

VRC Greeters

Greeter #1 First point of contact for the Spontaneous volunteers

Greet volunteers.... Thank them for coming....large room

Have them show a Gov. issued photo ID (driver's license, State issued ID)

They need the following:

1. number
2. scenario
3. Volunteer Instruction sheet
4. EMA oath to review
5. Volunteer registration form
6. Ask them to sit down at the tables and fill out the registration form

Greeter #2 Assist people with forms ...small room

1. Remind volunteers to review oath
2. Explain instruction cards. Volunteer needs to check off each station.
This serves as a guide for the volunteer
3. Start calling off numbers starting with #1 ...put on spindle
4. Escort to larger room to greeter #3

Greeter #3 Host the volunteers... large room

1. Remind volunteers to check off yellow cards as they complete each station. Review oath
2. Thank volunteers for coming and gently state the possibility that depending on the skills requested, we might not be able to use every one. However, everyone's registration form will be on file and if a job comes up, we will call.
3. As soon as a spot becomes available with the interviewers direct the volunteer to that position.

Greeter #4 Host the Middle sectionlarge room

1. Check to see why they are there and help them get back in the flow of the line if a job description comes up.
2. If they can not be placed call for a runner to take the volunteers registration form over to phone bank/Data Entry
3. If they cannot proceed, thank the volunteer for coming and direct them to the exit interview.

Greeter Job Description

(Minimum of four, although more may be needed if lines form)

1 VRC greeter volunteer @ small room registration table,

1 VRC greeter: escort to volunteer to table in VRC area when their number is called

1 VRC greeter volunteer @ VRC room registration table to review forms and direct them to the interview area

1 VRC team volunteer @ middle waiting area

Working with a partner, orient volunteers inside and outside the volunteer entrance. Your job is to greet people with a friendly and firm demeanor, determine the purpose of their visit and direct them accordingly.

If they are there to volunteer:

- Thank them
- Give volunteers a number
- Give them the scenario
- Give them a Volunteer Instructions sheet
- Ask them to complete the Volunteer Registration Form at tables in small room
- When the volunteer's number is called, escort them to registration table in large room by greeter.
- Place their number on the spindle after it is called.
- When completed, direct them to the next available interviewer at Station #2
- Please check the middle waiting area from time to time to check on the status of the prospective volunteers. Check to see why they are in the waiting area. Help the process along if you can. Keep the volunteer informed of the wait time and which station is next.

If they are media personnel:

- Signal for a Runner to escort them to the Public Information Officer. No one is permitted inside the VRC without escort.

If there is a long wait:

- Some volunteers may not understand the reason and become impatient. Please thank everyone for volunteering, briefly explain the process and ask everyone to be patient or to come back later.

An information table will be set up during an actual incident

If they are disaster victims or if they have food, clothing, etc. to donate:

- Escort them to the information table in the VRC.

At the information table, they will refer them to the appropriate response organization previously identified in the planning process or the appropriate community agencies, previously identified, unless it is authorized food for the VRC staff.