

## Acronyms that you may come across

CDEM	Civil Defence Emergency Management
CIMS	Coordinated Incident Management System
ECC	Emergency Coordination Centre
EMIS	Emergency Management Information System
EMS	Emergency Management Southland
EOC	Emergency Operations Centre
IAP	Incident Action Plan
ICP	Incident Control Point
IMT	Incident Management Team
MCDED	Ministry of Civil Defence Emergency Management
NCMC	National Crisis Management Centre
PIM	Public Information Management
SCP	Sector Control Point
SitRep	Situation Report
SOP	Standard Operating Procedure
SRFA	Southern Rural Fire Authority
SRST	Southern Rural Support Trust
WCG	Welfare Coordination Group

# ORIENTATION PACK



## Spontaneous Volunteer Coordinator



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Volunteers  
Preparing  
Sandbags

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[Facebook.com/cdsouthland](https://www.facebook.com/cdsouthland)



Being a Volunteer Coordinator offers you opportunity to help your community in their hour of greatest need.

Photo: Otautau 1984



## FREQUENTLY ASKED QUESTIONS

### What if I can't make it when I am needed?

We all have other things we need to ensure are under control in an emergency situation. Talk to the Volunteer Manager because we have plans in place to assist those involved in the ECO, if we can we will help, otherwise we'll arrange for someone else to fill the role. The most important thing is to speak up quickly because if you are worried about something you won't be able to focus on the job you're undertaking.

### Will I have to travel?

This depends on the nature of the emergency event. It is most likely you will remain within a designated area, but it is possible that some travel may be required. Any travel costs will be reimbursed if the travel has been authorised by the Volunteer Manager.

### What if I no longer work for the company involved in the program?

The agreement is between EMS and your employer. So if you change organisations the agreement will be terminated. It is possible however if your new employer is willing for you to remain part of the program under a new employer agreement.



Invercargill 2010

## WELCOME

The team at Emergency Management Southland would like to welcome you aboard, and thank you for becoming involved with Civil Defence in Southland. While most of your contact will be with the Volunteer Coordinator Supervisor, if you have any questions at any time please do not hesitate to ask any of the Emergency Management Southland team, we're here to help and support you undertake the role of Volunteer Coordinator.



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### Power of Volunteers

Volunteers were needed when Southland witnessed a severe six-day storm during 2010 that swept across a coastal belt from Colac Bay through Invercargill, the Catlins, Owaka and Clinton dumping heavy wet snow. With lambing and calving underway stock losses were massive. In response to the rural need assistance was given, 328 properties were visited and assessed to ascertain their most immediate needs



Southland Snow 2010

## EMERGENCY MANAGEMENT SOUTLAND

Under the Civil Defence and Emergency Act 2002, Civil Defence and Emergency Management (CDEM) Groups were established throughout New Zealand. Based on regional boundaries these groups bring together local councils, emergency services, health boards and other organisations that are involved with emergency management.

