



# **COWICHAN VALLEY EMERGENCY PROGRAM**

## **VOLUNTEER ENGAGEMENT PLAN**

**October 2015**



**Cowichan Valley Regional District  
175 Ingram Street, Duncan BC V9L 1N8  
250.746.2560 / 1.800.665.3955**

# VOLUNTEER ENGAGEMENT PLAN

## VISION

**WORKING TOGETHER WITH THE PEOPLE OF THE COWICHAN VALLEY TO BECOME THE SAFEST, MOST RESILIENT AND SUSTAINABLE COMMUNITIES IN BRITISH COLUMBIA.**

## MISSION STATEMENT

**WE ENGAGE AND EMPOWER OUR COMMUNITIES TO REDUCE POTENTIAL RISKS AND VULNERABILITIES TO EMERGENCIES AND DISASTERS, THROUGH COLLABORATIVE, COOPERATIVE AND EDUCATIONAL INITIATIVES, BY:**

- ✓ **IDENTIFYING, PREVENTING AND REDUCING RISKS;**
- ✓ **PLANNING AND PREPARING;**
- ✓ **RESPONDING;**
- ✓ **RECOVERING; AND,**
- ✓ **BUILDING BACK BETTER.**

## VALUES – COWICHAN C A R E S

**Concern for Others** – We listen carefully, showing genuine concern and empathy, while working together to create a better future.

**Appreciation** – We value the dedication, commitment and contributions of all people who are working to ensure that our community is safe and resilient. We recognize their efforts and we are grateful.

**Respect** – We value our people, our community and our diversity. Respect starts with ourselves and continues to others.

**Empowerment** – We strive to provide people with knowledge, confidence and access to resources so that they may take responsibility and ownership of their safety and well-being.

**Safety and Service Excellence** – We value the safety, health and welfare of our community. We strive to provide an exceptional service that exemplifies our genuine concern and compassion for people.

**We are members of, adhere to and promote the values, guiding principles and standards of the [Canadian Code for Volunteer Involvement](#).**

# VOLUNTEER ENGAGEMENT PLAN

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VOLUNTEER ENGAGEMENT PLAN

# VOLUNTEER ENGAGEMENT PLAN

## 1. INTRODUCTION

This Volunteer Plan applies to all volunteers who give of their time and services to assist and support the Cowichan Valley Emergency Program. Volunteers are an integral and vital part of the local authority's emergency prevention, preparedness, response, and recovery efforts. The Emergency Program encourages volunteer involvement before, during and after emergency events and within all programs and activities.

The Cowichan Valley Regional District covers an area that is 3,473.12 km<sup>2</sup> and includes 9 Electoral areas, 4 Municipalities and 8 First Nations with a population of approximately 85,000 people. Volunteers generally assist in their home community however they may be requested to respond to another location if appropriate.

## 2. FOUR (4) STEPS TO BECOMING A COWICHAN VALLEY EMERGENCY PROGRAM TEAM VOLUNTEER

The Public Safety Division encourages volunteers living within the Cowichan Region to consider serving their communities. Follow the 4 step process to become involved:

### **Step 1**

Sign up and attend the Cowichan Valley Emergency Program Introductory Workshop

- ✓ Learn about the Emergency Program and potential volunteer opportunities
- ✓ Learn about personal and neighbourhood preparedness
- ✓ Create an [Emergency Comfort Kit \(Grab 'n Go Bag\)](#)

Step 1 is for everyone that wishes to be more prepared and assist their neighbours in preparedness efforts. Training in our Local Emergency Response Neighbourhood Program is available to all.

**For those who wish to become involved as a fully registered emergency program team member, we encourage you to proceed to steps 2 – 4. The Cowichan Valley Emergency Program calls for volunteers to meet specific qualifications and follow directed guidelines to ensure effective community service and the safety and well-being of all.**

### **Step 2**

Complete, sign and submit the [Volunteer Application Form](#). Send to:

CVRD Public Safety Division  
175 Ingram Street, Duncan, BC V9L 1N8  
Email: [ep@cvr.bc.ca](mailto:ep@cvr.bc.ca) Fax: (250) 746 2563

### **Step 3**

Meet with CVRD Public Safety staff to discuss volunteer opportunities. Training opportunities, responsibilities and commitment options will be discussed as part of this process. Acceptance into the program is at the discretion of the Cowichan Valley Emergency Program. A criminal record check is required initially and every 5 years.

