

SPONTANEOUS VOLUNTEERING IN CONNECTION WITH ACUTE CRISIS SITUATIONS



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Agenda

1. Scope of project
2. Concept of Reception Center
3. Findings from Best Practice Study
4. "Baltic Carrier" oil pollution in 2001



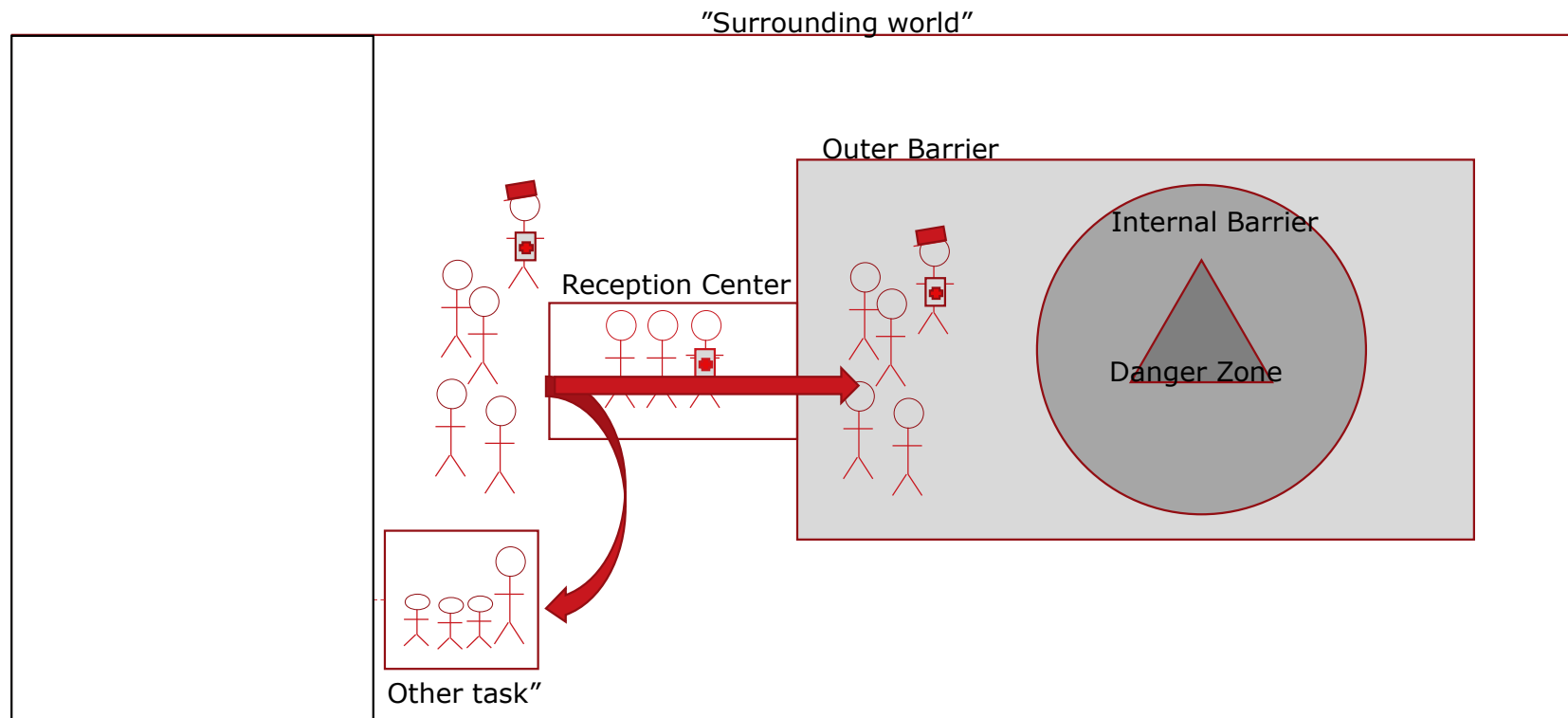
Project scope

This project will set a precedent for the reception and organization of spontaneous volunteering in connection with acute crisis situations.

There is a general need to develop new ways of connecting citizens who want to help with citizens in need, but in close cooperation with authorities and professionals.

The project seeks to develop simple innovative solutions to ensure the interaction between citizens, authorities and voluntary organizations in order to foster more space for humanity and thus more security in society.

Reception Center – possible concept





Best Practice Study

- +10 interviews with resource persons who have formal or informal experience handling spontaneous volunteers.
- Danish examples (Oli spill, flooding, migration)
- Nordic and European examples (Flooding, forest fire)
- A national expert/reference group is being set up (key stakeholders)



Responsibility and authorities

- The concept should be an integrated part of the national guidelines for fire & rescue, and contingency plans.
- Clear agreements regarding responsibility and insurance as this is a core issue in relation to the deployment of spontaneous volunteers.
- The rescue & fire services have a role of giving advice to the municipalities in relation to planning for continued operation and crisis management. Hence the fire & rescue service are significant stakeholders in relation to anchoring the concept in the municipalities' crisis management.



Role and tasks

- The Red Cross auxiliary role can be described as “a specific and distinctive partnership [...] based on [...] national laws, in which the national public authorities and the National Society agree on the areas in which the National Society supplements or substitutes public humanitarian services[.]”
- Definition of a “service catalogue” defining base tasks for spontaneous volunteers and event specific tasks. Definition is based on the Danish National Risk Profile.
- Integration of many spontaneous volunteers during an emergency event calls for many organized volunteers and staff. Hence there is a need for developing and offering a generic teamleader course.
- Personal and direct contact to the spontaneous volunteer is important – automated match (app) seems not to work out well.



Maggie Cube

- The concept must be proactive! A service that supports a wide range of authorities – local fire & rescue service, municipality, national civil defence ect. in both acute phase and the later phases of the event.





Photo 1: Baltic Carrier after



“Baltic Carrier” oil pollution in 2001

- In connection with the clean-up after the Baltic Carrier Oil Pollution in Grønsund in 2001, a number (approx. 220) of citizen volunteers participated in the clean-up work.

It appears from the rescue service's evaluation report that:

- A call center function can relieve staff of inquiries from private citizens and volunteers (digitization)
- A call center was established, which in total dealt with 50 inquiries from private individuals and institutions. The call center also coordinated the deployment of volunteers from the municipal rescue equipment.
- Although there was no shortage of professional personnel, there was pressure from the media "to get" thousands of "private volunteers to the beaches to collect oil" which was a burden for the fire & rescue service (lack of personal protective equipment).
- The Danish Working Environment Authority was called in to advise on safety equipment for the private individuals who participated in oil collection
- Later on, the municipality organized "collect-oil-weekend", where 300 private volunteers participated, when the oil could be collected without special equipment.

Questions or comments

