



**Town of Danville**  
P.O. Box 183, 36 Route 2 West  
Danville, VT 05828

October 3, 2022

## Emergency Volunteer Roster Program

1. Background. When a rare calamitous emergency hits, such as heavy flooding, a major ice storm, or a hurricane, local responders may be stretched very thin. During such a crisis, volunteers could assist in some support duties that would free responders to perform the tasks that only they are trained and equipped to do.

### 2. Concept.

2.1. The Emergency Management Director (EMD) solicits and maintains an Emergency Volunteer Roster (EVR) of volunteers that responders can ask for support during times of overwhelming emergency.

2.2. Incident Commanders (ICs) will restrict emergency volunteer support to low-risk activities which do not require special training or certification. Potential volunteer tasks might include:

- Answering and/or forwarding phone and radio calls
- Acting as a messenger or courier if communications are out
- Guarding a washed-out or blocked road to prevent accidents
- Helping to clear light debris from roads
- Helping to search for a missing person
- Bringing food or supplies to responders during long operations
- Staffing a warming center during a multi-week winter power outage
- Visiting neighbors to provide information or identify at-risk residents
- Checking neighborhoods for damage

### 3. Program Activities.

3.1. Volunteers will not be subject to frequent communications or requirements.

3.2. People may sign up for or drop off the EVR at any time through the EMD. Once a year (typically in March) the EMD will publicly solicit new volunteers and send out a confirmation notice to current volunteers.

3.3. The EMD will coordinate an optional annual event (typically in September) for any volunteers that want to participate.

### 4. Volunteer Activation.

4.1. Volunteers are never under any obligation to respond - providing contact information represents a general willingness to help during an emergency, but

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the decision whether or not to perform a specific response task at any given time is always the volunteer's choice.

4.2. When an Incident Commander determines that volunteers would be useful in performing emergency support tasks, and can do so safely, the IC will designate a Volunteer Manager (which may be the IC or someone else).

4.3. The Volunteer Manager will identify good candidates from the EVR and contact them to request support. If a volunteer is available and agrees to the request, the Volunteer Manager will assign an Incident Command System (ICS) supervisor and coordinate any appropriate transportation, required equipment and supplies, and training for the volunteer.

4.4. On mobilization, the supervisor will brief the volunteer(s), conduct any required just-in-time training, and ensure they have the information, resources, and capabilities needed to safely perform their tasks.

4.5. While activated, supervisors will check on volunteers as needed to meet any new requirements to ensure they remain safely able to perform their tasks. Volunteers should not abandon their posts without notifying the supervisor. If requested the supervisor should relieve volunteers as soon as possible.

4.6. When no longer needed, the Volunteer Manager will ensure volunteers are debriefed, demobilized, thanked, and returned to a convenient, safe environment.

4.7. Incident Commanders will keep records of volunteer contributions. While by no means guaranteed, after major disasters there are often state and federal funds available that the town might be able to use to reimburse volunteers.

5. Program Management.

5.1. The EMD will maintain the EVR and share it only with the Fire Department and Highway Department. They will never share the roster with other individuals, organizations, or companies or make it widely available on the Internet.

5.2. As a rarely used volunteer program, there should be no significant cost to the town. The EMD may request minimal support, such as the use of the Town Hall as a meeting space, through the Selectboard.

*Eric Bach*

Enclosure  
Sample Roster and Messages

ERIC BACH  
Emergency Management Director

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## Sample Roster and Messages

### Sample Roster Format

Last Name	First Name	Street Address	Primary Phone	Alternate Phone	Email Address	Notes
Doe	Jane	36 Route 2 West	H:802-684-3352	M:802-555-1234	jane@gmail.com	ATV,snowmobile
Doe	John	448 Peacham Rd	H:802-684-3362	M:802-555-5678	john@gmail.com	drone,2 horses

### Sample Welcome Email

Subject: Welcome to the Danville Emergency Volunteer Roster

Hello - thank you for joining Danville's Emergency Volunteer Roster (EVR)!

This is what we have in our roster for you: *name, street address, phone number 1, phone number 2, email address, notes.*

If there is a major emergency and the Incident Commander needs volunteers, you may get a support request. (Please do not self-deploy!) A Volunteer Manager will contact you, explain what is needed, and - if and only if you are willing - coordinate any appropriate transportation, required equipment and supplies, and training. When done, you will be debriefed and returned to a convenient, safe environment.

Danville Emergency Management will not spam you with notices - hopefully the only things you will see from us, ever, is a once-a-year confirmation of contact info and an invitation to an optional annual event. We will never share or post your contact information. If you have any questions, please ask!

Thank you again for participating in the EVR.  
(EMD signature block)

### Sample Confirmation Email

Subject: Annual Danville Emergency Volunteer Roster Verification

Hello - thank you for stepping up to be on Danville's Emergency Volunteer Roster (EVR)! As promised, we haven't spammed you with notices - by design, this program is one we hope literally never to use. However, we do need to annually verify and update the roster.

If you have any updates to your contact information over the past year, or would like to withdraw from the EVR, please just reply to this email to let us know.

As a reminder - if there is a major emergency and the Incident Commander needs volunteers, you may get a support request. (Please do not self-deploy!) A Volunteer Manager will contact you, explain what is needed, and - if and only if you are willing - coordinate any appropriate transportation, required equipment and supplies, and training. When done, you will be debriefed and returned to a convenient, safe environment.

Thank you again for participating in the EVR.  
(EMD signature block)

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**Sample Solicitation Text**

*(Post to town web site, Front Porch Forum, Fire Department Facebook, Danville School Facebook, and paper copies in normal posting locations.)*

Danville Emergency Management wants YOU!

...for the Emergency Volunteer Roster (EVR). We're looking for Danville residents who might be willing and able to help out during a major emergency.

When a rare calamitous emergency hits, such as heavy flooding, a major ice storm, or a hurricane, local responders may be stretched very thin. During such a crisis, volunteers could assist in some support duties that would free responders to perform the tasks that only they are trained and equipped to do.

First responders are extremely capable and have many avenues to get support through mutual aid or the state for large incidents. However, if something terrible happens and all the area responders are busy, Incident Commanders might look to volunteers for support doing things like:

- Guarding a washed-out or blocked road to prevent accidents
- Checking neighborhoods for damage
- Helping to search for a missing person
- Staffing a warming center during a long power outage

Volunteers are never under any obligation - providing contact information represents a general willingness to help during an emergency, but the decision whether or not to perform a specific response task at any given time is always your choice.

This is a very low-intensity program - we hope literally never to use it! If you sign up, odds are the only thing you'll see is a once-a-year confirmation message and an invitation to an optional annual event. We will never share or post your contact information.

If you would like to sign up for Danville's EVR, please send an email to [emd@gmail.com](mailto:emd@gmail.com) with your name, street address, phone number(s), and any brief notes on any potentially useful emergency resources you might have such as an ATV, horse, drone, etc. Thank you for your consideration.