The Public Safety Volunteer Database will be used to maintain your contact information, skills, training, availability and time committed to volunteer service. ***Please note that this information is only used by the Cowichan Valley Emergency Program and will not be made public.***

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## **Step 4**

Sign up for orientation and training sessions (provided via newsletter and/or training update semi-annually). All volunteers are required to bring their Emergency Comfort Kit (Grab 'n Go) to orientations and training sessions (*prizes may be provided*).

- Bring your Grab 'n Go Bag
- Learn volunteer skills, roles and responsibilities
- Receive information on health, safety and well-being
- Gain confidence in your ability to serve and assist in times of crisis

## **3. VOLUNTEER SERVICE OPPORTUNITIES**

The Cowichan Valley Emergency Program offers volunteers 6 service opportunities:

- A. EMERGENCY PREPAREDNESS (*LERN*)**
- B. EMERGENCY COMMUNICATIONS (EC)**
- C. EMERGENCY SOCIAL SERVICES (ESS)**
- D. COMMUNITY RECOVERY SERVICES**
- E. SEARCH AND RESCUE (SAR)**
- F. FIRE RESCUE**

### **A. LEVEL 1 EMERGENCY PREPAREDNESS (*LERN*):**

Volunteers promote emergency preparedness within their community and learn through the Local Emergency Response Neighbourhood (*LERN*) training how to be better prepared to prepare for, respond to and recover from emergencies or disasters.

- Share information about hazards and emergency preparedness
- Identify safety related issues and concerns relevant to the neighbourhood and its residents and work together towards resolution
- Provide timely information to and from the neighbourhood in times of crisis
- Work together to support and respond to the needs of neighbours during emergencies (small and large)

#### **Desirable skills and attributes:**

- Interpersonal (people) skills
- Knowledge of local area
- Ability to work as a team member
- Gather and process information in an accurate and respectful manner

#### **Training Levels:**

- **[LEVEL 1 EMERGENCY PREPAREDNESS \(\*LERN\*\)](#)**

#### **Commitment:**

- Open to all residents
- Maintain personal level of emergency preparedness
- Willingness to assist or lead neighbourhood preparedness and response
- Participate in *LERN* training and encourage others to train as well



***LERN***

Keeping Families Safe!

# VOLUNTEER ENGAGEMENT PLAN

## B. EMERGENCY COMMUNICATIONS TEAM (ECT):



Emergency Communications Team Volunteers support the requirement for emergency communications (amateur radio) during large scale emergencies or disasters. They may be requested to support Emergency Communications at their own station or at designated communication sites. Activities include:

- Setup and operation of radio communications equipment
- Determining the best way to relay messages
- Sending and receiving emergency related radio traffic

### Desirable skills and attributes:

- Amateur Radio Operator License with Industry Canada Call Sign
- Well practiced communication skills
- Technical aptitude
- Ability to work as a team member

### Training

- Minimum [LEVEL 1 EMERGENCY PREPAREDNESS \(LERN\)](#)
- ECT Courses (provided via newsletter/training schedule)

ECT Level 2	ECT Level 3	
	Advanced ECT	ECT Leadership
Basic Emergency Communications Setup & Operations	Emergency Service Communications Station Setup and Management	Radio Communications Station Management
Emergency Communications Overview	Incident Command System 100	Public Safety Lifeline Leadership
Introduction to Emergency Management in BC	Emergency Program specific service courses	Emergency Operations Centre Training
<b>Community Emergency Support Services Level 2</b>	<b>Community Emergency Support Services Level 3</b>	

### Commitment:

- Maintain personal level of emergency preparedness
- Maintain a reliable and functioning radio station and Call Sign
- Participate regularly (e.g. weekly Emergency Communications nets)
- Learn net control responsibility in rotation with all other radio operators
- Participate in training and exercises
- Respond during emergencies or disasters
- Provide prompt updates regarding changes to your contact information and availability

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## C. EMERGENCY SOCIAL SERVICES (ESS):



Emergency Social Services Volunteers are the “heart of disaster response” and help to preserve the well-being of people impacted by emergencies or disasters. Their goal is to empower people to re-establish themselves as quickly as possible after a disaster.

