

# **Youth Volunteers in Disaster Services**

**December 2007**

<b>I.</b>	<b>INTRODUCTION.....</b>	<b>1</b>
<b>II.</b>	<b>AMERICAN RED CROSS YOUTH INVOLVEMENT .....</b>	<b>1</b>
<b>III.</b>	<b>EXPLORING OPPORTUNITIES FOR YOUTH VOLUNTEERS IN DISASTER SERVICES.....</b>	<b>2</b>
	<b>A. Preparing to Involve Youth Volunteers in Your Disaster Services Program .....</b>	<b>2</b>
	<b>B. Matching Priorities and Opportunities.....</b>	<b>3</b>
	<b>C. Defining Roles and Responsibilities .....</b>	<b>3</b>
	<b>D. Unique Considerations of Involving Youth in Disaster Services Activities.....</b>	<b>5</b>
	<b>1. Chapter Disasters and Your Local Disaster Services Program.....</b>	<b>6</b>
	<b>2. Multi-Chapter and National Disasters in Your Community .....</b>	<b>6</b>
	<b>3. Disaster Services Human Resources System .....</b>	<b>7</b>
<b>IV.</b>	<b>RECRUITING THE RIGHT PEOPLE.....</b>	<b>7</b>
	<b>A. Finding Leadership.....</b>	<b>7</b>
	<b>B. Guidance for Choosing Adult Leaders .....</b>	<b>8</b>
	<b>C. Finding Youth.....</b>	<b>8</b>
<b>V.</b>	<b>RECOGNIZING YOUTH VOLUNTEERS .....</b>	<b>9</b>
<b>VI.</b>	<b>EVALUATING YOUTH ACTIVITIES/STRATEGIES FOR GROWTH .....</b>	<b>10</b>
	<b>A. Evaluations .....</b>	<b>10</b>
	<b>B. Strategies for Growth .....</b>	<b>10</b>
<b>VII.</b>	<b>CONCLUSION .....</b>	<b>11</b>
	<b>ATTACHMENT A. Menu of Youth Volunteer Opportunities .....</b>	<b>13</b>

### I. INTRODUCTION

The American Red Cross offers youth volunteers, age 18 and younger, many opportunities in education and training as well as in volunteerism and community service. Youth volunteers offer a combination of unique skills and qualities—their energy, high-tech savvy and can-do attitude. Involving youth volunteers in disaster services is an opportunity the Red Cross cannot afford to miss. As you read through this resource, you will see that by inviting youth volunteers to participate, they will become invaluable resources to your Disaster Services Program and will provide high-quality, timely, caring and effective service in your community. The challenge to engage youth volunteers in disaster services rests with you.

This document provides leadership from disaster services, youth services and volunteer administration with information and tools they will need to open the doors of their chapter's disaster services program to youth participation. You will find information about factors you need to consider before initiating a youth volunteer program, and about the many opportunities to engage youth volunteers in disaster services activities. Also, we candidly address issues that sometimes discourage chapters from working with youth volunteers. We want to encourage you to join the growing number of chapters that not only include qualified youth volunteers in their disaster services activities, but also have youth volunteers on their boards and committees and among their service area leadership. As demonstrated by the partnership effort between Disaster Services and the Office of the National Chair of Volunteers that led to the creation of this document, involving youth in disaster services is a team effort. We know that your chapter's employee and volunteer management will work to ensure the best results for your local youth in disaster services initiatives. It's an exciting time for youth involvement in the Red Cross. Because disaster response is the premier service Red Cross chapters provide, we need a diverse, energetic and competent volunteer force to meet our ever changing needs. We hope that your chapter's efforts to involve youth volunteers in disaster services will be strengthened by this document. As you read, you will see how youth volunteers can rise to this challenge, if invited. Now, the opportunity lies with you.

### II. AMERICAN RED CROSS YOUTH INVOLVEMENT

The Red Cross has long been committed to developing youth volunteers and involving them in meaningful ways. The first recorded involvement of young people with the Red Cross was in providing assistance to victims of the Ohio-Mississippi Floods in 1884. Later, in 1917, the Red Cross formally established a Youth Services Agenda. The resulting Junior Red Cross grew to involve 20 million youth active in a variety of services. Today, 17 percent of American Red Cross volunteers are aged 18 or younger. A growing number of chapters are expanding youth involvement initiatives. Youth volunteers are a vibrant part of all that the Red Cross does. Youth volunteers who become involved with the Red Cross now will be part organization for years to come. A chapter's commitment to involving youth volunteers in meaningful roles in disaster services is a commitment to the future of the Red Cross.

### III. EXPLORING OPPORTUNITIES FOR YOUTH VOLUNTEERS IN DISASTER SERVICES

#### A. Preparing to Involve Youth Volunteers in Your Disaster Services Program

Today's youth offer open minds eager to learn, energetic dispositions willing to be directed in fulfilling activities, creative thinking to find unique solutions to problems and enviable computer skills. Their skills, energy and new ideas can save you time, add real value to your disaster services activities and enhance Red Cross services in your community. Young people in dozens of chapters are helping people in their schools and communities by teaching them how to prepare for and stay safe during disasters. These youth volunteers are participating in drills and attending training courses. Many have worked with Red Cross clients following disasters or have done essential work in Red Cross warehouses, service centers and shelters. Others help with automation and communications. By giving youth volunteers a chance to try new things and apply their skills and talents, you can open up a world of possibilities. Reach out to youth. The time is right.

Frequently, the biggest obstacle to involving new people in any established group's activities is perception. To prepare your chapter for youth involvement in disaster services activities, look realistically at your perceptions of young people and what you might already think about how youth volunteers would fit into your Disaster Services Program. Examine your views of youth, as well as those of other employees and volunteers in your chapter. Some may believe that youth volunteers are too inexperienced to work in disaster services, or that they are short-term volunteers and the investment of time may not be worth the return. Others may feel that working with youth volunteers involves too many complex legal issues. If these or other concerns surface as you explore possibilities for involving youth volunteers in your disaster services activities, address them by sharing information in this booklet or by talking with someone who already works with youth volunteers and can bring experience and a new perspective to the issues. As those with concerns learn more about the benefits of youth involvement, offer them an opportunity to help develop or participate in disaster services activities for youth volunteers in your chapter.

