

WHAT WE DO

In response to a disaster or emergency, the Volunteer Reception Center (VRC) can launch a mass scale community volunteer organization effort in response to a disaster or emergency. This may include a natural disaster or missing child. Typically, the community volunteer need is very large and short term.

The VRC provides a central location to screen and assign community volunteers to assist in a variety of roles. The VRC staff ensure that all community volunteers are registered, assigned a role, verified, provided with safety training, and given proper credentials. The VRC staff also handle calls from community organizations seeking volunteer assistance and communicate the status of the volunteers for those needed positions to the organizations. VRC staff are not the ones responding directly to the emergency or disaster, but rather organizing the community volunteers to do so.

BENEFITS TO VRC STAFF

- Assist local community in emergency or disaster
- Network with other community members who share similar passion for civic engagement
- Ongoing training opportunities offered through Waukesha County Health and Human Services
- Opportunity to be part of an incredible team



WHO WE ARE

The Volunteer Reception Center (VRC) is comprised of volunteer staff who are vetted and trained by Waukesha County Health and Human Services. VRC staff bring a variety of backgrounds and skills to the program. Backgrounds range from emergency response, medical, business, education, hospitality, and more.

VRC staff desire to help the community organize itself in the event of a disaster or emergency. Typically they excel in organization and communication skills and are able to make themselves available on very short notice. VRC staff also provide valuable feedback to program operations. Annually all volunteer staff are asked to assist with mock drills to test and improve our processes.

Our goal is to have a team of 100 VRC staff ready and available for any disaster or emergency.



HOW IT WORKS

A Volunteer Reception Center (VRC) may be opened if Waukesha County receives notice about a disaster or emergency in our community that requires a large scale and short term community volunteer assistance effort.

A location close to the disaster or emergency is selected for the VRC. VRC staff are notified and asked to arrive at the VRC for a same day or next day shift. Upon arrival VRC staff mobilize to organize and have the VRC operational within four to six hours. VRC staff are trained on all positions of the VRC and select a position upon arrival. Positions include Traffic Control, Registration, Interviewer, Safety Trainer, and more.

Spontaneous community volunteers arrive per media instructions at the VRC to assist directly with the disaster or emergency. They complete registration, interviewing, verification, training, and credentialing before they are able to assist- which helps protect them and a requesting agency from risk or liability. VRC's are prepared to organize and mobilize upwards of a thousand community volunteers daily.

Quickly organizing the volunteer community in the event of an emergency or disaster