At an Incident Site or Reception Centre, services may include:

- Welcoming evacuees and providing direction to available services
- Providing emotional support
- Registering evacuees
- Providing referrals to necessities such as food, clothing and lodging
- Preparing comfort foods
- Providing translation or multi-cultural services
- Providing family reunification services
- Providing information on Transition to Recovery

### Desirable skills and attributes:

- Interpersonal (people) skills
- Administrative/clerical and organizational skills
- Ability to work as a team member
- Flexible time commitment and short notice availability

### Training

- Minimum [LEVEL 1 EMERGENCY PREPAREDNESS \(LERN\)](#)
- ESS Courses (provided via newsletter/training schedule)

ESS Worker		ESS Leader
Introduction to ESS	Resource Acquisition	Intro to Emergency Management
Psychological First Aid	Group Lodging	Site Management
Reception Centres	ESS RC/GL Essentials	RC/GL Management
Registration & Referrals	ESS Support Essentials	Public Safety Lifeline Leadership
<b>Community Emergency Support Services Level 2</b>		<b>Community Emergency Support Services Level 3</b>

### Commitment:

- Maintain personal level of emergency preparedness
- Participate in training and exercises
- Respond when activated during emergencies or disasters
- Provide updates regarding changes to contact information and availability

# VOLUNTEER ENGAGEMENT PLAN

## D. COMMUNITY RECOVERY SERVICES (CRS):

Community Recovery Volunteers help people impacted by a disaster to connect with community resources to begin the process of rebuilding their lives as soon as possible after a disaster.



At a Reception or Resilience Centre, services may include:

- Providing Community Recovery information
- Assistance filling out forms such as Capacity & Needs Assessments and/or Disaster Financial Assistance Applications
- Providing emotional support to evacuees

At a Recovery Operations Centre, services may include:

- Collecting information regarding community recovery resources
- Performing administrative or office related tasks such as organizing schedules, answering phone queries, documenting progress and filing
- Organizing registration and safety training for volunteers (i.e. sandbagging, information distribution, etc.)
- Providing emotional support to workers

**Desirable skills and attributes:**

- Knowledge of local area and available community resources
- Administrative/clerical and organizational skills
- Ability to work as a team member

**Training**

- Minimum [LEVEL 1 EMERGENCY PREPAREDNESS \(LERN\)](#)
- ESS/CRS Courses (provided via newsletter/training schedule)

Community Recovery Worker		Recovery Leaders
Introduction to ESS	Reception Centre Essentials	Intro to Emergency Management
Introduction to Recovery	Resilience Centre Essentials	Recovery Site Management
Psychological First Aid	Resilience Centre Support Essentials	Public Safety Lifeline Leadership
<b>Community Emergency Support Services Level 2</b>		<b>Community Emergency Support Services Level 3</b>

**Commitment:**

- Maintain personal level of emergency preparedness
- Participate in training and exercises
- Respond when activated during emergencies or disasters
- Provide prompt updates regarding changes to your contact information and availability

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## E. SEARCH AND RESCUE (SAR):

Search and Rescue Volunteers support SAR operations in finding and rescuing lost, missing, or trapped people. Volunteers may be requested to perform ground searches, swift water, avalanche and high angle rescues.



### General requirements:

- ✓ Good physical health
- ✓ 19 years of age or older
- ✓ Work well in a team
- ✓ Access to reliable transportation

### Commitment and training:

- ✓ Available to respond immediately to callouts
- ✓ Completion of the Ground Search & Rescue Course (80 hours)
- ✓ Minimum training commitment is 1 evening and 1 weekend day a month
- ✓ 3 year commitment to SAR
- ✓ Optional specialized training in Ground, High angle, Water, Avalanche, Tracking and First Aid. (course durations range from 2-6 days)

SAR members are encouraged to take advantage of Cowichan Valley Emergency Program training opportunities, in particular the [LEVEL 1 EMERGENCY PREPAREDNESS \(LERN\)](#).

There are 2 SAR services in the CVRD: Cowichan and Ladysmith:

### Cowichan Search and Rescue

Email: [info@cowichansar.org](mailto:info@cowichansar.org)  
Website: <http://www.cowsar.org>  
Phone: 250.746.9411 ext. 2668



### Ladysmith Search and Rescue

Contact: Tim Chadwick  
Email: [tkchad@shaw.ca](mailto:tkchad@shaw.ca)  
Phone: (250) 729-5069

*For further information about volunteering with Search and Rescue, please direct your questions to the contacts listed above.*

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## F. FIRE RESCUE:

Fire Rescue Volunteers support the community by responding to emergency callouts to fight fires and provide emergency medical aid.