As you begin to involve youth volunteers in disaster services, develop a close working relationship with the volunteer administration office or others in your chapter responsible for youth involvement. Although you will find a few differences in working with youth volunteers compared to working with adult volunteers, you may be surprised to realize just how many similarities there are. The volunteer management process (i.e., identifying the tasks you want volunteers to perform, recruiting, interviewing, training, placing, retaining and recognizing volunteers, etc.) is similar for all volunteers, regardless of age. All volunteers need meaningful work. They all need caring, supportive, attentive supervision and leadership. Most are available for only defined and limited hours during the week. All need orientation and training. And everyone needs to know that his or her work is appreciated. What you may find different when working with youth volunteers is that they are more likely to be project oriented. They may benefit more from planned, rather than casual, social interactions. Also, they will need their

parents' permission to volunteer (see the [Youth Waiver form](#)). You will find information and tools in this document to help you organize great disaster youth projects.

Before starting a youth involvement program, your chapter's employee and volunteer management, as well as disaster services, youth involvement, volunteer administration, human resources, communications and other key staff, should form a team to explore the possibility of youth volunteers in disaster services. The team should discuss the benefits and the challenges of working with youth volunteers, as well as any concerns that may prevent people from wanting to work with youth volunteers and how to address those concerns. Also, the team should identify specific projects and activities that might benefit from youth involvement. Use the outcomes of these discussions to create a plan for initiating a youth involvement program for disaster services. This plan can help ensure your youth involvement program is a success.

### **B. Matching Priorities and Opportunities**

Involving youth in your chapter's Disaster Services Program should not be an isolated effort. Rather, initiating or increasing youth involvement should be a strategy that helps you:

- Build community awareness about the hazards in your community.
- Educate members of the community about the things they can do to better prepare for, cope with and recover from disasters.
- Provide high-quality, timely and effective disaster relief when disaster strikes.
- Plan and build your chapter's capacity to meet its disaster-related goals.

When developing a plan to begin or enhance your chapter's youth involvement in disaster activities, revisit the disaster goals, objectives and strategies for the next five years. Think about the activities that are already planned. Think about the things you'd like to do, but don't have sufficient employees and volunteers to commit to the tasks. Then think again! You could probably involve youth volunteers in several of these activities.

### **C. Defining Roles and Responsibilities**

Clearly define the roles and responsibilities of the adult leader, the youth volunteers and the chapter's disaster services employees and volunteers, and make sure they are understood by everyone involved in the project and/or activities. Some general information is provided below as a starting point. Add more information based on the specific project or activities you've defined for your chapter so that everyone is certain of the part he or she plays.

#### **Adult Leader**

*What is your role/responsibility?*

- Coordinate youth

- Serve as leader/advocate
- Coordinate with chapter staff
- Supervise youth in disaster setting
- Ensure that an individual youth volunteer and an unrelated adult are not assigned activities as an unsupervised team
- Provide appropriate training

*What is expected of you?*

- Be consistent with youth volunteers
- Always be available
- Maintain appropriate boundaries

*What can you expect from others?*

- Support for completing assigned activities and projects
- Supervision

### **Chapter Disaster Services Employees and Volunteers**

*What is your role/responsibility?*

- Supervise adult leader during disaster activities
- Provide resources
- Supervise individual youth disaster volunteer
- Take disaster training to provide supervision
- Ensure appropriate training is provided

*What is expected of you?*

- Mentor youth
- Serve as role model
- Be patient
- Be available to answer questions

*What can you expect from others?*

- Support in addressing priorities

### **Youth Volunteer**

*What is your role/responsibility?*

- Participate in activities
- Contribute skills and talents

- Work together to solve problems

*What is expected of you?*

- Be a team player
- Respect all Red Cross clients
- Help make the project better

*What can you expect from others?*

- Learning opportunity
- An adult who is available to answer questions

### **D. Unique Considerations of Involving Youth in Disaster Services Activities**

As you involve youth volunteers in any disaster services setting, remember that federal, state and local laws require specific protections for youth and impose certain limitations on their activities. The chapter's legal counsel should be a part of the team that develops the regulations and procedures for your chapter's youth disaster services activities. In particular, legal counsel should be consulted for information about any legislation or child labor laws specific to your state, county or city.

Like all disaster workers, youth volunteers also require supervision. The adult-to-youth ratio should be based on the ages of the youth volunteers and the activity they will be doing. You can decide how many youth volunteers are too many to supervise, but generally the younger the volunteer, the greater the need for supervision. It's okay to assign one youth volunteer with several adults or several youth volunteers with one adult, but you should never assign one youth volunteer with one adult in a setting where they are alone unless the adult is the youth volunteer's parent or legal guardian.

When youth volunteers are going to work in a disaster relief setting, consider assigning them as teams with an employee or adult volunteer as a team leader. The management at the site (service center manager, shelter manager, etc.) can work with the youth volunteers' adult leader to identify activities for the youth volunteers. The youth volunteers' adult leader can help supervise the youth and be the single point of contact. Be sure to consult with the manager of the worksite about the number and ages of the youth volunteers who will be assigned.

Age recommendations are flexible to a degree. All of the activities listed in the Menu of Youth Volunteer Opportunities attachment can be performed by high school youth. If some of your youth volunteers are mature for their age or have extensive disaster experience, and you think they can handle the activities listed for older youth volunteers or take on greater responsibility, use your best judgment in making the assignment. No matter what the age or experience of the volunteers, supervise them well.

The emotional effects of volunteering in a disaster setting can be immense. All volunteers, whatever their ages, need a support system. Those who support youth volunteers in a disaster setting should ensure that the youth volunteers are properly prepared for the volunteer activities to which they are assigned, monitor group morale as the youth volunteers perform assigned activities and help the youth volunteers work as a team and with their adult leader. As appropriate, limits should be set on the length of shift or type of work being done by youth, and debriefing at the end of shifts as well as follow-up after they complete their disaster relief assignments should also be provided. On a disaster relief operation, those supporting youth involvement may also consult Disaster Mental Health employees and volunteers for additional support, as appropriate.

Supporting and protecting youth volunteers while working on disaster relief operations can best be achieved by having strong youth involvement at the local Red Cross chapter and good working relationships with youth-service organizations in your community. Having an established youth involvement program in your chapter also helps integrate youth volunteers who spontaneously volunteer to help when a disaster affects their community.

Always refer to Disaster Services regulations and recommendations referenced or contained in this document when assigning youth volunteers to new roles in your disaster services program. The [\*Foundations of the Disaster Services Program\*](#) and [\*Disaster Response Handbook\*](#) have further information about the Red Cross Disaster Services Program, its mission, and definitions of Chapter, Multi-Chapter and National Disasters.