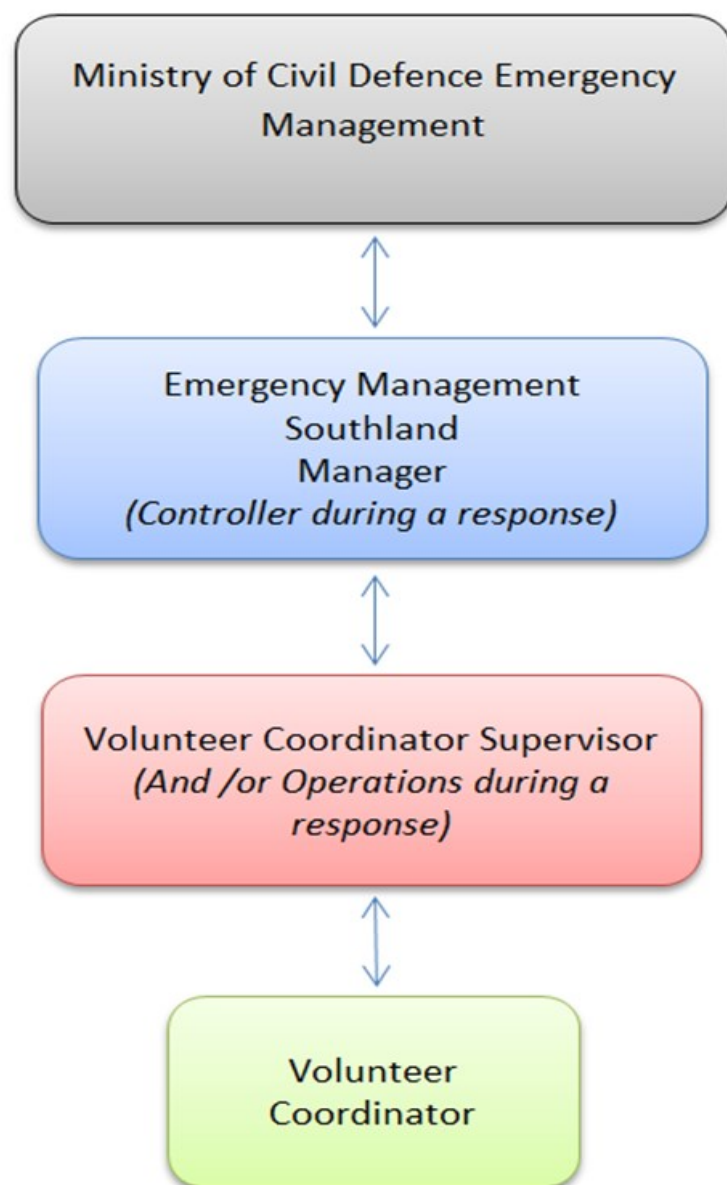
In 2010 the four joint Southland Councils agreed to create a stand alone entity to more effectively provide Civil Defence Emergency services. This entity known as Emergency Management Southland delivers and coordinates day to day planning and project work on behalf of the Southland Civil Defence and Emergency Management Group. Our key role is to assist Southland communities and organisations to be more aware of be better prepared for and respond to and recover from the significant hazards they may face.

## VOLUNTEER COORDINATOR ROLE

Volunteer Coordinators are vital in the response and recovery stages of an emergency situation. During a response to an emergency event you will provide valuable and effective support by assisting with coordinating people who come forward to offer their services, by assisting with communication, coordination, support and the sharing of resources with volunteers and volunteer groups who want to help with the emergency event.

As a Volunteer Coordinator you will receive training in Emergency Management principles, the Civil Defence Emergency Management Structure and Volunteer Management. Not only will this prepare you for your vital work when an emergency happens, it will also help you be prepared yourself for an emergency situation.

### CIVIL DEFENCE EMERGENCY MANAGEMENT STRUCTURE



## FREQUENTLY ASKED QUESTIONS

### Will I get paid for this?

As a volunteer role you will not be paid by EMS for the work undertaken, however your employer has agreed to you being given employee volunteer time, so they will cover your wages for the pre agreed number of hours. You will however have any pre-agreed expenses reimbursed .

### How many hours will I be expected to give?

Your employer has agreed that you will work for Emergency Management Southland as a Volunteer Coordinator for three days during a Civil Defence Emergency, and up to eight hours a year for training outside of emergencies. There will also be requirement for you to undertaking the necessary amount of training to ensure you're prepared for the role.

### Am I covered by ACC when working for EMS?

As an essential volunteer you will be covered by the same Health and Safety guidelines as EMS paid employees, and will be covered by ACC under EMS.

### What do I do if I have trouble with a volunteer?

You will have training in how to manage volunteers. However if there is a situation you feel unable to deal with you should contact the Volunteer Manager who will be able to help.





## BEING PREPARED

Emergency events such as earthquakes give us no prior warning of when they are going to occur, day or night. So it is important for you and your family to be prepared and have plans around what to do if you are activated as a Volunteer Coordinator. Making plans for any people that rely on you and your pets can save you a lot of stress

We will cover this in your training and for full tips and advice go to [www.getthru.govt.nz](http://www.getthru.govt.nz)



Volunteers loading supplies for Taranaki relief flights June 2015

### Definition of an Emergency

Emergency, a situation that:

(a) is the result of any happening, whether natural or otherwise, including, without limitation, any explosion, earthquake, eruption, tsunami, land movement, flood, storm, tornado, cyclone, serious fire, leakage or spillage of any dangerous gas or substance, technological failure, infestation, plague, epidemic, failure of or disruption to an emergency service or a lifeline utility, or actual or imminent attack or warlike act; and

(b) causes or may cause loss of life or injury or illness or distress or in any way endangers the safety of the public or property in New Zealand or any part of New Zealand; and

(c) cannot be dealt with by emergency services, or otherwise requires a significant and co-ordinated response.