### General requirements:

- Minimum 19 years of age for departments (some departments may have a junior firefighter program for ages 16 – 19 with parental consent)
- Valid BC Class 5 driver’s license, access to reliable transportation and a good driving record
- Good physical health; volunteers may be requested to pass a health assessment
- Volunteers may be requested to undergo a Criminal Record Check

### Commitment and training

- Available to respond immediately to callouts
- Practice at least one evening each week (minimum duration 2 hours)
- Training in the BC Firefighter Certification Program
- Volunteers may be requested to attend specialized training such as Class 3 driver education, air brakes endorsement and first responder certification
- Volunteers may be requested to take ongoing training to keep up with current procedures and trends.

Fire Rescue members are encouraged to take advantage of Cowichan Valley Emergency Program training opportunities, in particular the [LEVEL 1 EMERGENCY PREPAREDNESS \(LERN\)](#).

### [Volunteer Fire Departments in the Cowichan Region:](#)

Caycuse	Ladysmith	North Oyster
Chemainus	Lake Cowichan	Sahtlam
Cowichan Bay	Malahat	Shawnigan Lake
Crofton	Maple Bay	Southend
Duncan	Mesachie Lake	Thetis Island
Honeymoon Bay	Mill Bay	Youbou

*For further information about Fire Rescue Services please direct your questions directly to your closest volunteer fire department (see front page of the Yellow Pages for non-emergency phone numbers).*

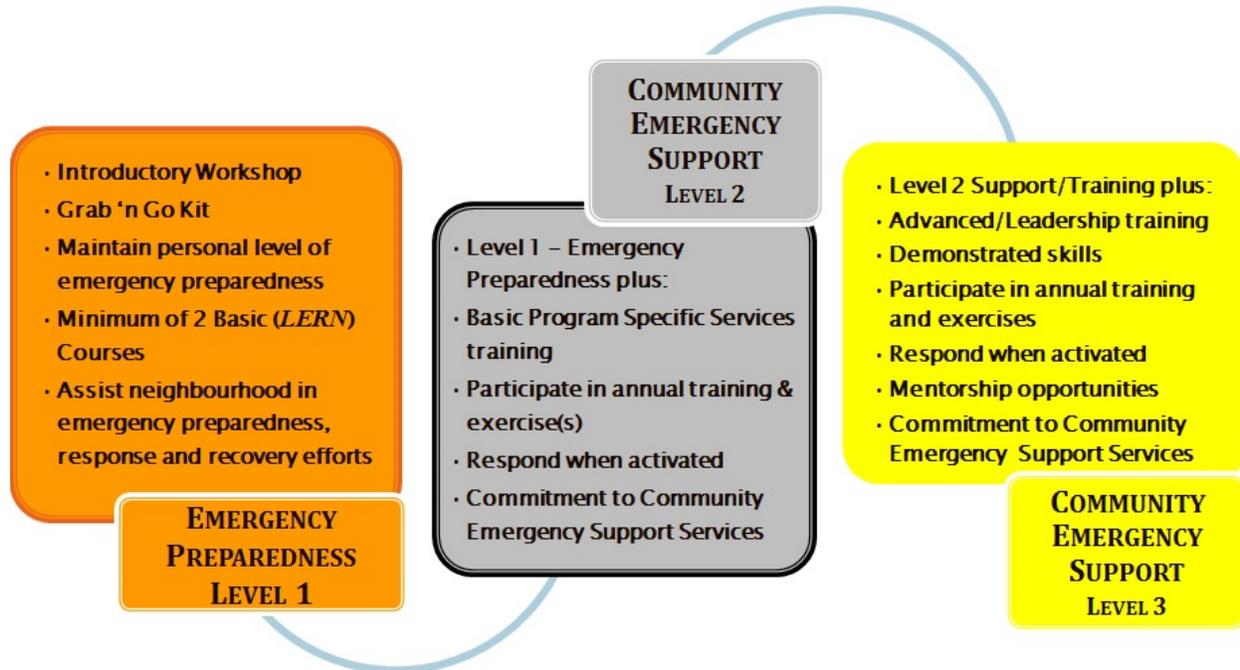
***Please note that these are volunteer fire halls and are not staffed. Leave a message or visit them on practice night.***

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## 4. VOLUNTEER SERVICE/TRAINING LEVELS

Three Volunteer Service/Training Levels are used to identify a volunteer's skill/knowledge level and commitment to the Emergency Program.