### **1. Chapter Disasters and Your Local Disaster Services Program**

Youth volunteers involved in activities listed in the Menu of Youth Volunteer Opportunities (Attachment A) or other disaster services activities should be integrated into your chapter's overall volunteer management process. Consult with your chapter chair of volunteers, director of volunteers or youth project manager to ensure consistency. When in doubt about assigning youth volunteers to a project, nothing can substitute for common sense. If you have any doubts about the safety of youth volunteers or the appropriateness of an activity, it's best to err on the side of caution and find a different activity for the youth volunteers. There are many other activities from which to choose. For certain types of disasters, it may not be appropriate for youth volunteers to work at the scene of the disaster or in direct contact with clients. When there are fatalities or casualties or when it is late at night, find other activities for your youth volunteers. Never involve youth volunteers when the affected area is potentially unsafe for them.

### **2. Multi-Chapter and National Disasters in Your Community**

When a Multi-Chapter or National Disaster affects your community, local youth volunteers may be involved in the response and relief effort if you determine appropriate placements and assign adult leaders. Be certain to never place one youth volunteer and one adult (except the youth volunteer's parent or guardian) in a setting where they are alone. Youth volunteers

must be registered on the disaster relief operation just as adult volunteers are. Youth volunteers may not be deployed to disaster relief operations outside their chapter of jurisdiction.

Staff Services will act as a resource on the disaster relief operation for youth volunteers, as individual and in groups. Staff Services/Workforce Planning and Acquisitions will work with Operations Management and the group administrators to determine appropriate work settings and positions for the specific needs of each disaster relief operation. Approval of a specific assignment on one disaster relief operation does not mean that a similar assignment will be considered appropriate on other relief operations.

### **3. Disaster Services Human Resources System**

The Disaster Services Human Resources (DSHR) System is designed to provide a compelling and rewarding workplace and to continuously cultivate a world-class, nationwide workforce of employees and volunteers who provide unparalleled, passionate and responsive disaster services. The DSHR System enables the Red Cross to provide prompt and efficient disaster relief services to the American people. It is an integrated and consistent approach to managing the workforce over the long term using a common set of competencies that are linked to business strategies and results. It is designed to meet the human resources needs of disaster relief operations. DSHR System members often don't know the details of their assignment until the last minute and they must be able to respond to the need for immediate action. They also must be able to move freely across state lines, either unaccompanied or in the company of non-related adults.

Disaster responders who have reached the age of 16 may be enrolled in the DSHR System as "Local Only" (coded "CU" in the DSHR Automated System). They cannot be deployed to disaster relief operations outside of their chapter's jurisdiction. Chapters should establish local guidelines for youth involvement in local disaster relief operations, taking into consideration the unique requirements of youth volunteers (e.g., parental consent, appropriate tasks and environments, local laws that regulate and have a direct effect on the participation of minors in Red Cross programs). Chapter youth volunteers who have not yet reached their 16<sup>th</sup> birthday may not be enrolled in the DSHR System.

## **IV. RECRUITING THE RIGHT PEOPLE**

### **A. Finding Leadership**

Finding the right adult leader is critical to the success of any youth activity. Even small projects, with limited numbers of youth, require the continuity and focus that a single adult point of contact can provide. Find the adult leader first, and then recruit the youth volunteers. The right adult leader for disaster youth projects is flexible, available, committed, patient, consistent, open, energetic, understanding of youth needs, a good communicator, persistent, trusting of youth, trustworthy, imaginative, knows proper boundaries and can say "yes" to new ideas. In short, the

right person is an empowering leader who enjoys working with youth and is willing to do new and exciting things. Adult leaders should participate in appropriate Red Cross training, including leadership training, as opportunities arise.

### **B. Guidance for Choosing Adult Leaders**

A Red Cross chapter must be careful about the adult leaders it assigns to supervise youth activities. The expectations of the community and parents, as well as legal requirements, place additional responsibilities on a Red Cross chapter when selecting adult leaders. Adult leaders for youth volunteers must be fully affiliated with the local chapter and have successfully completed all of the requirements to be a registered, affiliated employee or volunteer, including the successful completion of a background check per Red Cross policy. Adopting and adhering to sound employee and volunteer management practices can protect the chapter when making placement decisions, including placement of adult leaders. These management practices include:

- Compiling position descriptions that outline the principle responsibilities of each position.
- Adopting application forms and procedures that explore all aspects of an individual's appropriateness for a position, including indications of successful interactions with youth.
- Conducting comprehensive, face-to-face interviews.
- Conducting thorough reference checks.
- Placing individuals in appropriate work settings.
- Providing appropriate orientations and job-specific training.
- Providing the appropriate level of supervision, including regular performance feedback and evaluations.

### **C. Finding Youth**

Youth volunteers should be interviewed and screened just like any other volunteer. Listen more than you talk. Tell them about the volunteer opportunities and where they will fit in. Be open and honest about any issues they might confront. To ensure the success of your recruitment, look for youth who are eager to try something new, interested and willing to learn, caring and willing to help others, excited by the idea, willing to work with others (adults as well as other youth), flexible, committed, mature and full of initiative. Youth often have more time than any other age group, so finding energetic young people usually is not a problem. You can find youth candidates in any number of places:

- Some youth may already be involved in your chapter.
- School principals, teachers and counselors can recommend active, interested youth.
- Sports teams are a meeting ground for energetic youth.
- Current employees and adult volunteers may have children who may be interested in disaster services.

- After-school groups, such as youth councils or youth clubs, or community and religious groups are good sources of youth volunteers.
- Current youth volunteers are a good conduit for recruiting new youth volunteers.

If your chapter doesn't already have relationships with groups such as these, now is the time to develop these connections. Once you have found and interviewed a youth candidate for your particular disaster project or activity, be sure to obtain his or her parent's or legal guardian's permission for the youth volunteer to participate. Share information with the parent or guardian about the activities his or her child will be involved in, about the adult leader responsible for the project and about the commitment you are asking the youth volunteer to make. A single form that includes the young person's commitment statement and the parent's permission can facilitate a conversation within the family that will help ensure parental support of the child's involvement and the ultimate success of the project. The [Youth Waiver form](#), along with a cover letter explaining your chapter's specific project and leadership arrangements, should do the trick.

## V. RECOGNIZING YOUTH VOLUNTEERS

All of us need to know that our efforts and ideas are appreciated and that the work we do makes a difference. Youth volunteers not only deserve recognition, they need it—volunteer work is frequently a significant part of their resume and sets youth volunteers apart from others who may be applying for college, special courses or jobs. Some ideas for recognizing youth for their accomplishments, both large and small, are listed below.

### *Face-to-Face in the Chapter*

- After a difficult assignment, recognize each youth volunteer for something special or unique that he or she did.
- When they need a boost, bring in chapter leadership, a community leader or a Red Cross client to say thanks and to give the youth volunteers a sense of the importance of their work.
- During the project, allow time for the youth volunteers to socialize. Provide refreshments for the group—never underestimate the power of a pizza party!
- Ask the youth volunteers to come up with award categories for activities, then have them vote on who should get each award.
- At the end of the activity or assignment, give certificates, chapter pins, letters of recommendation or other appropriate recognition to all participants.