## Volunteer Coordinator Role Description

<b>Reports to</b>	<b>During readiness:</b> Volunteer Coordinator Supervisor <b>During response:</b> Volunteer Coordinator Supervisor CDEM Controller Operations Manager
<b>Functional Relationships</b>	Volunteers, Emergency Operations Centre, Incident Management Team, other CDEM personnel, community groups and group leaders, technical experts and representatives from other response organisations.
<b>Knowledge and Skills</b>	Ideally a Volunteer Coordinator is someone who has or is prepared to develop through training; <ul style="list-style-type: none"> <li>The ability to effectively work with all types of people (from different socio-economic backgrounds and cultures)</li> <li>The ability to act professionally under stress</li> <li>Basic hazard and risk management skills and knowledge</li> <li>Knowledge of office procedures</li> <li>Personnel management and/or identified leadership skills</li> <li>Some local knowledge, including community groups</li> <li>Knowledge of CDEM processes and procedures.</li> </ul>
<b>Training</b>	Training and development will be provided. A minimum 2 x 4 hour trainings will be held annually.
<b>During Readiness</b>	During readiness volunteer coordinators are expected to: <ul style="list-style-type: none"> <li>Make provisions to be prepared at home and at work in order to response should an emergency event happen</li> <li>Support and promote Get Ready Get Thru week, Shakeout and Southland Civil Defence Warning text messaging</li> <li>Attend training as required.</li> </ul>
<b>During Response</b>	During response, the Volunteer Coordinator could be called upon to: <ul style="list-style-type: none"> <li>establish volunteer coordination workspaces and venues (including volunteer centres) and ensure they continue to be adequately staffed and resourced</li> <li>Liaise and work with the Incident Management Team</li> <li>Identify suitable tasks for all volunteers</li> <li>Ensure spontaneous volunteers are welcomed, screened, briefed, and deployed effectively and efficiently</li> <li>Ensure spontaneous volunteers have appropriate support and resources for their tasks</li> <li>Ensure the efforts of all volunteers are continually recognised</li> <li>Ensure volunteers attend any required briefings and debriefings</li> <li>Ensure volunteers are deployed into roles suited to their skills, and have the appropriate support and resources to complete their tasks.</li> </ul>

## TRAINING REQUIREMENTS

We understand that life is busy for most people, so the training is targeted and straight to the point. This will ensure the training is kept interesting, easy to understand and most importantly relevant to the role. You will be well equipped to deal with the situations you will face when working with volunteers in an emergency situation. You will be required to attend an initial training of 10 hours in the first year. Then approx. 10 hours of training annually, and if you are interested and would like more training this may also be available.

### Power of volunteers

*Volunteers were needed when:*

*Wellington flooded during the May 2015. The University Student union coordinated their efforts with the Emergency Operations Centre to assist with the clean-up process after the floods.*

*The volunteers shovelled mud and silt from front lawns, driveways and helped remove debris which would have taken days for the home owners to remove without help.*

*In the hours after the torrential downpour, a Wellington Student Volunteer Army page was set up on Facebook, quickly attracting more than 100 members.*



## REGISTRATION

There is some paper work which needs to be completed. This includes the following;  
Registration form—this has your details for us to put into our data base so we can contact you. It will also help to identify any specialist skills that you may have.

Police Vetting Form— This is not a quick process, it may take up to 8 weeks for us to receive any results. You will be given any information that will be provided by police and all data collected will be kept in strictest confidence by Emergency Management Southland.



**Encourage your family and work colleagues to Sign up for Southland Civil defence text alerts.**

Emergency Management Southland is offering this service for people to receive text messages about Civil Defence warnings for events such as earthquakes and tsunamis

**Text START to 219 to sign up. It costs 20 cents for the initial sign up, text alerts are then free to receive.**