Review OPA 90
 - USCG Coastal waters authority
 - USEPA Inland waters authority
 - Responsible Party authority & liability
- 10 m Review California Lempert-Keene Seastrand Act
 - CDFW authority
 - OSPR purpose & mission
 - OWCN plan, purpose & authority
- 15 m Review Local Government role in oil spill response
 - EOC operations
 - Operational Area (OA) vs. County/City
 - Local Government authority
 - Liaison, Agency Rep role
- 15 m Review NWVP purpose
 - UC, Local Government, EVC collaboration
 - Volunteer duties in oil spill response
 - UC tasking
- 10 m Review Emergency Volunteer Center (EVC) role in oil spill response
 - Local Government or State activation
 - Volunteer training
 - NGO role
- 15 m BREAK
- 20 m Review NWVP Sections
- 30-45 m Conduct Workshop Discussion
 - Suggested NWVP Discussion Topics
 - Who & how to contact regarding volunteering in oil spill response
 - Approved Volunteer Duties
 - Unaffiliated Volunteers in oil spill response
 - Affiliated volunteers in oil spill response
 - Local Government role/EOC operations
 - EVC operations
 - OWCN operation

ATTACHMENT I: VOLUNTEER USE PLAN AND SAMPLE ICS 204 FORM

SAMPLE VOLUNTEER USE PLAN

[INSERT NAME OF OIL SPILL OR DRILL - DATE]

VOLUNTEER COORDINATOR/UNIT ACTION

Volunteer Coordinator/Unit: *[name/title/agency]*

ACTION(S) *[suggested language]*

- Engage affiliated and/or spontaneous volunteers - *[example – Monterey SPCA, Otter Project, Surf Riders, State Parks, National Park Service and CDFW Resource Volunteers and/or general public].*
- Volunteer Health & Safety Training *[refer to Safety Unit for volunteer requirement(s)]*
- Only unimpacted non-oiled shorelines for the following activities:
 - Pre impact beach cleanup of non-oiled trash – dispose of trash above the high – high tide
 - Public Information Officer Support *[affiliated and/or spontaneous volunteers will distribute Oil Spill Response Volunteer Brochure - provided by CDFW/OSPR]*
 - Logistical support.
- Notify 2-1-1 system and other government sponsored public information resources through the *[insert county name]* for volunteer information or *[insert web links, 1-800 number(s) and www.CalSpillWatch.dfg.ca.gov]* for volunteer information
- Set up training center(s) at *[insert location/time and contact information]*
- Liaison with affiliated organization(s) *[insert organization name(s) and contact information]*
- Order resources: PPE *[see ICS 204 example - boots, gloves, safety vests, water, waste disposal and boxed lunches]*

AFFILIATED ORGANIZATION(S) Deployed for *[volunteer task(s)]* Example

1: ORGANIZATION – *[contact name, title and phone number(s)]*
[number of volunteers/location/date/time]
[example - 10 deployed on 9/15 0900 – 1300 at location]

- Affiliated Mission: *[insert volunteer task(s)]*
- Public Information Officer Support: *[example: list volunteer task(s) distribute Oil Spill Response Volunteer Brochure]*
- Pre-Impact Beach Cleanup: *[example: non-oiled trash removal ONLY]*

Additional CONSIDERATIONS

- Affiliated Non-Government Organizations will direct volunteers to the following activated Emergency Volunteer Centers *[list county's emergency volunteer centers]*

- Liability for volunteers will initially be covered under [California Department of Fish and Wildlife's Volunteer Service Agreement or Disaster Service Worker's forms] [*insert agency liability forms*]
- Strike Team Leaders to provide volunteer on-scene oversight will be provided by [*insert government organization(s) name*]
- Continue to work with Affiliated Volunteer Organizations to distribute:
- Public information messaging
- CDFW *Oil Spill Response Volunteer Brochure*