### *At School*

- During a PTA meeting, recognize and give an award to each youth volunteer for his or her contributions to the school and community.

- At a school assembly, bring in chapter leadership, a community leader or a Red Cross client to hear about, report on and provide recognition for the youth volunteer's accomplishments.
- In the classroom, give an award to the youth volunteer for his or her community service.
- Encourage the youth volunteer to write an article about his or her work with the Red Cross for his or her school newspaper. You can provide information for the article or give an interview.

### *In the Community*

- In local newspapers and TV, highlight the efforts of youth volunteers while they are working, as well as after they have accomplished something. Routinely create hometown releases for all youth volunteers at the beginning, during and at the end of an assignment or activity.
- At a local Chamber of Commerce meeting, civic meeting or community event, ask businesses to donate recognition items to give to each youth volunteer. Recognize youth volunteers and give prizes at a meeting.

## **VI. EVALUATING YOUTH ACTIVITIES/STRATEGIES FOR GROWTH**

### **A. Evaluations**

Before moving forward and exploring opportunities to expand your chapter's youth disaster activities, take the time to evaluate your youth activities. Involve everyone who participated in the activity in the evaluation. Compare the results of the activities with the results you intended (for your community, for your chapter and for the youth volunteers involved). Examine the process you used to define and implement your youth activities. Look for challenges as well as successes. Develop your plan for growth based on both. Never underestimate the value of lessons learned.

### **B. Strategies for Growth**

Whether you are exploring the possibility of involving youth in your Disaster Services Program for the first time or are considering expanding activities already underway, keep these tips in mind:

- Go at a comfortable pace.
- Choose activities that fit the scope of your current goals and objectives for disaster services.
- Make sure you have the right adult(s) involved.
- Give youth volunteers short-term projects for quick results and success.
- Be open and listen to what the youth volunteers say.

To ensure the brightest future for your youth disaster services activities, remember the following points:

- Many youth may want to get involved in just one activity. If they have a good experience, they may stay for another activity. By developing one successful disaster youth project at a time, you can build a strong youth component and a long-term commitment to the Red Cross.
  - *Build a strategy around creating one great activity after another, and be open to youth volunteers who want to be involved in one or two activities on a project-to-project basis.*
- Some youth volunteers will find working with Disaster Services a perfect fit. Provide opportunities for continued involvement by developing a plan with them that meets their interests. Give them a chance to develop leadership skills. When they choose to participate in disaster relief activities, have them take Red Cross courses to refine their skills.
  - *Build a strategy to include mentoring, coaching and skill development. Good communication between adults and youth volunteers is a must!*
- Youth volunteers who work together as a team may want to continue as a team with the Red Cross as their base. Team-building activities provide opportunities for meeting new people and becoming socially connected to the Red Cross.
  - *Build a strategy for teams to grow. Recruit additional leaders and youth volunteers to form new teams.*
- Remember that some schools, groups, clubs or teams may want to be involved in only one activity. To ensure that schools and after-school and community-based groups support your youth activities, focus your energy on creating a great experience for the youth, the organization (school, community-based or after-school group) and for the chapter.
  - *Build a flexible strategy for youth involvement. Be willing to respond when schools or groups come to you for one-time activities.*
- Some teachers, principals, communities or youth leaders may want an ongoing activity with you. This may mean different youth volunteers are involved from time to time.
  - *Build a strategy for keeping your approach fresh and exciting with many short-term goals and rewards. Work with your community partners to find activities that meet their needs as well as the needs of Disaster Services.*

## VII. CONCLUSION

We hope this document helps you understand the benefits of involving youth volunteers in your chapter's Disaster Services Program. Before beginning a youth volunteer program, think objectively about the challenges involved with working with youth volunteers. Planning ahead and taking these challenges into consideration will help you to successfully initiate and sustain activities that will take full advantage of the creativity and resourcefulness of youth volunteers. As a final word of encouragement, we offer you these helpful tips.

### *Tips for Working with Youth\**

1. Share the responsibility for leadership. Provide guidance, but avoid total control.
2. Listen carefully to youth and try to understand their perspective.
3. Provide meaningful roles and assignments for youth.
4. Share all work activities, even tedious ones.
5. Treat young people as equals and develop a partnership relationship.
6. Keep youth informed about activities, even when problems occur.
7. Be energetic and excited about activities. Have a positive, open attitude.
8. Make activities fun and challenging.
9. Be clear about the levels of authority for youth and back their decisions when they fall within the agreed upon guidelines.
10. Serve as role models for youth, and be consistent and fair in your actions.
11. Remember that your efforts are ensuring the future of the Red Cross.
12. Always have fun.

\*Tips 1-10 from The National Assembly of National Voluntary Health and Social Welfare Organizations, *The Community Collaboration Manual*, Washington, 1993, p. 42

Let us know about your efforts to involve youth in Disaster Services. Provide comments about this resource, success stories and new ideas about ways to involve youth in disaster services to:

Darren Foster

Manager, Youth and Young Adults  
Office of the National Chair of Volunteers  
1730 17<sup>th</sup> Street NW  
Washington, DC 20006  
202-303-8442 Office  
[fosterda@usa.redcross.org](mailto:fosterda@usa.redcross.org)

Rena F. Penney

Lead Program Officer  
Response, Staffing and Deployment Coordination  
American Red Cross  
2025 E Street NW  
Washington, DC 20006  
[penneyr@usa.redcross.org](mailto:penneyr@usa.redcross.org)

### Menu of Youth Volunteer Opportunities

Although the activities listed in this menu have been endorsed by Disaster Services at national headquarters, the list is not intended to be definitive or exhaustive. Use your best judgment when assigning activities to anyone, youth or adult. Skills and maturity, as well as the supervisory needs and interests of the individual, should be assessed before any assignments are made. The following menu offers opportunities for youth in all components of the Disaster Services Program, and in various activities and service locations of a relief operation. Remember that older youth can participate in activities listed for the younger-aged groups. In fact, matching a team of high-school students with middle or elementary school youth (with appropriate adult supervision) is a great way to develop team skills.

#### Before a Disaster Strikes

**Planning.** Disaster planning is the process undertaken by each Red Cross unit to ensure that the necessary authorities, organization, resources, coordination and operating procedures exist to provide effective Red Cross disaster services.