### LEVEL 1 EMERGENCY PREPAREDNESS

This introductory level is for all volunteers and develops personal, family, workplace and neighbourhood preparedness.

- Introductory Workshop
- Grab 'n Go Kit
- Minimum of 2 *LERN* Courses
- Maintain personal level of emergency preparedness
- Willingness to assist or lead neighbourhood preparedness and response

### LEVEL 2 COMMUNITY EMERGENCY SUPPORT SERVICES

This level is suited for volunteers who want to further their knowledge and understanding of emergency services and commit to assisting the Emergency Program Community Emergency Support Services (i.e. Emergency Communications, Emergency Social Services, and Community Recovery).

**NOTE: Search & Rescue and Fire Rescue are supported through the Emergency Program but are individual programs with specific requirements.**

- Completion of 2 courses from **LEVEL 1 EMERGENCY PREPARED (*LERN*)**
- Community Emergency Support Services training courses (basic)
- Participate in weekly, monthly and/or annual training and exercise(s)
- Respond when activated
- Commitment to Community Emergency Support Services

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## **LEVEL 3 COMMUNITY EMERGENCY SUPPORT SERVICES**

This level is for volunteers who have demonstrated proficiency/skill/knowledge in **LEVEL 2 EMERGENCY SUPPORT SERVICES** and have a desire to provide more advanced Community Emergency Support Services.

- Completion of **LEVEL 2 COMMUNITY EMERGENCY SUPPORT SERVICES**
- **LEVEL 3 COMMUNITY EMERGENCY SUPPORT SERVICES** training courses (advanced or leadership)
- Demonstrated skills
- Participate in weekly, monthly and/or annual training and exercise(s)
- Respond when activated
- Mentorship opportunities
- Commitment to Community Emergency Support Service

## **5. VOLUNTEER ASSIGNMENT/MATCHING**

Ideally we will match Volunteers to volunteer service opportunities that most closely reflect their skills and interests. We encourage volunteers to cross-train in more than one service opportunity

Matching or assignment for volunteer service is based on a volunteer's (Service Level):

- ✓ Training
- ✓ Skills
- ✓ Areas of Interest
- ✓ Availability

## **6. VOLUNTEER ACCOUNTABILITY:**

Volunteers are directly accountable to the Cowichan Valley Emergency Program Staff or designated Volunteer Service Leaders. Volunteers will comply with the [Volunteer Responsibilities](#) and all relevant CVRD policies, procedures and rules. Volunteers are required to complete a criminal record check including the vulnerable sector check.

Volunteers may be requested to work (individually or as members of a volunteer team with a team leader) in conditions associated with emergencies and disasters. Safety and health is the number one priority and all volunteers are expected to perform work in a safe manner and request training if they do not know how to do what is being requested.

Volunteers may be requested to work:

- In their community, workplace or current location; and
- In emergency locations which may include: ESS Reception/Resilience Centres, Emergency Operations Centres, and Incident Command Posts as well as in support of other agencies.

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## 7. TRAINING OPPORTUNITIES

Volunteers are valued and appreciated at all levels so our desire is to provide you with a wide range of training opportunities to enhance your skills and knowledge. This matrix helps volunteers identify their areas of interest and relevant Training Opportunities.

