Kanawha Putnam Emergency Management Plan Functional Annex	
Volunteer Response **Revised December 2025; Reviewed Biennially**	**A23**
Coordination:	*West Virginia Commission for National and Community Service United Way of Central West Virginia*
Primary Agency:	United Way of Central West Virginia
Support Agencies:	▪ Local government ▪ Kanawha and Putnam Emergency Communication Center ▪ Municipal and Volunteer Fire Departments ▪ Kanawha County Office of Emergency Services ▪ Putnam County Office of Emergency Services ▪ City of Charleston Office of Emergency Services ▪ Kanawha County Schools ▪ Putnam County Schools ▪ American Red Cross, Salvation Army, Social Services Agencies and Religious Organizations ▪ Kanawha Charleston Health Department ▪ Putnam County Health Department ▪ Amateur Radio Emergency Services (ARES) ▪ Law Enforcement ▪ EMS ▪ Humane Society ▪ Senior Service Organizations ▪ Media

I. Introduction

This annex describes provisions that have been made to support the utilization of volunteers in various response functions in order to maximize the capabilities of all organizations in fulfilling their responsibilities.

A. Purpose

The purpose of the Volunteer Management Annex is to describe the interagency and organizational arrangements, operational concepts, responsibilities, policies and procedures to support the utilization of volunteers in preparing for and responding to disasters.

B. Scope of Work

The scope of this annex describes policies and mechanisms in place to support the utilization of volunteers in the provision of relief services in Kanawha and Putnam Counties.

This annex is activated whenever volunteer services are needed in anticipation of, during or after a disaster incident.

A. Definitions

1. Volunteer

   A person who performs or offers to perform a service without pay and of one's own free will.

II. Situation and Assumptions

This section provides a general assessment and overview of the existing volunteer management capabilities in Kanawha and Putnam Counties. It focuses on the capability for organizations to utilize volunteers to expand their capability to perform their assigned duties. This section also addresses limitations and hazards that may affect volunteer management efforts.

A. Situation

1. Numerous threats exist in Kanawha and Putnam Counties which could create human needs which can be met by volunteer response efforts. These are outlined in the Hazard Annexes of this document. It is also possible that we may need to send volunteers from our Kanawha and Putnam Counties to provide support to a disaster that occurs elsewhere in West Virginia or in another state.

2. Volunteers can be used to conduct mass care operations (sheltering, feeding, bulk distribution), expand law enforcement capabilities, conduct casework, support special needs populations, manage and track resources, assist in search and rescue, assist in traffic control, and assist in getting emergency information to the public, among many other functions.

3. The West Virginia Commission for National and Community Service and the United Way of Central West Virginia operate programs to support the utilization of volunteers in a variety of settings including during response and recovery from disasters. They have structures in place to implement following large- scale disasters to support the utilization of spontaneous volunteers and to effectively screen, credential and place volunteers into organizations where they are needed.

4. There are several risk factors that need to be taken into account in order to effectively utilize volunteers. All organizations who intend to utilize volunteers need to have a basic application and waiver and need to give the volunteer a basic safety orientation.

5. Assumptions

The following assumptions are made concerning the use of volunteers to provide services to evacuees, first responders, or disaster victims.

a) Local governments, through their Offices of Homeland Security and Emergency Management, will support volunteer management and utilization efforts.

b) Volunteers, both registered and spontaneous, play a critical role in the provision of services.

c) A suitable credentialing system, including equipment, will be in place.

d) For large disasters, the volunteer management system may have to operate for months.

e) The organizations responsible for providing volunteer management will be notified as soon as practical in order to ensure that reception centers are opened and staffed in time to effectively recruit and screen volunteers.

f) All organizations that have a responsibility for the provision of volunteer management and coordination have a finite capacity to deliver these services. It is necessary for all organizations to be aware of their limitations and request help as soon as they can anticipate the needs will exceed their capacities.

g) All organizations utilizing volunteers will complete an application on each volunteer with basic information including an emergency contact and will provide every volunteer an appropriate safety orientation.

III. Concept of Operations

This section describes how volunteer management will be conducted in Kanawha and Putnam Counties and in cooperation with other jurisdictions, other services, and the state and federal governments.

A. General

Numerous organizations use volunteers to execute their regular disaster preparedness and relief programs. These organizations will maintain regular volunteer management programs to recruit, train, and utilize volunteers to fulfill their responsibilities. When a large incident or an event that will last for a long duration occurs, there is an increased need for volunteers. In these situations, the United Way along with other voluntary partners will determine if a spontaneous volunteer reception center is needed. If it is determined that a center will enhance the community response, various agencies will undertake their responsibility to get the center up and running. If it is determined that a center is not needed, a meeting will be called to organize efforts to effectively manage the volunteers through the response and recovery phases.

B. Inter-jurisdictional Relationships

Mutual aid agreements, both formal and informal, have been established to assure volunteer assistance to and from neighboring jurisdictions, the state, and jurisdictions outside the state when necessary. Each primary and supporting agency is responsible for initiating and maintaining appropriate agreements.

C. Organizations and Assignment of Responsibilities

The following tasks are assigned to the agencies/individuals listed below.

1. Office of Emergency Services – EOC Coordinator

   Designate an organization to coordinate Volunteer Management planning efforts.

2. United Way – EOC Liaison

   a. Conveys information, procedures, and requests for volunteers to all organizations that can assist in the delivery of services to evacuees and victims

   b. Keeps an on-going record of volunteer management activities

3. Incident Commander (or designee)

   Forward requests for specific volunteer needs to Emergency Operations Center.

D. Responding Agency Responsibilities

1. United Way Volunteer Resource Center

   a. Periodically organize spontaneous volunteer reception center training.

   b. Make available to any organization sample applications, waiver forms and other volunteer management materials.

   c. Manage volunteer reception centers.

E. County Offices of Emergency Services

   Encourage the utilization of volunteers in various roles to enhance the overall response capability of the metropolitan area

F. School Systems

1. Provide facilities for use as volunteer reception and training centers.

2. Provide transportation for volunteers.

3. Support integration of school-based service-learning and community service program.

G. American Red Cross, Salvation Army, Religious Organizations and other Community Service Organizations.

1. Forward volunteer position requests through designated channels.

2. Refer spontaneous volunteers with skills not needed in their organization to the volunteer reception center or other appropriate organization.

H. Private Facility Owners

1. Make facility(s) available for use to host volunteer reception center or conduct volunteer training.

I. Health Departments

1. Identify potential volunteer roles within organizational responsibilities and forward through volunteer reception center.

2. Support the provision of safety training and safe working conditions for volunteers.

J. Amateur Radio Emergency Services

3. Provide communications support for volunteer management activities as necessary and appropriate.

K. Law Enforcement

1. Identify potential volunteer roles within organizational responsibilities and forward through volunteer reception center.

2. Support the provision of safety training and safe working conditions for volunteers.

L. EMS

1. Identify potential volunteer roles within organizational responsibilities and forward through volunteer reception center.

2. Support safety training and the provision of safe working conditions for volunteers.

M. Kanawha Rapid Transit

1. Provide transportation to volunteers.

N. Humane Society

2. Provide services for the care of pets of evacuees as appropriate.

O. Senior Services Organizations

1. Encourage program participants to participate as volunteers.

P. Media

1. Inform the public of organizations needing volunteers and the locations of spontaneous volunteer reception centers.

Q. United Way Community Information and Referral

1. Maintain a listing of local persons who speak languages other than English.