##### *High School Youth*

- Serve on Disaster Services Committee, subcommittees or Leadership Team
- Initiate/serve on Youth Disaster Subcommittee
- Gather and input into electronic files information about potential disaster risks in the community
- Gather and input information about high risk populations who live in disaster-prone areas
- Help assess potential need for shelters, warehouses, service centers and headquarters offices
- Compile the chapter's "disaster history"
- Help develop, implement and participate in table-top drills and plan exercises

##### *Middle School Youth*

- Start/serve on youth VOAD group (Voluntary Organizations Active in Disaster)
- Video tape drills and exercises
- Participate in drills and exercises
- Participate in "after action" evaluations of drills and exercises
- Provide information for his or her school disaster plan

##### *Elementary School Youth*

- Role-play as affected individuals in simulations and exercises

**Preparedness.** Preparedness is the continuing process of identifying, obtaining, managing, developing and sustaining human and material resources and collaborative resources needed to respond effectively and efficiently to disasters.

### *High School Youth*

- Help identify areas at high risk or repeatedly affected by disaster
- Promote community presentations on disaster preparedness
- Identify incentives that encourage people to take actions to protect themselves and their property
- Survey the community for facilities that could serve as shelters, service centers, disaster relief operations headquarters and other service delivery sites
- Help complete facilities agreements with school or other building managers
- Help identify and recruit school personnel, particularly nurses and counselors, as disaster services volunteers
- Develop a resource list for in-kind donations
- Help identify a local contact to develop memoranda of understanding
- Assist in obtaining vendor agreements
- Assist with facility inspections and surveys
- Help recruit potential shelter volunteers
- Schedule chapter disaster training courses and help update training schedule
- Participate in appropriate disaster training

### *Middle School Youth*

- Help schedule community meetings
- Help organize presentations
- Assist with presentations
- Help develop a list of organizations that promote actions to reduce disaster damage
- Promote training courses for disaster volunteers
- Compile/update a contact list of local government and emergency management officials
- Provide support to chapter VOAD activities—maintain mailing lists, schedule meetings, maintain log of minutes
- Assemble shelter kits
- Assemble Disaster Assessment packets (maps, street sheets, supplies)
- Help research merchant prices for local price list
- Help with local fund-raising efforts (design materials, offer event ideas, help with mailings and thank-you letters)
- Develop resource list for in-kind donations for local needs list

- Assemble Health Services and Disaster Mental Health Services supplies

### *Elementary School Youth*

- Assemble comfort kits
- Solicit in-kind donations for comfort kits and stuffed animals for children affected by local disaster events
- Write thank-you letters for donations

**Community Disaster Education.** Community Disaster Education is the process of increasing public awareness and educating members of the community in order to help people prevent, prepare for and cope with disasters.

### *High School Youth*

- Promote availability of Community Disaster Education presentations to schools, groups and community organizations
- Identify target audiences for presentations
- Coordinate presentations
- Inventory and maintain an adequate supply of Community Disaster Education materials appropriate to the potential risks in the chapter's jurisdiction
- Become a Community Disaster Education presenter and make presentations

### *Middle School Youth*

- Mentor peers interested in becoming Community Disaster Education presenters
- Create new ways of presenting Community Disaster Education materials and present to peers
- Schedule presentations
- Organize presentations
- Assist with presentations
- Conduct hazard-hunts, particularly for vulnerable populations such as the home-bound elderly

### *Elementary School Youth*

- Help assemble Community Disaster Education material packets
- Organize and maintain the school's disaster supplies kit
- Handout Community Disaster Education brochures
- Help assemble family disaster supplies kits

## **When Disaster Is Imminent/During a Disaster Response**

Just as with adult volunteers, with the appropriate training youth volunteers can participate on local Disaster Action Teams and help provide immediate response to those affected by disasters in the chapter's jurisdiction. When assigning youth volunteers to Disaster Action Team responses, you need to consider the potential psychological effect as well as the physical risks associated with response to disasters with fatalities, late evening responses and responses in areas that may be unsafe. Common sense and good judgment should always be used in determining proper assignments. Appropriate supervision must be provided. One unrelated adult and one youth may not work together in settings where they will be alone. Ensure that all Disaster Action Team members have a support system to help them cope with the unique stressors that affect people who work in disaster settings.

### **Disaster Response Groups and Activities**

The thirty-seven activities on disaster relief operations are divided among seven groups—Individual Client Services, Mass Care, Partner Services, Information Management Support Services, Material Support Services, Staff Services and Organization Support. Operations Management, which includes Chapter, Multi-Chapter and National Disaster Relief Operation (DRO) Directors, is responsible for oversight and direction of the relief operation. Each activity requires special skills that are enhanced by related Red Cross training. Employees and volunteers who perform these activities need good interpersonal skills, tact, attention to detail and the ability to follow directions well. Group and activity descriptions are provided below. With the appropriate training, youth volunteers can provide valuable service in all relief operation activities. The key to successful integration of youth volunteers into disaster relief operations is careful assessment of the individual's interests and skills and appropriate training and supervision to do the tasks.

### **Operations Management**

Responsible for providing operational oversight and direction to the relief operation. Establishes and administers the relief operation within existing regulations and procedures.

- Chapter DRO Directors. Appointed by chapter management. Has demonstrated competencies to lead the response to chapter disasters. Chapter Disasters affect one or more families and are contained entirely within a single chapter's jurisdiction. Chapter Disasters are generally Level I and small Level II relief operations, costing up to \$10,000. The majority of Chapter Disasters are recurrent incidents and can be financed solely from chapter assets.
- Multi-Chapter DRO Directors. Appointed by the service area executive. Has the expertise to lead the response to multi-chapter disasters and large single-chapter disasters that exceed the resources of the chapter in whose jurisdiction the disaster occurred. Multi-Chapter disasters affect multiple families, occur within the jurisdiction of more than one Red Cross chapter or one or more states within a single service area, require the focused commitment of human and material resources from the affected chapters and/or require support and assistance from the service area. Disasters of this type were previously called "state disasters" and are generally Level II and Level III disasters, costing less than \$250,000.

- National Director. Appointed by the senior vice president of Preparedness and Response or designee. Has the expertise to lead national relief operations. National disasters exceed the capabilities of the involved service area to respond or involve a Red Cross response in partnership with one or more federal agencies. The partnership responses include, but are not limited to, Aviation Disasters, National Response Plan disasters, Catastrophic Disasters and Incidents of National Significance.

