

Managing and Organising Volunteers in Oil Spill Response

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Background

- During a large-scale or long-lasting oil spill response, volunteers are needed for various tasks.
- This model describes the role of the organisations in a long-drawn-out oil spill response operation, and in the continual recruitment of new volunteers.
- The principles of this model can be applied in the utilisation of other volunteers as well, for instance, when volunteers are assisting the rescue services or other authorities in widespread or long-lasting situations.
- The model was developed in the national *Volunteer Participation in Oil Spill Response project*.

The Voluntary Rescue Service

- The Voluntary Rescue Service *Vapepa* is a non-registered network of voluntary rescue organisations.
- Vapepa comprises over 50 organisations, among others, all of the organisations that actively participated in the *Volunteer Participation in Oil Spill Response project*.
- The Finnish Red Cross coordinates the network, the Finnish Lifeboat Institution coordinates its marine activity and the Finnish Air Rescue Society its aerial activity.

The role of different authorities in oil spill response in Finland

- Regional rescue services
- The Finnish Border Guard
- Centre for Economic Development, Transport and the Environment
- The Finnish Environment Institute
- The Finnish Transport and Communications Agency
- The Finnish Defence Forces
- Municipalities

The basic model of management

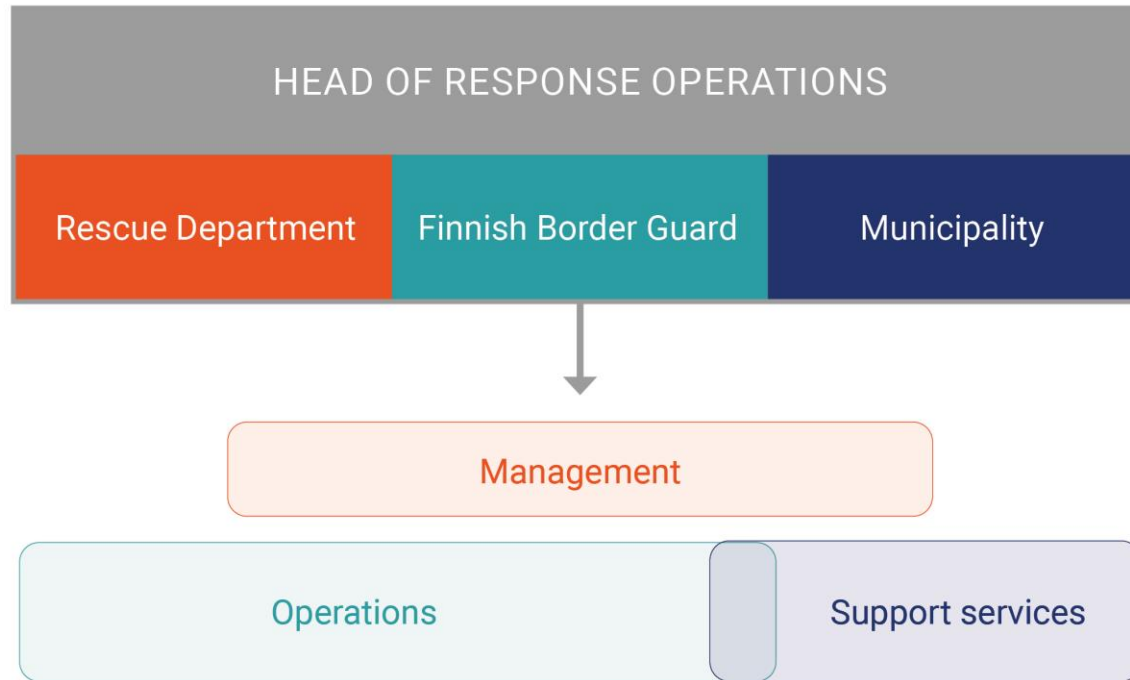


Figure 4. The basic model of management

Basic principles of voluntary management in oil spill response:

- 1) All action, including that of volunteers, is always led by the accident response authority.
- 2) The overriding principle is that a paid employee of one of the participating organisations manages the entire volunteer force.
- 3) The volunteer manager acts as an intermediary between the volunteers and the authorities.
- 4) The *command centre* of volunteer action is situated at the authorities' command post or at the mobilisation centre. The size of the staff will be tailored to the situation.