Public Messaging from Volunteer Coordinator/Unit working with the Unified Command - Joint Information Center (or some other element of the Joint Information System)

General messaging

- The safety of the public and incident responders is our number one priority. The public is advised to avoid contact with the oil and to keep pets on leashes away from beaches where oil may have accumulated. An aggressive cleanup operation is underway to recover oil, protect environmentally sensitive sites and wildlife that may be impacted by the spill.
- The Oiled Wildlife Care Network UC Davis has been [activated/notified]. Pre-trained volunteers and staff are the only ones authorized to rescue and care for oiled wildlife. The public can best assist by reporting oiled wildlife by calling 877-UCD-OWCN.
- Wildlife impacted by oil will beach themselves in order to warm up and rest. If wildlife sees people and pets on the beach, they could perceive themselves as predators and would likely return to the water where they may be oiled or experience hyperthermia.

VOLUNTEER RELATED

- There has been a tremendous outpouring of support and offers to help from the community. We appreciate the public's desire to volunteer and understand their concern.
- Volunteering does not necessarily mean cleaning up oil. Oil is a toxic substance and dangerous if not handled or disposed of properly. Only trained personnel are authorized to conduct oil spill cleanup.
- At this point, Unified Command has authorized the use of [insert approved volunteer opportunities]
- Anyone seeking volunteer information please visit: [*insert website and hotline number(s)*]

[for example: 2-1-1, <https://twitter.com/CalSpillWatch>, www.CalSpillWatch.dfg.ca.gov, <https://www.facebook.com/CalSpillWatch> or 1-800-228-4544]

- Additional volunteer opportunities may become available over the next few days or as the need arises.

1. Incident Name:		2. Operational Period: Date From: _____ Date To: _____ Time From: _____ Time To: _____		3. Branch: Division: Group: Staging Area:
4. Operations Personnel: <u>Name</u> _____ <u>Contact</u> _____				
Number(s) Operations Section Chief: _____				
Branch Director: _____				
Division/Group Supervisor: _____				
5. Resources Assigned:		# of Persons	Contact (e.g., phone, pager, radio frequency, etc.)	Reporting Location, Special Equipment and Supplies, Remarks, Notes,
Resource Identifier	Leader			
CDFW/NRV	John Doe	X		San Diego, phone, binoculars, etc.
6. Work Assignments: +Conduct manual removal of marine debris such as plastic bags at the locations listed on the attached document. +Bag and remove debris and place bags above the high-high tide for disposal. +All volunteers should be directed to website for future volunteer opportunities. +No volunteers should be allowed to work where work crews are deployed. +Responding to oil and wildlife sightings requested by Operations. Note: Resources reflect one 12 - hour shift per day.				
7. Special Instructions: +SEE ATTACHMENT A -VOLUNTEER USE PLAN (VOLUNTEER SAFETY PLAN) +Only volunteers registered and trained for this event are permitted to work on volunteer teams. +Review Site Safety Plan prior to work. Wear PPE (if required). Wear PFD within ten feet of water. +Sighting of oiled wildlife 877-UCD-OWCN +Report dead, oiled wildlife do not dispose; call (xxx) xxx-xxxx for pick up. +Report oil sightings; call (xxx) xxx-xxxx. +Strike Team Leaders will be provided. *Report all accidents to the Strike Leader and Incident Safety Officer at (xxx) xxx-xxxx. *All media requests must be referred to (xxx) xxx-xxxx.				
8. Communications (radio and/or phone contact numbers needed for this assignment): Name/Function _____ Primary Contact: _____ indicate cell, pager, or radio (frequency/system/channel) _____ _____ / _____ _____ / _____ _____ / _____				
9. Prepared by: Name: _____ Position/Title: _____ Signature: _____				
ICS 204	IAP Page _____	Date/Time: _____		

**ATTACHMENT J: MEMORANDUM OF UNDERSTANDING - CORPORATION
FOR NATIONAL AND COMMUNITY SERVICE**