### *In Non-Affected Chapters:*

- Assist in gathering daily reports
- Act as a resource for community information
- Distribute information to group administrators and activity managers
- Relay messages
- Provide telephone and fax coverage and support

### **Individual Client Services**

Provides services through caseworkers to individual victims of disaster, including direct financial assistance for replacement of essential items, counseling services, health-related services and reunification or welfare information services. Employees and volunteers working in these activities may need to handle confidential client information. Youth volunteers may have varying degrees of experience handling confidential information. Youth volunteers who are assigned tasks that involve hearing or handling such information must fully understand their responsibility to maintain confidentiality.

**Client Casework.** Evaluates needs, provides services and maintains client records. It provides direct assistance to individuals affected by man-made or natural disasters, ranging from single-family home incidents to larger events such as tornadoes, floods, hurricanes and catastrophic incidents. Assistance can be issued in two forms—hard assistance and soft assistance. Examples of soft assistance include listening, providing information, advocacy, counseling and referral. Hard assistance includes mass sheltering, feeding and the bulk distribution of personal care items and cleaning materials, as well as emergency financial assistance to all clients in order for them to be able to purchase items that are needed immediately in order to begin their recovery.

### *On a DAT Response:*

- In supervised teams, respond to local disaster incidents to assist in the provision of emergency disaster services
- Provide follow-up referrals and services as authorized by chapter disaster staff

### *In Service Centers:*

- Welcome clients at registration desk
- Assist clients with registration
- Take messages
- Distribute information to workers and clients as assigned

- Assist Client Casework workers with language translation
- Help workers prepare for home visits
- Serve as a guide for home visits
- Pick up cases from the Financial and Statistical Information activity for interviewers

*In Headquarters:*

- Provide administrative support for the activity manager
- Take messages
- Compile a list of local merchants
- Take messages
- Distribute Client Casework information to other managers

**Health Services.** Provides health-related services and secures resources to meet the health needs of people affected by disaster. It provides emergency and preventive health services to disaster victims and to Red Cross workers if Staff Health is not available. Health Services provides support to persons who have disaster-related or disaster-aggravated health needs, helps clients find resources to meet health-related financial obligations and provides Red Cross financial assistance to clients for medical expenses, as necessary. All Health Services employees and adult volunteers must have a current license or certificate in their field.

*In Shelters and Service Centers:*

- Serve as translator
- Inventory health supplies and check expiration dates
- Load/unload supplies and maintain the supply area
- Act as a buddy for people in need

*In Headquarters:*

- Provide administrative support to the manager
- Create a list of local pharmacies, hospitals and other medical facilities
- Help recruit school nurses

**Disaster Mental Health.** Provides crisis interventions, mental health screening and assessment, emotional care and support, referrals, advocacy, mediation, consultation, psychosocial education and mobilization and psychological triage. On critical incidents, spiritual care and child care will provide services as a component of Disaster Mental Health.

*In Shelters and Service Centers:*

- Act as a buddy to people in need
- Serve as translator
- Supply the break room
- Provide peer support

- Help in the children's area
- Create morale-boosting posters and signs for facilities and post
- Distribute Disaster Mental Health coloring books

*In Headquarters:*

- Provide administrative support to the manager
- Inventory supplies
- Provide supplies for the break area

**Welfare Information.** Helps clients within the disaster area to notify their loved ones that they are safe and well by facilitating communication from inside the disaster-affected area to outside the affected area. It reunites family members separated from one another as a direct result of the disaster. It manages requests initiated by family members concerned about the health of a family member or loved one inside the disaster area. It promotes family communication planning.

*In Non-Affected Chapters:*

- Answer and document inquirer calls
- Provide administrative support to employees and volunteers providing Welfare Information services
- Gather, distribute and maintain the file of Welfare Information bulletins
- Provide computer data-entry support

*In Welfare Information Center or Disaster Relief Operation Headquarters:*

- Answer/document inquiry calls
- Help with research to locate individuals
- Provide administrative support to Welfare Information manager and workers
- Provide data-entry support
- Gather phone directories of the affected area and other search materials
- Look up names and phone numbers

**Recovery Planning and Assistance.** When recovering from the effects of a disaster, individuals and families are expected to use all available personal, community and government resources. When recovery needs are not met through these resources, the Red Cross will work inclusively with Partner Services to address clients' remaining needs.

*In the Chapter and Service Centers:*

- Welcome clients and escort them to various locations and offices
- Assist clients with registration
- Take messages
- Provide administrative support

- Distribute information to workers, partners and clients as assigned
- Assist caseworkers with language translation
- Distribute Client Casework information to supervisors and managers as assigned

### Mass Care

Provides activities and services on a congregate basis to the community as a whole. These include sheltering, feeding and bulk distribution of items, information about the availability of these services and recovery information.

**Sheltering.** Provides congregate care for people displaced as a result of a disaster.

**Feeding.** Provides meals, snacks, beverages and water through fixed Red Cross service delivery locations and mobile delivery using emergency response vehicles (ERVs) or other vehicles on routes within the affected area.

**Bulk Distribution.** Provides relief, clean-up and salvage supplies to those affected by a disaster. Provides more than one item (traditionally, clean up items such as flashlights, food coolers, gloves and protective masks) to more than one individual at one time.

**Community Programs.** Provides information and services such as those provided at Emergency Aid Stations. Reaches out to meet community disaster caused needs.

#### *In Shelters:*

- Help set up shelters
- Assist the shelter manager with errands and phone messages
- Assist in scheduling shifts and days off for workers
- Staff the shelter registration desk
- Count meals served for the daily report
- Assist elderly shelter residents, as needed
- Help serve snacks and meals to affected families and workers
- Help schedule volunteers
- Draft shelter announcements for shelter residents, especially youth residents
- Maintain the resident message board and deliver messages
- Chart locations of families in the shelter to help get messages to them
- Help recruit shelter residents to assist in the shelter
- Post appropriate signage for the shelter's exterior and interior
- Set up and clean cots
- Distribute blankets
- Assist with the resident count

- Post information about available services
- Identify and report cultural food preferences
- Entertain the children in the shelter
- Create attractive posters with shelter rules
- Distribute announcements and other approved materials to shelter residents
- Prepare and serve snacks in the children's area
- Prepare and set-up the dining area
- Help shelterees settle in
- Take meals to shelterees who need assistance

*In Kitchens, Service Centers, Headquarters and Bulk Distribution Sites:*

- Provide administrative support to the manager
- Ensure that all messages are received and replies provided
- Load/unload vehicles, including emergency response vehicles
- Prepare food
- Serve food
- Help with clean-up
- Stock and monitor the canteen area
- Hand out bulk distribution items
- Ensure that all messages are received and replies provided
- Serve food
- Help with clean-up

### **Partner Services**

Coordinates services and necessary liaison activities with local, state, federal and tribal government partners, non-government partners, private agencies and/or organizations and members of the affected communities for the benefit of disaster victims.