The command centre

Volunteer management team comprises of:

- volunteer manager who acts as chair
- platoon leaders or sector leaders
- the heads of operations, communications and public information
- the required experts who represent the key organisations



The command centre

Volunteer manager

Volunteer management team

Staff functions

Mobilisation
centre



Command hierarchy

Volunteer manager

Sector heads (for instance support services)

Platoon leader (for instance transports)

Group leader (for instance boat group)

Volunteer (for instance sailor)



Areas and tasks suitable to volunteers

OPERATIONS:

- Shoreline cleanup
- Oil spill response
- Bird care
- Oil reconnaissance

SUPPORT SERVICES:

- Accommodation
- Feeding the units
- Sanitation and other logistics
- Land and boat transports
- Storage management and port operations
- Providing advice to the public
- Safety-related topics, such as first aid, psychosocial support and debriefing

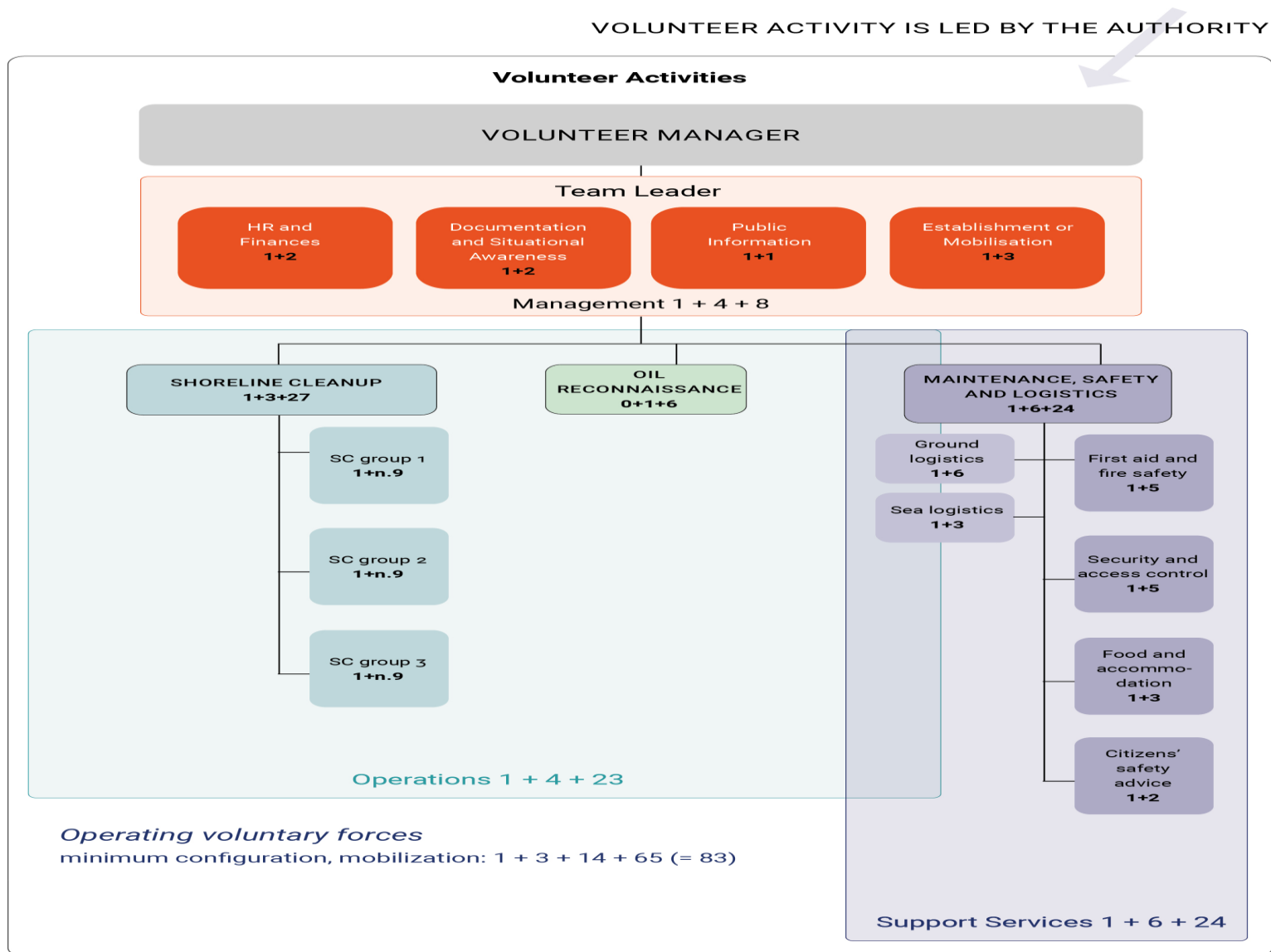
Areas and tasks suitable to volunteers

MANAGEMENT:

- Maintaining a situational picture
- Communications
- Public information
- Human resources management
- Financial management
- Forming/mobilising the units
- Accelerated training



Figure 8. Minimum configuration.



