

Team Vancouver



October 2011

Agenda

- Motivations for a Volunteer Program
- Volunteer Programs of Note
- Existing Vancouver Volunteer Programs
- Next Steps



Motivations for a Volunteer Program



Motivations for a Volunteer Program

- VANOC Volunteer Experience
- Christchurch Earthquake
- Stanley Cup 2011 Riot Report Recommendations



Volunteerism in Vancouver: An Olympic Legacy

- 25,000 VANOC volunteers
- Variety of roles played during Olympics and Paralympics
- Recruited from VANOC website and from www.volunteer.workopolis.com
- **Volweb** created during the Games as volunteer recruitment program – legacy positioned with BC Games to keep volunteers active in Vancouver
 - Thousands of these volunteers still registered with *Volweb*
- Unique opportunity to engage these volunteers in Vancouver:
 - Sport
 - Culture
 - Public safety and emergency response



Council Motion to Explore a Volunteer Program for Emergency Response

- March 15, 2011 Vancouver City Council directed the City Manager to develop a strategy for enhanced earthquake preparedness, including:
 - Seconding staff to earthquake areas to assist and gain experience and
 - Develop an enhanced strategy for public preparedness based on best practices from other cities.

2011 Stanley Cup Report: Recommendations

- Keefe/Furlong Report: August 2011
 - 6 recommendations related to:
 - The creation of an “Everyday Heros Program”
 - Working group to develop and implement;
 - Work with partners;
 - Invite citizens from across the region;
 - Explore sponsorship from Canucks and others;
and
 - Design program for easy transfer to other communities.

2011 Stanley Cup Riot Report: Recommendations

- City of Vancouver Internal Review of the 2011 Stanley Cup Riot, August 2011
 - Recommendation 5 - Create a community volunteer corps:
 - work with Tourism Vancouver, Volunteer Vancouver and the Vancouver Sports Group
 - review the possibility of creating a community volunteer corps:
 - for large and complex community events
 - mobilize in the event of a natural disaster, such as an earthquake.

Lessons from Christchurch and Other Examples of Best Practices



Christchurch Earthquake: Volunteer Response

- Volunteer Corps played a significant role in emergency response
- Role: support for Emergency Response Groups (HUSAR)
 - directed and deployed by local Office of Emergency Management
- Specs:
 - 3 teams of ~20 people each
 - 2 teams of community volunteers
 - 1 team of City staff
 - Trained in support services (Standard Operating Guidelines)
 - Basic 1st aid
 - Emergency Social Services
 - Communications
 - Rapid damage assessment
 - Technical training (may include)
 - Swift water rescue
 - Rope rescue
 - Light Urban Search and Rescue (LUSAR)
 - Liability coverage through City Emergency Management

Volunteers at Work Cleaning Up Christchurch







Christchurch: Role of the Volunteer- April 2011

- Initial response period
 - Rapid damage assessment of all areas
 - Clear for occupancy unaffected, or lightly damaged residential and commercial units
 - Report priorities to HUSAR
- Safety support
 - 2 members to support detailed damage assessment by engineers in a facility team
- Emergency Social Support (ESS)
 - Trained to assist establishing reception centres

Christchurch: Volunteer Response Associated Costs

- 100% Funded by City
- Capital: \$41,000
 - Command trailer with radio communications
 - Large equipment incl. generators, ladders, etc
- Operations: \$23,000 annual costs
 - Clothing, safety equipment (incl maintenance), miscellaneous
- Training: \$58,000 annual costs
 - Divided between Emergency Social Services and Response Teams

Portland Oregon: Neighbourhood Emergency Team (NET)

- > 1000 trained volunteers in neighbourhoods and Fire Management Areas
- Basic training - 72 hour program
 - Fire Department
 - Office of Emergency Management
- Free to participate, open to anyone (14 years or older) living or working in the City
 - Able to assist family and neighbours
 - Able to work as team to provide basic life saving
 - Able to guide untrained volunteers



San Francisco California: Neighbourhood Emergency Response Team

- 14,000 active volunteers (22,000 trained over 20 years) in 9 fire districts
- 1500 new volunteers each year
- Program managed by San Francisco Fire Dept.
- Volunteers:
 - Neighbourhood Watch
 - Rotary groups
 - faith-based groups
 - Citizen 1st responders trained by SFFD
- Role:
 - life saving / triage and fire
 - Limited liability coverage as Registered Disaster Service Worker during local or state emergency



Los Angeles: City Emergency Response Teams (CERT)

- Managed by LA Fire Department
- Red Cross assists training
- Roles:
 - Put out small fires;
 - Basic 1st aid;
 - Search and rescue;
 - Provide direction to spontaneous volunteers;
 - Collect disaster intelligence to support emergency responder efforts; and
 - Support Reception Centres and Group Lodging.



Australia: State Emergency Service

- Volunteer groups- support emergency management
- Managed by State Government
- Roles:
 - Search and Rescue (land, marine, high angle, etc)
 - Severe weather response
 - Road crash rescue (rural)
 - Public awareness

Existing Volunteer Programs in Vancouver



Volunteer Programs across City: Examples

- continuum of volunteer programs:
 - From events to emergencies

Events -----→ Health/Safety -----→ Emergency Response

Tourism Vancouver
DVBIA Ambassadors
Community Centers
Grey Cup

Crime Watch
Block Watch
Speed Watch
Food Bank
Vancouver Coastal Health
YVR Volunteers

Emergency Social Services
Vector (amateur radio)

City of Vancouver Volunteer Programs

- Office of Emergency Management:
 - Emergency Social Services (ESS) (200 volunteers)
 - VECTOR, amateur radio (70 volunteers)
- VPD Programs (> 1,000 active volunteers):
 - Crime Watch and Block Watch (800 volunteers)
 - Community Policing Centers (250 volunteers)
- Park Board Community Associations (> 13,000 active volunteers):
 - Community Centers (150 - 200 volunteers x 23 sites)
 - Special events, Park Partners, facility related volunteers: arenas, sporting fields
- Vancouver 125 - volunteer corps (~150 volunteers)

Next Steps





- Website and e-program for recruiting volunteers
- Developed as a 2010 Olympic Legacy
- Managed by BC Games
- Over 14,000 volunteers currently use it to find volunteer opportunities at over 300 organizations
- Significant opportunity to develop a partnership when creating a City of Vancouver program

Working Group

Principles of Approach:

- Build on existing capacity for training across City - in kind resources- eg. USAR, OEM,
- Training focused on key competencies
- Priority focus on emergency response
- Tap into existing volunteers registered with City and Volweb
- Tap into other municipal partners on west coast for advice

• Working Group:

- Chair: Deputy City Manager
- Membership: internal and external membership
- First priority:
 - Establish resource needs for program - 2012 operating budget
 - Identify first cohort of Team Vancouver
 - Training in key competencies in the new year
 - Plan for opportunistic deployment over the next year to test Vancouver Team model

Team Vancouver: Proposed Working Group

• Proposed Members

City Partners:

Vancouver Police Department
Vancouver Fire Department
Emergency Management
Parks Board
Engineering
Vancouver 125
PNE
City Managers Office

External:

Tourism Vancouver
Grey Cup
Celebration of Light
Canucks
BC Place/Pavco
BC Games
Volunteer Vancouver
Volunteer BC
DVBIA
Board of Trade
YVR
Emergency Management BC
VCHA