**Community Relations Liaison.** Ensures the interests, needs, concerns and resources of individuals and organizations representing a broad array of groups are represented and acknowledged. Community Relations Liaison partnership efforts strive to reach out to and connect with minority, ethnic, immigrant and limited English proficient communities, as well as those with disabilities, seniors and the gay, lesbian, bisexual and transgender community.

*In Headquarters:*

- Serve as translator
- Help identify community group's liaisons with interest groups and advocates

- Help compile information about demographics, culture and customs of affected populations
- Act as ambassador to community and leaders of diverse populations
- Assist with presentations to diverse groups
- Assist in preparing for and conducting meetings

**Voluntary Agencies Liaison.** Serves as a critical link to bond and communicate across internal and external partners to the Red Cross, particularly with partners traditionally involved with recovery and long-term recovery work after a disaster.

*In Headquarters:*

- Assist in updating Directory of Voluntary Agencies for the disaster relief operation
- Schedule groups with Workforce Planning and Acquisition
- Assist in making presentations to other agencies
- Make phone calls to identify available resources
- Search the phone book to find voluntary groups
- Assist in updating resource lists
- Assist in preparing for meetings

**Labor Liaison.** Serves as a critical link between the Red Cross and all levels of organized labor in the disaster-affected community. Labor Liaison ensures that information is provided to area labor organizations about Red Cross services available to those affected by disaster and to request the help of labor organizations to identify potential volunteer resources and in-kind donations from the membership and employer companies.

*In Headquarters:*

- Match relief operation needs with volunteer offers from unions/union members
- Help schedule union groups to meet with Workforce Planning and Acquisition
- Assist with presentations to union groups
- Assist the manager
- Identify local labor groups
- Prepare Red Cross information for dissemination to labor groups

**Government Liaison.** Coordinates services and necessary liaison activities with local, state, federal and tribal government partners, members and representatives of the affected communities and internal Red Cross partners for the benefit of those affected by disasters.

- Assist in distributing information to government officials
- Assist in scheduling meetings/outreach visits to government officials
- Compile contact information on government officials
- Assist in preparing/maintaining reports

**Emergency Support Function 6.** Functions as part of a team that works with the Federal Emergency Management Agency (FEMA) to support the impacted states and other agencies providing feeding, sheltering, bulk distribution, emergency first aid and disaster welfare information to the affected communities. This is performed in fulfillment of Red Cross ESF6 Mass Care responsibilities, in accordance with the National Response Plan.

- Provide administrative assistance
- Assist with preparing for and conducting meetings
- Assist with distributing information to FEMA representatives
- Compile and update contact information and resource lists
- Assist in preparing and maintaining reports

### **Information Management Services**

Gathers assessment and operational data required for effective management of the response, including information about the scope of the disaster and the effectiveness of the response. This information will support reports to donors about the effective use of the resources that they have provided to the organization.

**Disaster Assessment.** Gathers, analyzes, interprets and distributes accurate and timely information about the extent of damage, overall impact, scope of the incident, weather conditions and demographics of a disaster-affected community, as well as providing mapping support.

*For a Disaster Action Team Response:*

- In supervised teams, respond to local disaster incidents to assist in disaster assessment

*In Headquarters:*

- Obtain and organize area maps
- Color code maps based on disaster assessment
- Compile disaster assessment data
- Copy and sort disaster assessment records
- Prepare road status updates
- Assist in navigating in neighborhoods for workers conducting disaster assessment
- Assist in data entry
- Distribute maps and street sheets

### *In Service Centers:*

- Check client's address against disaster assessment information
- Maintain disaster assessment records for service center

**Information Dissemination.** Captures data and information from a multitude of sources in order to analyze, synthesize and organize it into logical formats. Disseminates reports to a variety of internal audiences and ensures that operation communications are received.

**Analysis and Planning.** Reviews and analyzes cross-functional information to discern operational trends and circumvent possible problems. Applies analysis conclusions to guide decision making and foster appropriate operational planning.

**Financial and Statistical Information Management.** Obtains accurate, timely and consistent statistical information regarding service delivery, human and material resources and financial commitments.

### *In Headquarters:*

- Tally numbers for reports
- Double-edit reports
- Organize reports
- File
- Stamp *Disbursing Orders*
- Make copies
- Provide clerical support

## **Material Support Services**

Supports activities and services necessary to conduct a disaster relief operation, including the securing of facilities, supplies and equipment required for an effective response.

**Facility Management.** Identifies and/or interprets requirements for all types of facilities and acquire services, materials and supplies that are needed for the operation of these facilities during a disaster relief operation. Manages the facilities and systems required to support the relief operation. Looks after and keeps in good condition all appropriate resources.

**In-Kind Donations.** Fund raises for in-kind materials and supplies required for relief operations.

### *In Unaffected Chapters:*

- Check phone books to identify vendors and businesses to solicit
- Solicit items specifically for youth (coloring books, crayons, toys, etc.)
- Track offers
- Prepare thank you letters
- Provide administrative support

- Help solicit items for comfort kits

**Warehousing and Supply.** Manages the inventory of materials and supplies required for the relief operation. Distributes, transports and/or installs, as appropriate, materials and supplies required for the relief operation. Gathers or retrieves remaining materials and supplies from the relief operation. Returns, as appropriate, materials and supplies from the relief operation.

**Transportation Management.** Looks after and keeps in good condition all appropriate resources including, but not limited to, rental and national vehicles, wheeled storage and refrigerated units. Manages services, such as shuttle services, mail system and courier, as required.

**Life Safety and Asset Protection.** Provides an environment that is as safe and secure as is reasonably possible.

**Procurement.** Procures and/or replenishes supplies through donations, loans, rentals and/or purchases, as required, for disaster relief operation activities. Acquires services for the relief operation. Gathers or retrieves remaining materials and supplies from the relief operation. Returns, as appropriate, materials and supplies from the relief operation.

**Invoice Review.** Verifies receipt of and accurate billing for all goods and services received by the disaster relief operation.

*In Headquarters and Warehouses:*

- Receive and check orders
- Load/unload, organize and distribute supplies
- Carry and move supplies and small equipment
- Fill supply requests
- Track rental vehicles
- Assist in data entry
- Assist in courier activities
- Help conduct inventories
- Help conduct facilities surveys
- Help identify vendors
- Collect and distribute mail
- Schedule volunteer tasks
- Monitor parking lots

**RT Communications.** Handles all two-way radio and traditional phone service on relief operations.

**RT Networking.** Handles connectivity between relief operation locations and national headquarters.

**RT Computer Operations.** Handles all desk equipment (phones, computers, etc.) from arrival to setup at relief operation.

