



CRISIS CLEANUP

PHONE VOLUNTEER OPPORTUNITY

NEW ORGANIZATION INTRODUCTION

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There is a need for volunteers to take calls for the Crisis Cleanup disaster hotline (www.crisiscleanup.org). Crisis Cleanup is the website tool that volunteer organizations use to find disaster survivors needing help with property cleanup after disasters. Survivors call the hotline, a volunteer takes the call and enters the information on the website. All requests show up on a map on the website. Volunteer organizations doing property cleanup use the map to find, claim, and close cases. This reduces duplication of effort and vastly improves volunteers' efficiency and time.

An organization wishing to provide phone volunteers assigns a point-of-contact (POC) to oversee their phone volunteers. The organization registers for an account with Crisis Cleanup. They send email invitations through the Crisis Cleanup website to volunteers within their organization to set up individual user accounts. These volunteers watch training videos and can then take calls for the Crisis Cleanup hotline.

ORGANIZATION LEADERS AND POINT OF CONTACT (POC) ACTION ITEMS

1. **INVITE members of your organization to be a phone volunteer.**
 - a. Use 'PHONE VOLUNTEER SERVICE OPPORTUNITY INFORMATION' info listed below to create your email.
 2. **SEND email invitation** to volunteers through CC to create their individual user account.
 3. **TRAINING** – send training links to volunteers within your org (provided by Gina Newby).
 4. **Act as LIAISON** between volunteers and Crisis Cleanup. Receive and distribute any procedural or directive emails from Crisis Cleanup to volunteers.
- **Scheduling and/or quotas – What should we ask of our volunteers?** The hotline is open 7 days a week from 9am to 8pm in the time zone of the disaster. Crisis Cleanup does not require organizations or volunteers to fill quotas or schedule shifts. This decision is the responsibility of the volunteer organization. Our recommendation is that new volunteers aim for ~5-8 hours per week. Volunteers can do more than that, but please be prudent to avoid burnout! Taking calls can be emotionally draining. Monitoring the number of calls in the queues is a good way to determine need for volunteers to take more calls.

Use this info to craft your organization's email notification of this phone volunteer opportunity:

PHONE VOLUNTEER SERVICE OPPORTUNITY INFORMATION

This is to inform you of a service opportunity for volunteers to take calls for the Crisis Cleanup disaster hotline (www.crisiscleanup.org). Crisis Cleanup is the website tool that volunteer organizations use to find disaster survivors needing help with property cleanup after disasters throughout the US. Survivors call the hotline, and a phone volunteer takes the call and enters the information on the website.

Requirements:

- A computer (not a tablet) with internet access (Google Chrome, Mozilla Firefox, or Microsoft Edge internet browser).
- A phone (cell or landline).
- Computer skills to proficiently navigate websites and enter accurate data while speaking on phone with a survivor.
- Volunteers are NOT required to schedule work times or fill quotas. You can plan your own hours. A good goal may be to plan on ~5-8 hours per week. The hotline is open 7 days a week from 9am to 8pm (of the time zone of the incident). Watch call queue levels to determine need. Volunteers can work longer hours if desired. Please be prudent and pace yourself to avoid burnout!
- Receive training - this is provided by watching YouTube videos (with corresponding reference documents) at your own pace and/or an organization Zoom training call (conducted by Crisis Cleanup). Training takes about 1 hour.

CRISIS CLEANUP INTRODUCTION TO PHONE VOLUNTEER TRAINING

1. Introductory Video for all Crisis Cleanup site users: <https://youtu.be/ot4LZjtK0xo>
2. Introductory Phone Volunteer Training Videos: <https://crisiscleanup.org/training>
3. Detailed Training Videos & User Guide disseminated via email to phone volunteers.

GETTING STARTED

1. Sign-up to volunteer by contacting (your organization's POC)
2. Volunteers will be sent an email invitation to create a user account in Crisis Cleanup (it may be in your junk/spam email). Click on the link in that email to create your account.
3. Once you've watched training, you can log on to www.crisiscleanup.org and start taking calls.