

## FINAL ASSESSMENT

1. In spite of the long history of volunteerism in the U.S., volunteerism dropped dramatically after 9-11 because volunteers became fearful for their personal safety.
  - a. True
  - b. False
2. People volunteer:
  - a. To give back to society by sharing their abilities, knowledge, and experience
  - b. To gain experience and contacts that may lead to employment
  - c. Because of religious beliefs
  - d. To regain a sense of control over their disaster-impacted lives
  - e. All of the above
3. Effective management of spontaneous volunteers:
  - a. Reduces the costs of disaster response and recovery
  - b. Allows community volunteers, including disaster survivors, to play important roles in the recovery process
  - c. Provides opportunities for volunteers to become affiliated with relief agencies
  - d. Requires excellent communication with the public
  - e. All of the above
4. Which of the following is not a classification of volunteers discussed in this course?
  - a. Spontaneous volunteers
  - b. Affiliated volunteers
  - c. Gratuitous volunteers
  - d. Convergent volunteers
5. Which of the following are common characteristics of spontaneous volunteers? “X” all that apply
  - a. \_\_\_ Usually call before showing up
  - b. \_\_\_ Bring a wide range of skills and experience
  - c. \_\_\_ Are affiliated with a voluntary disaster response agency
  - d. \_\_\_ Want to help because they are grateful the disaster didn’t happen to them
6. Which of the following is not one of VOAD’s “Four C’s”?
  - a. Cooperation
  - b. Coordination
  - c. Control
  - d. Collaboration

## **Final Assessment**

7. Which of the following activities require input from the emergency management agency? “X” all that apply
- a. ☐ Designation of a local organization to operate the VRC
  - b. ☐ Development of criteria for prioritizing the requests for spontaneous volunteers
  - c. ☐ Preparation of VRC staffing rosters
  - d. ☐ Development of guidelines for the implementation of a virtual VRC
  - e. ☐ Selection of spontaneous volunteers for specific roles
  - f. ☐ Implementation of in-State mutual aid agreements and/or EMAC to support VRC operations
8. Hours served by spontaneous volunteers doing work that is eligible for FEMA reimbursement may not be used as local match for the Federal reimbursement because spontaneous volunteers show up unannounced.
- a. True
  - b. False
9. Which of the following is not a guiding principle in the management of spontaneous volunteers?
- a. Ensure clear, consistent, and timely communication
  - b. Utilize all available local resources, including government, private sector, and non-government organizations
  - c. Encourage community members to become affiliated with disaster preparedness, response, and recovery agencies
  - d. Even with extensive public information on pre-disaster affiliation, spontaneous volunteerism is inevitable, and must be planned for
  - e. A 12' barbed-wire perimeter guarded by armed security is the best way to prevent an influx of unwanted spontaneous volunteers
10. Strategies for effective media and public education campaigns include:
- a. Identifying the target audiences
  - b. Using a variety of media
  - c. Developing standardized methods
  - d. Developing a media outreach strategy
  - e. All of the above
11. A good way to prevent lawsuits resulting from injuries to spontaneous volunteers is to:
- a. Research the applicable State liability laws
  - b. Ensure safety training is provided to spontaneous volunteers
  - c. Provide clearly defined job descriptions and directions to volunteers
  - d. None of the above

## **Final Assessment**

12. Which of the following are elements of the spontaneous volunteer management plan? “X” all that apply
- a. ☐ Pre-disaster public education strategies
  - b. ☐ VRC operations plan
  - c. ☐ Identification of individuals to supervise spontaneous volunteers
  - d. ☐ Post-disaster public messaging plans
  - e. ☐ Maps of the disaster-impacted community
  - f. ☐ Purpose, assumptions, and policies
13. Volunteer Reception Center may also be called a \_\_\_\_\_.
14. A VRC “Go Kit” should include office supplies, forms, lists, maps, and back-up communications equipment.
- a. True
  - b. False
15. Educating the public about the best ways to volunteer and donate for disaster relief should begin:
- a. Immediately after the disaster occurs
  - b. About one week after the disaster to allow donors time to begin collecting items
  - c. When media coverage of the disaster becomes excessive
  - d. Prior to a disaster
16. Coordination of spontaneous volunteers in a major disaster requires activating a physical Volunteer Reception Center, and may also include the use of a virtual VRC.
- a. True
  - b. False
17. Which of the following should be recruited to serve as part of the VRC Team?
- a. Representatives from volunteer centers
  - b. Media representatives
  - c. Law enforcement
  - d. School district personnel
  - e. All of the above
  - f. None of the above
18. Which of the following are ways to promote safety and minimize risk of injury to volunteers? “X” all that apply
- a. ☐ Ensure that every volunteer receives safety and job training
  - b. ☐ Provide job descriptions that include limits of volunteers’ authority
  - c. ☐ Provide appropriate supervision of volunteers
  - d. ☐ Purchase insurance to cover volunteers while they are serving and being transported to/from their worksites
  - e. ☐ Provide personal protective equipment (PPE) if needed
  - f. ☐ All of the above

## ***Final Assessment***

19. Mutual aid agreements between jurisdictions are used to ensure adequate staffing and other resources needed by the Volunteer Reception Center.
  - a. True
  - b. False
20. What alternative communication methods can be used by the VRC if phone lines are down during a disaster?
  - a. Paper flyers/posters
  - b. Amateur (ham) radio
  - c. Variable message boards
  - d. Mobile public address systems
  - e. All of the above
21. A Volunteer Reception Center should remain open throughout the disaster recovery phase.
  - a. True
  - b. False
22. Which of the following cannot be accomplished by a cooperative agreement or memorandum of understanding between the emergency management agency and a community or faith-based organization?
  - a. Establish what organization(s) will be responsible for day-to-day operation of a VRC
  - b. Secure commitments to provide personnel to staff the VRC
  - c. Eliminate safety risks to volunteers referred by the VRC
  - d. Identify one or more alternative venues to house the VRC
23. Annual recognition events, affiliation, and long-term retention of spontaneous volunteers are formal ways of recognizing their efforts.
  - a. True
  - b. False
24. Providing spontaneous volunteers access to mental health screening and referral to disaster stress management assistance will help them to deal with any symptoms of post-disaster stress they may experience.
  - a. True
  - b. False
25. Recovery operations end with the demobilization of the VRC.
  - a. True
  - b. False

**ANSWER KEY**

<u>Question #</u>	<u>Answer</u>
1.	b
2.	e
3.	e
4.	c
5.	b & d
6.	c
7.	a, b, d & f
8.	b
9.	e
10.	e
11.	d
12.	a, b, d & f
13.	Disaster Volunteer Center, Volunteer Mobilization Center, Emergency Volunteer Center, or Volunteer Staging Area
14.	a
15.	d
16.	a
17.	e
18.	a, b, c & e
19.	a
20.	e
21.	b
22.	c
23.	a
24.	a
25.	b