

North Shore Emergency Management (NSEM) is looking to new and existing partner volunteer organizations to support emergency operations in times of major emergency and disasters impacting the North Shore communities.

In crisis, pre-screened, self-organized groups of volunteers can provide valuable support services. The concept of the Affiliated Volunteer Program is to engage existing, organized community groups in function-specific emergency support roles. By engaging self-organized groups to assume specific roles, it reduces the demands on crisis volunteer management as group leaders liaise with the emergency structure and continue to organize and direct their own volunteers.

Affiliated volunteer groups may be:

- ✓ Non-government organizations
- ✓ Faith-based groups
- ✓ Neighbourhood Associations
- ✓ Block Watch
- ✓ Service Groups
- ✓ Youth Workers
- ✓ Cultural groups
- ✓ Other interested organized groups

The commitment:

Affiliation requires minimal ongoing organizational commitments; affiliated agency volunteer leaders maintain contact with NSEM and coordinate periodic training for assumed post-disaster roles and responsibilities. These representatives would attend occasional meetings and receive and disseminate relevant bulletins to their membership. In emergency situations, appointed coordinators would work alongside municipal staff and/or NSEM volunteers to coordinate and supervise their members in their adopted function.



Scope of roles

North Shore Emergency Management provides a number of volunteer opportunities for individuals and groups to get engaged in supporting their community to prepare for, respond to and recover from emergency events. Some opportunities are to fulfill provincially established emergency roles and others are opportunities to adopt, evolve and champion new emergency management concepts on the North Shore.



Support roles may be geographically based and adopted by Block Watch or a neighbourhood association or functionally based and adopted by a Service Group or other organization. Affiliated volunteer agencies may choose to train in more than one function and expand the flexibility and capacity for which they could be engaged in crisis.

North Shore Emergency Management offers emergency preparedness training to organized groups and their families, regardless of engagement in this program.

Potential roles include:

✓ **Manage Convergent Volunteers**



Often in major emergencies, self-organizing, “convergent” volunteers can compete with response efforts for limited resources and may work in unsafe manners and conditions. NSEM has developed a Convergent Volunteer Intake Strategy in support of disaster relief. Supporting the intake, training, assignments and tracking of the work of unaffiliated convergent volunteers from community libraries and other support facilities designated as Disaster Support Hubs (DSH) requires a workforce of trusted and competent community volunteers.

✓ **Emergency Support Services (ESS)**



Several volunteer opportunities exist under the umbrella of ESS. Emergency Support Services is a provincially coordinated, but locally delivered program that helps people forced from their homes by fire, floods, earthquakes or other emergencies. These evacuees are eligible to receive emergency social services for up to 72 hours, including core services such as food, lodging, clothing, emotional support and family reunification. There may also be special services like first aid, child minding, pet care and transportation. In large events when people are forced to evacuate their homes, ESS service delivery is provided at reception centres or group lodging facilities offered at pre-identified community facilities across the North Shore.

✓ **Transportation Staging Area (TSA)**



This evolving category engages organizations that are geographically based and/or engaged in any mode of transportation. NSEM has developed a post-disaster strategy for transportation of responders, resources and relief supplies and local teams would support multi-modal transportation and the receipt of personnel and goods. This initiative is closely linked to Community Points of Distribution.

✓ **Community Points of Distribution (CPOD):**



This evolving category adapts an American relief distribution concept by engaging geographically based organizations that "adopt-a-CPOD". Duties include management and distribution of relief supplies, traffic management and delivery of goods, where required.

Affiliated volunteers may also adopt, or be requested to perform roles for which they would be trained in support of such efforts as:

- Sharing accurate situational awareness
- Damage Assessment
- Clean-up & Debris management
- Sandbagging
- Runners (bicycle, motorcycle, on foot)
- Drivers/boat & equipment operators
- Skill-specific tasks, e.g. translations
- Administrative functions
- Relief supply distribution/meal delivery
- Evacuee & vulnerable population support
- Other roles and responsibilities based on individual training/skills or need

This initiative is an opportunity to establish partnerships where community-based volunteer organizations can support the citizens of their municipality in their time of greatest need.

**To participate in this program or to learn more about these initiatives,
contact 778-338-6300 or email nsem@nsem.info**