<b><u>VOLUNTEER TRAINING OPPORTUNITIES</u></b>			
	<b>Service Levels</b>		
	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>
<b>1. EMERGENCY PREPAREDNESS (<i>LERN</i>) (Only 2 required for level 2 &amp; 3)</b>			
Emergency Program Introductory Workshop	X		
<i>LERN</i> Earthquake Search and Rescue	X		
<i>LERN</i> Fire Safety and Suppression	X		
<i>LERN</i> FireSmart Your Neighbourhood	X		
<i>LERN</i> Rapid Damage Assessment	X		
<i>LERN</i> Shelter and Care Giving	X		
<i>LERN</i> Team Leadership	X		
Emergency First Aid	X		
Psychological First Aid		X	
<b>2. EMERGENCY COMMUNICATIONS</b>			
Amateur Radio Operators Certificate	X		
Emergency Communications Overview	X		
Basic Emergency Communications Setup & Operations		X	
Introduction to Emergency Management		X	
Advanced Station Setup and Management			X
Incident Command System 100			X
Radio Communications Station Management			X
Public Safety Lifeline Leadership			X
Emergency Operations Centre Training			X
<b>3. EMERGENCY SOCIAL SERVICES (ESS)</b>			
Introduction to Emergency Social Services		X	
Psychological First Aid		X	
ESS Reception Centres - Intro & Applied		X	
ESS Registration & Referrals		X	
ESS Resource Acquisition		X	
ESS Group Lodging – Intro & Applied		X	
ESS RC/GL Essentials		X	
ESS Support Essentials		X	
Introduction to Emergency Management			X
Site Management			X
RC/GL Management Essentials			X
Public Safety Lifeline Leadership			X

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## VOLUNTEER TRAINING OPPORTUNITIES

	Service Levels		
	Level 1	Level 2	Level 3
<b>4. COMMUNITY RECOVERY SERVICES</b>			
Introduction to Emergency Social Services		X	
Introduction to Community Recovery		X	
Psychological First Aid		X	
ESS RC/GL Essentials		X	
Resilience Centre Essentials		X	
Resilience Centre Support Essentials		X	
Introduction to Emergency Management			X
Community Recovery Site Management			X
Public Safety Lifeline Leadership			X

*Note: In addition to regular training, other training, workshop or seminar opportunities may periodically be made available to volunteers.*

## 8. TRAINING CALENDAR

A Training Calendar, with Course Descriptions, Schedule and Registration Form is published twice a year on the CVRD Public Safety Website and in the Public Safety Newsletter (check out [www.cvrdep.bc.ca](http://www.cvrdep.bc.ca)).

## 9. PRIORITY GOALS

- 1) Provide for the safety and health of all responders
- 2) Save lives
- 3) Reduce suffering
- 4) Protect public health
- 5) Protect infrastructure
- 6) Protect property
- 7) Protect the environment
- 8) Reduce economic and social losses

# VOLUNTEER ENGAGEMENT PLAN

## 10. CVRD POLICIES FOR VOLUNTEERS

### a) VOLUNTEER RESPONSIBILITIES

All volunteers must complete and sign the *Volunteer Application* and the *Volunteer Responsibilities* form. Volunteers committing to level 2 & 3 responsibilities are required to complete a criminal record check including the vulnerable sector check (initially and every 5 years).

### b) SAFETY AND WELLBEING

Volunteers are expected to perform all work in a safe manner and ensure that the first priority is always health and well-being of the responders (that's you!). Debriefing opportunities are provided following each major assignment and critical incident stress management and/or counselling services will be made available to anyone needing further assistance during a major incident.

### c) LIMITATIONS ON VOLUNTEER SERVICE

Volunteer assignments are always at the discretion of the volunteers. Your safety and health are the priority and you are encouraged to refuse tasks or assignments that are either unsafe or unsuitable for your situation. If you need to step back from your commitment at any time, please let us know and return program identification and equipment. You are always welcome to return when your personal situation improves.

### d) REIMBURSEMENT OF EXPENSES

Volunteers may be eligible for reimbursement of reasonable expenses (out-of-pocket i.e. meals, mileage, accommodation and personal property or equipment lost or damaged) while undertaking assignments for the Emergency Program.

### e) INDEMNIFICATION AND INSURANCE

Emergency Program volunteers are indemnified (CVRD Bylaw No. 1982) against Legal Procedures. The following conditions may result in protection removal:

- The claim arises out of gross negligence of the volunteer
- The volunteer acted contrary to the terms of his/her work assignment or an order of a superior in relation to the action that gave rise to the claim.

Volunteers undertaking a work assignment are also provided WorkSafe BC and liability insurance coverage through Emergency Management BC during pre-approved Emergency Program training and response activities, **under the condition that they have signed the provided EMBC Task Registration form.** (*This must be done separately for each emergency support service assignment, related meetings, trainings and responses and volunteers must sign in again each day.*)

#### Good Samaritan Act:

A volunteer who renders emergency medical services or aid to an ill, injured or unconscious person, at the immediate scene of an accident or emergency that has caused the illness, injury or unconsciousness, is not liable for damages for injury to or death of that person caused by the person's act or omission in rendering the medical services or aid unless that person is grossly negligent.