**RT Customer Service.** Supports end-users and issues equipment (including cell phones) to workers.

*For DAT Response:*

- Provide office coverage for radio and other means of communications with responders in the field

*In Service Centers, Headquarters and Other Red Cross Facilities:*

- Monitor two-way radios for incoming messages
- Maintain log of messages
- Provide administrative support to workers
- Help the dispatcher keep track of workers in the field and relay messages
- Distribute messages
- Help update the equipment records:
  - Update the headquarters phone directory
  - Maintain records of and issue pagers and cellular phones
  - Maintain and update pager and cell phone directory

*In All Facilities:*

- Provide clerical assistance
- Teach other workers how to use computers
- Help set up computer equipment
- Help with the computer inventory

### **Staff Services**

Ensures the ability of Red Cross employees and volunteers, including spontaneous volunteers, to meet the needs of the people and communities affected by the disaster. These activities and services include travel, housing, physical and mental health care, training, job placement, staff relations, performance management, personnel/performance counseling, worker safety and security measures.

**Staff Relations.** Provides guidance for the interpretation and application of HR policies. Advocates for the fair treatment of all disaster relief operation workers. Provides consultation and assistance to supervisors and workers with routine worker-related problems.

**Workforce Planning and Acquisitions.** Determines and acquires the employees and volunteers needed to carry out activities. Replaces and releases employees and volunteers as appropriate. Using all available human resources, and in collaboration with other activities, ensures that enough qualified workers are recruited and placed throughout the relief operation to provide services in an effective and timely manner.

*In Headquarters, Service Centers, Shelters, Kitchens and Affected Chapter:*

- Make recruitment call to individuals and groups
- Register incoming groups
- Issue temporary identification badges and appropriate attire
- Act as ambassador to volunteer groups
- Help match interests with assignments
- Assist in planning the next day's work
- Assist in data entry
- Contact activity managers to determine their volunteer needs
- Assist in planning and organizing the recognition of youth volunteers
- Greet employees and volunteers as they arrive

*In Unaffected Chapters:*

- Complete travel folders with key information for employees and volunteers going on assignment
- Brief employees and volunteers going on assignment
- Maintain the list of deployed employees and volunteers and ensure debriefing upon return

**Staff Support.** Provides support to employees and volunteers, including lodging, travel arrangements, staff cards, etc. Establishes and maintains employee- and volunteer-related records.

*In Headquarters:*

- Welcome incoming employees and volunteers
- Register incoming employees and volunteers
- Issue temporary identification badges and appropriate attire
- Track requests for needed employees and volunteers
- Assist departing employees and volunteers with completing forms
- Enter information into computer
- Relay messages
- Organize and maintain staffing area

**Training.** Provides consultation, tools and training to support the other activities and the field in service delivery. Determines the training needs of the disaster relief operation, then develops and implements a plan to meet those needs.

*In Headquarters:*

- Gather specific disaster, community and cultural information for orientation document
- Track participants of orientations and operational training courses

- Assist in presenting orientation
- Help gather information about other activities' training needs
- Enter custom-orientation document information into computer
- Assemble training materials
- Schedule follow-up training
- Answer the phone and take messages

**Staff Health.** Ensures a healthy workforce by providing physical and mental health services to Red Cross employees and volunteers. Determines appropriate assignments for employees and volunteers according to their current health status. Advises Operations Management concerning environmental and workplace issues.

### **Organization Support**

Supports disaster response and relief operations, such as raising funds and accounting for the funds used to provide services to the clients.

**Public Affairs.** Serves as a knowledgeable Red Cross point of contact and public information liaison to local, state and federal agencies involved in providing disaster relief services. Identifies the best methods of targeting messages regarding Red Cross response, relief and recovery efforts to appropriate media and/or other outlets to reach all disaster victims. Uses all forms of media (print, broadcast and electronic) to help the Red Cross disseminate disaster response, relief and recovery information to all populations affected by the disaster. Provides technical guidance for proper identification of all Red Cross service delivery and administrative sites. Writes press releases, takes photographs, represents the Red Cross in the Joint Information Center/Joint Operations Center, coordinates VIP visits, produces internal communications such as newsletters, media relations, media management, community outreach and town meeting representation.

*In Headquarters and Service Center:*

- Organize the Public Affairs area
- Assist in writing press releases
- Help with newsletters
- Assist in updating media lists
- Assist in identifying local minority media outlets
- Translate public service announcements and press releases
- Fax press releases
- Clip/post articles about the Red Cross
- Enter press releases into computer
- Get signatures on release forms

**Fund Raising.** Develops a Fund Raising strategy appropriate for the event. Implements the chapter's Disaster Fund Raising Action Plan, donor acknowledgment and recognition and reporting. Attends board meetings, solicits donations, manages fund raising leadership volunteers, arranges check presentations and recognition opportunities, coordinates Fund Raising messaging with Public Affairs.

*In Headquarters:*

- Help solicit donations (especially from schools and youth service organizations)
- Assist with mailings
- Prepare thank you letters
- Generate event ideas
- Create promotion flyers and posters
- Assemble materials
- Schedule workers for events
- Staff phone banks
- Help staff events

**Response Investigations, Compliance and Ethics.** Investigates allegations of fraud, waste and abuse. Ensures effective compliance with all applicable laws, regulations and organizational policies. Promotes ethical behavior, strong stewardship and integrity on relief operations.

### After a Disaster Response

*In Unaffected Areas:*

Immediately after a disaster in another community or in another country, people in unaffected areas want to help. Youth can be ambassadors in their communities to help adults channel their generosity into actions that will be most appreciated and useful.

- Make Community Disaster Education presentations to the local unaffected communities to raise the level of awareness about risk-related information
- Write letters to affected youth and messages of hope and encouragement to adults
- Put together friendship boxes for affected families
- Create cards and other morale-boosting items for shelter residents

*In Affected Areas:*

In affected areas, whatever the size of the disaster response, those involved in the disaster relief effort are responsible for reviewing the response, their level of preparedness and their disaster response plan.

In a DAT response the review may be a simple discussion among responders, with disaster leadership affirming that everything went as planned and the clients received appropriate services. In larger relief operations, the assessment may involve a detailed look

at one or more key aspects of the response. In either case, lessons learned should result in change—in the disaster response plan or in preparedness activities—to ensure that the next response will be the best it can be. The insights and critical assessments of youth involved in disaster can enhance this part of a chapter's Disaster Services Program.

- Participate in evaluations of response activities
- Follow-up with planned increased preparedness activities
- Participate in continuing Community Disaster Education activities to better prepare vulnerable populations in the community