

Writing a Volunteer Management Plan

Volunteers play a vital role in responding to emergencies. A volunteer management cycle typically consists of five phases—planning, recruitment, training, support and evaluation.

- **Planning:** Developing mission/scope of work; describing volunteer positions and tasks; planning for spontaneous volunteers during disasters
- **Recruitment:** Screening volunteers (background checks); accounting for legal considerations and liability for volunteers
- **Training:** Preparing volunteers with training — Stop the Bleed; CPR/Basic First Aid; Psychological First Aid; [MRC Core Competencies Volunteer Training Plan](#) and [Guidelines](#)
- **Support:** Preparing volunteers and their families for emergencies; Volunteer safety
- **Evaluation:** Planning for recovery/demobilization; collecting feedback from volunteers

Volunteer Programs

The Medical Reserve Corps was created in 2002 by the Office of the Surgeon General as a program for medical, public health, and other volunteers interested in public health preparedness.



[SERV-IN](#) the State Emergency Registry of Volunteers for Indiana, is an electronic registration system and database of local, regional and statewide volunteer programs ready to assist public health and healthcare systems during an event or disaster.

Volunteer Activity Examples

- Community vaccination clinics
- Disaster clean up and recovery support
- Community education and outreach
- Emergency preparedness training and exercises
- Emergency shelter operations and medical care
- Support services to family assistance centers

Volunteer Management Resources

- [Local Public Health Emergency Preparedness Coordinators](#)
- [Volunteer Management | ASPR TRACIE \(hhs.gov\)](#)
- [Emergency Volunteer Toolkit | ASTHO](#)
- [SAMHSA Volunteer Stress Management Course](#)
- [IS-244.b: Developing and Managing Volunteers](#)

Community Partners

- EMA
- American Red Cross
- CERT
- Hospitals/LTC facilities
- Colleges
- Retired health professionals

For additional information on Emergency Preparedness: [Emergency Preparedness: Home](#)