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## f) TRAINING

All volunteers should complete the Introductory Workshop, prepare a Grab 'n Go Kit and satisfy the **LEVEL 1 EMERGENCY PREPARED (LERN)** requirements. Advanced Level training is available to volunteers who have satisfied the lower level criteria.

## g) IDENTIFICATION

All emergency program volunteers will be identifiable when performing their assignments;

- Emergency Program or EMBC Identification Cards
- Emergency Program Vest, Badge, Shirt or Cap

## h) RECOGNITION OF VOLUNTEER SERVICE

Volunteer training and assignments are documented in the volunteer database. All volunteers are greatly appreciated and will enjoy the following benefits:

- Public Safety Newsletter
- Training Opportunities
- Volunteer Appreciation in the local media

Level 2 and 3 Volunteers are recognized and rewarded for their greater commitment to the emergency program and will enjoy benefits such as:

- Emergency Program or EMBC Identification Cards
- Annual thank you letter
- Service Specific Vest, Badge Shirt, Cap or Pin
- Years of Service Recognition (5+ years)
- Annual social event to give you opportunity to get to know each other across volunteer services

## i) EVALUATION

Volunteers are encouraged to express their opinions and provide constructive feedback to the Public Safety Division about the Emergency Program.

- Direct contact with Staff or Volunteer Leaders
- Annual volunteer survey/evaluation form
- Anonymous "Suggestion Box"
- Interviews (periodic, particularly at entrance and exit)



# COWICHAN VALLEY EMERGENCY PROGRAM VOLUNTEER APPLICATION FORM



### PERSONAL INFORMATION

Last Name:	Given Name(s):	Name(s) You Go By:
Street Address:	City:	Postal Code:
Mailing Address (if different):	City:	Postal Code:
Primary Phone # : <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell (   )	Secondary Phone # : <input type="checkbox"/> Home <input type="checkbox"/> Work <input type="checkbox"/> Cell (   )	
Date of Birth (optional):	Email Address:	

### EMERGENCY CONTACT INFORMATION:

Last Name:	First Name:	Relationship to me:	
Address:	City:	Primary Phone: (   )	Secondary Phone: (   )

Do you have a valid Driver's License?    Yes   Class: \_\_\_\_\_    No

Languages spoken/written other than English (specify): \_\_\_\_\_

### SKILLS or EXPERIENCE

Administrative Support	Emotional Support	Search & Rescue
Animal Care	Fire Rescue	Seniors / Disabled Support
Emergency Communications (Call Sign _____)	First Aid	Training / Instruction
Computer Skills	First Responder	Transportation
Community Recovery	Food Services	Volunteer Management
Construction	Labourer (heavy lifting)	Other (please specify)
Emergency Social Services	Personnel Management	

### DISASTER RELATED TRAINING/CERTIFICATION:

Training or Certification (please provide copies of certifications) \_\_\_\_\_

\_\_\_\_\_

**POSSIBLE AREAS OF INTEREST:**

Select area(s) that you would be willing to work in and indicate your preferences by numbering them 1-3 (with 1 being your first choice)

	#		#
<p><b>Promote emergency preparedness and Local Emergency Response Neighbourhood (LERN).</b> Volunteers promote emergency preparedness within their community and learn through the (LERN) training how to be better prepared to assist their neighbours to prepare for, respond to and recover from emergencies or disasters.</p>		<p><b>Emergency Disaster Assistance.</b> Emergency Social Services Volunteers are the “heart of disaster response” and help to preserve the well-being of people impacted by emergencies or disasters. Their goal is to empower people to re-establish themselves as quickly as possible after a disaster.</p>	
<p><b>Support emergency communications during large scale emergencies or disasters.</b> Emergency Communications Volunteers support emergency communications (amateur radio) during large scale emergencies or disasters. They may provide Emergency Communications at their own station or at designated communication sites.</p>		<p><b>Support Community Recovery after a disaster.</b> Community Recovery Volunteers help people impacted by a disaster to connect with community resources to begin the process of rebuilding their lives as soon as possible after a disaster.</p>	
<p><b>Search and Rescue teams conduct searches for lost or missing people.</b> Search and Rescue Volunteers support SAR operations in finding and rescuing lost, missing, or trapped people. Volunteers may perform ground, swift water, avalanche or high angle rescues.</p>		<p><b>Support the Volunteer Fire Rescue.</b> Fire Rescue Volunteers support the community by responding to emergency callouts to fight fires, extricate trapped passengers and provide emergency medical assistance.</p>	

