



Pennsylvania State Fire Academy
1150 Riverside Drive
Lewistown, PA 17044-1979

Pennsylvania Emergency Management Agency
2605 Interstate Drive
Harrisburg, PA 17110

Minimum Standard for Accreditation (MSA)

Original program: 03/2015

Revised:

Course Title: G-489 Management of Spontaneous Volunteers **Course Code:** G-489

Length of Course: 5.75 Hours **Lecture/Lab Breakdown:** 4.5 hours / 1.25 Hours

Target Audience: This course has been developed for Emergency Managers and voluntary organizations responsible for the management of spontaneous volunteers.

Prerequisites: none

Referenced Texts: FEMA G-489 Management of Spontaneous Volunteers Instructor Guide and PowerPoint provided on CD by PEMA.

Course Goal: The purpose of this course is to introduce the skills and planning considerations that are required to manage large numbers of people who are not affiliated with an experienced relief organization, but who want to help in disasters. These spontaneous volunteers are generally well motivated and sincerely want to help, but if their efforts and resources are not coordinated effectively they could be counterproductive, wasteful, and often a strain on the disaster area.

Description of Course: This one-day course intends to introduce the skills and planning considerations that are required to manage large numbers of people who are not affiliated with an experienced relief organization, but want to help in disasters. This course aims to provide the keys to success with the underlying assumption that volunteer help is needed, volunteer resources can be effective and make a positive difference in the affected community. This course will look at current issues and challenges, examine planning considerations, developing a plan, explain the role of the Volunteer Reception Center and identify best practices.

Description of Methodology to be used: (Brief): Lecture, PowerPoint presentations, small group activities, and group discussion

Student Equipment/Supply Needs: Note taking materials (Pen/Pencil, paper), Student Manual.

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Equipment/Audiovisual/Supply requirements: Classroom setting with chairs and tables; computer with capabilities to play DVDs, LCD projector screen; additional handouts per instructor choice.

Special Notes & Conditions: Minimum of students 10, Maximum of 30 students in class. Two (2) Instructors are required for this course.

COURSE OUTLINE DAY ONE

<u>Time</u>	<u>Content</u>
0:30	Course Overview / Course Administration and Introductions
0:45	Unit 1: Introduction to Volunteering
0:45	Unit 2: Building the Network
0:45	Unit 3: The Spontaneous Volunteer Management Plan and its Elements
1:15	Unit 4: Implementing the Spontaneous Volunteer Management Plan
0:15	Unit 5: Transition to Recovery
1:00	Unit 6: Best Practices for Effective Management of Spontaneous Volunteers
0:30	Course Evaluations

Competency Evaluation Mechanism (Brief description-attach copy): Periodic questioning by instructor throughout presentation and a minimum score of 70% on the post course exam.

Course Objectives (specific): Upon completion of this course, the participants will be able to:

1. Identify issues and challenges in the management of spontaneous volunteers
2. Develop planning considerations for the management of spontaneous volunteers
3. Develop and implement a spontaneous volunteer management plan
4. Explain the role of the Volunteer Reception Center (VRC) and virtual VRC in the from response to recovery
5. Identify best practices for the management of spontaneous volunteers in disasters

Questions/Comments: Contact the State Fire Academy Assistant Administrator