Mobilisation centre is...

- the place where the volunteer units are formed and maintained.
- part of volunteer management.
- systematic administration and formation of volunteer units.
- established for weeks or even months if necessary.



The tasks of the mobilisation centre:

- recording the arrival and departure of participants
- other administration
- forming the functional units
- providing accelerated training to the personnel
 - refresher training to previously trained groups or in a more thorough fashion to newcomers



The mobilisation centre may include...

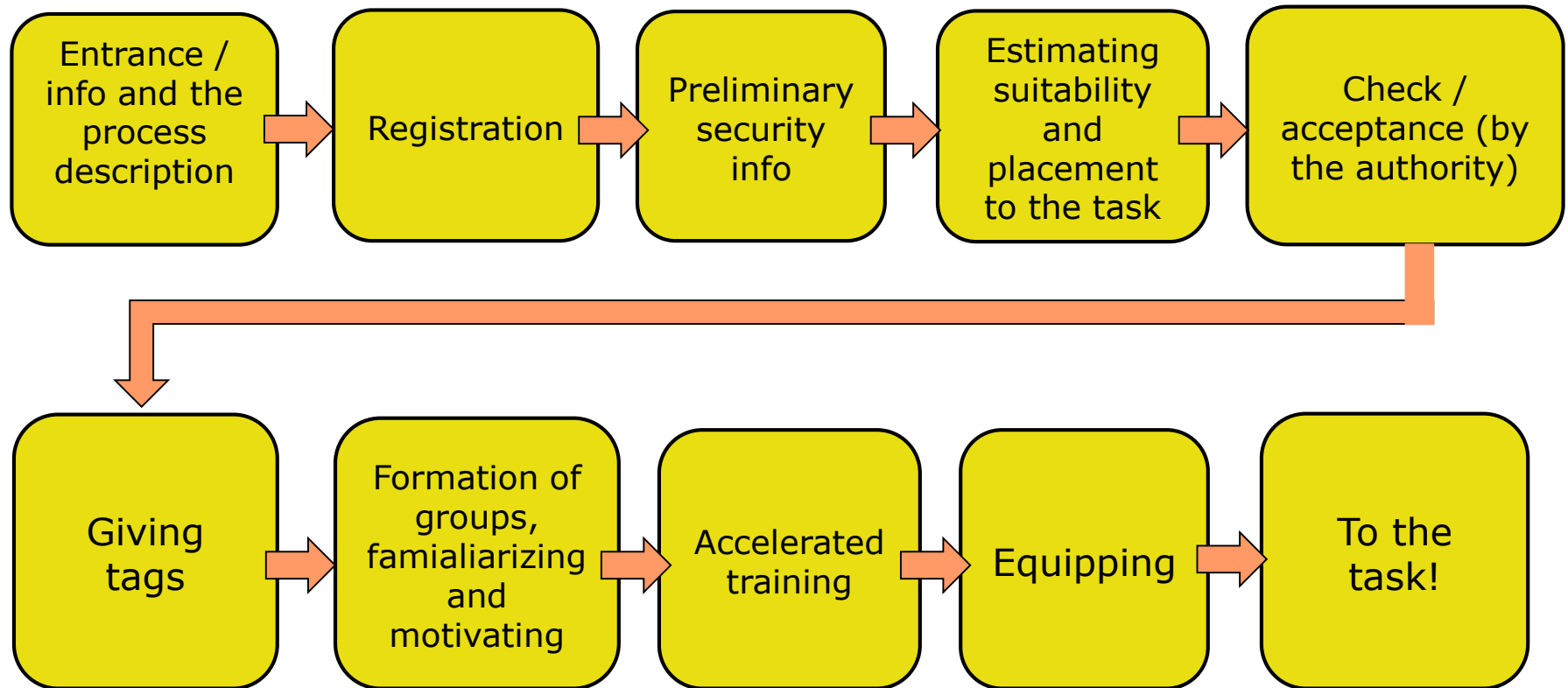
- What other functions may be reasonable to combine with the mobilisation centre
 - Access control and security
 - Storage and logistics
 - Maintenance
 - Accomodation
- Base for transport?