Please indicate times you are available to volunteer (place check mark beside times that apply):

	WEEKDAYS	WEEKENDS	SPECIFIC DAYS	ANYTIME
Mornings				
Afternoons				
Evenings				
Nights				

Are you available on short notice?  Yes  No

Do you have any health problems or restrictions that might affect your ability to perform volunteer work?

Yes  No (If yes, please discuss with us.)

I certify that all answers given by me on this Volunteer Application form are true, and complete to the best of my knowledge

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Parent/Guardian (If Applicant is age 16 – 18 inclusive)

\_\_\_\_\_  
Date



**COWICHAN VALLEY EMERGENCY PROGRAM  
VOLUNTEER RESPONSIBILITY FORM**



**This form outlines the responsibilities of the volunteer and the CVRD Public Safety Division's commitment to supporting volunteers  
Please initial after you have read each section**

**Commitment:**

I will:

provide voluntary service to the best of my ability and ensure the integrity of the Cowichan Valley Emergency Program	Initials
participate in relevant training and exercise opportunities	
Complete Criminal Record Check including vulnerable sector checks	

**Safety & Well-being:**

I will:

take care of my physical & emotional health & encourage others to do so	Initials
Perform all work assignments in a safe manner	
report any unsafe conditions to my supervisor to ensure the safety of myself and others	
not perform my assignments under the influence of drugs or alcohol	

**Conduct & Quality of Service:**

I will:

conduct myself at all times in a courteous, caring and respectful manner	Initials
place public interest above individual, group, or special interests and will consider my assignments as an opportunity to serve the community	
abide by and follow operational guidelines, policies and procedures	
dress appropriately for the conditions and performance of my duties	

**Confidentiality:**

I will:

Take all reasonable steps to protect against disclosure of all proprietary or privileged information I may hear/see while performing my assignments	Initials
Seek consultation and approval from Emergency Program staff prior to any action or statement that might affect or obligate the Emergency Program	

**Cause for Dismissal:**

I acknowledge that Cowichan Valley residents and visitors will view me as a volunteer representative of the Cowichan Valley Emergency Program and that if my conduct is deemed inappropriate, the behaviour will be addressed by the CVRD Public Safety Division. The following corrective actions will be taken based on severity of action:

Minor	CVRD Public Safety staff will notify me of the situation and advise me of the changes required.	Initials
Moderate or repeated	CVRD Public Safety staff will provide me with a written summary of the concern and advise that a further incident could lead to discharge from service.	
Severe	CVRD Public Safety staff will notify me in writing that my volunteer services are no longer required and that I am discharged. I will return any CVRD Public Safety property and any volunteer identification will be revoked.	

**CVRD Public Safety Division Commitment**

	To provide me with appropriate orientation to my assignments and responsibilities.
	To ensure that I have a safe and healthy working environment and to advise me of any inherent risks associated with my role.
	To provide me with sufficient ongoing training opportunities, support, equipment and resources to ensure I can safely and effectively perform my assignments.
	To ensure that I am treated as a valued partner in implementing the mission and programs of the Emergency Program.
	To provide me with overall guidance and direction in accomplishing my assignments
	To ensure that lines of communication operate in both directions and to be receptive to my feedback on how to better accomplish our mission.
	To provide indemnification and accident insurance for registered Emergency Program Volunteers when/where required while performing assigned tasks.
	To do its best to provide me with suitable assignments and to provide me with a range of opportunities to grow and develop as a volunteer and provide a meaningful service to the people of the Cowichan Valley.

*I have read and initialed the "Volunteer Responsibilities" and understand that breaching any of these responsibilities may be cause for corrective action or dismissal.*

*I agree to comply with CVRD Public Safety policies, rules and regulations.*

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*Signature of Applicant*

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*Date*

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*Signature of Parent/Guardian (If Applicant is age 16 – 18 inclusive)*

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*Date*