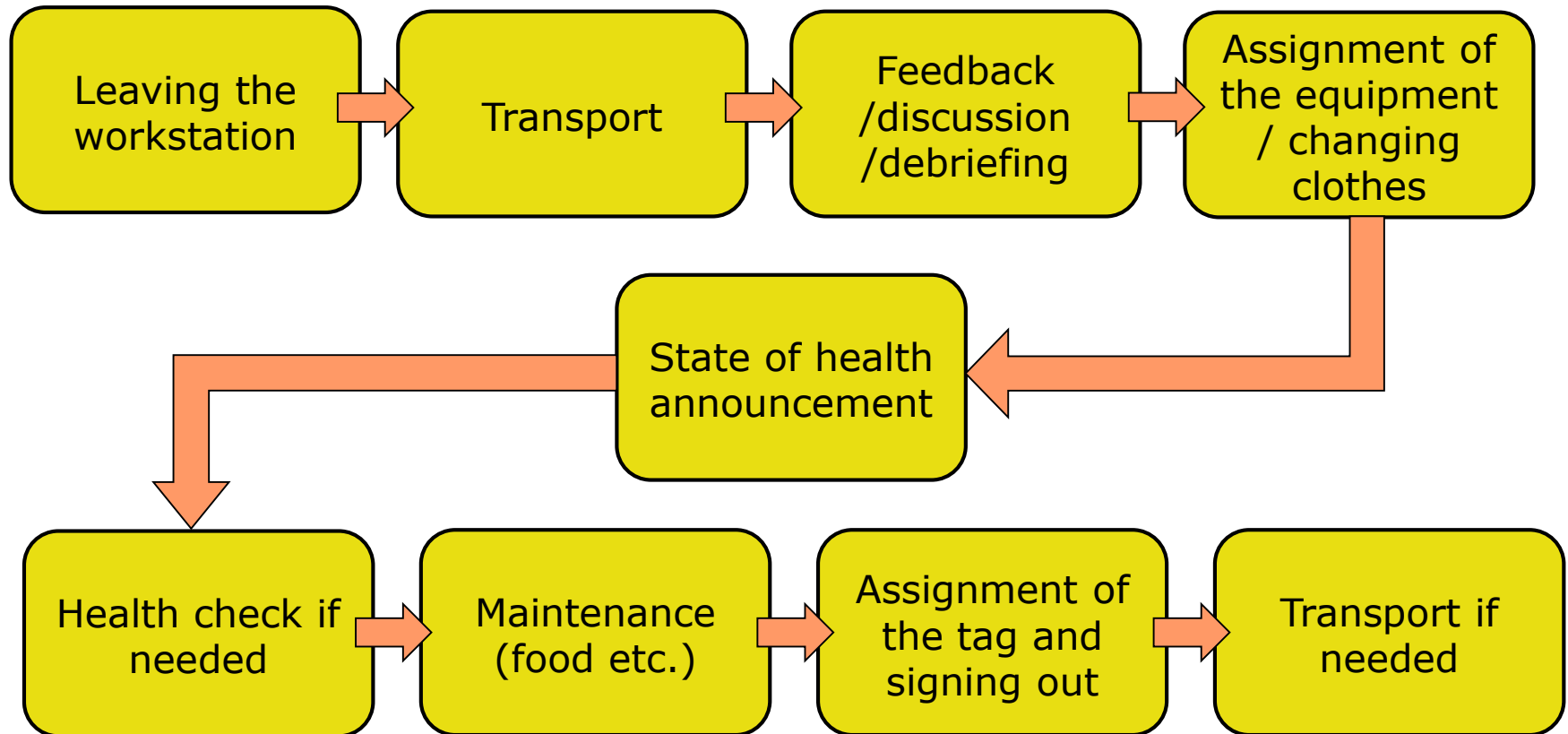
Minimum requirements for mobilisation centre

- Equipment for registration of volunteers
 - Forms, laptop
 - Equipment for making tags for volunteers
- Equipment for training
- Enough toilets?
- Rooms for having breaks?
- Food and drink services?

Arrival process of volunteers at the mobilisation centre:



Departure process of volunteers at the mobilisation centre:



Thank you!

Questions / comments?

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