

	<p>Program Policy and Procedure Manual</p>	<p>Section Volunteers</p>
<p>Policy IX. 8</p>	<p>Volunteer Emergency Plan</p>	<p>Created: 11/19/15</p>

Policy: Volunteers will have an understanding of the agency's fire escape plan, procedures for inclement weather, and crisis disaster plan.

Purpose: To ensure all volunteers safety when volunteering with Victim Service Center.

Procedures, as follows:

Fire Safety

1. During the Volunteer Orientation, the Volunteer Coordinator will review the Fire Safety policies,
2. During a fire drill or actual emergency, volunteers will be asked to follow a staff member familiar with the emergency evacuation procedure.
3. Volunteers will exit the building using the side/back entrance and gather at the staging area in the East corner of the parking lot on the sidewalk
4. Volunteers shall not return to the building until cleared for re-entry by the Fire Marshal/Fire Department official in charge.

Inclement Weather

1. Volunteers will be notified in advance (when possible) of cancelations of volunteer assignments due to inclement weather.
2. In the event of a localized weather hazard such as a tornado sighting any volunteer present at the office will move to a central, first floor location with no windows until the threat has passed.

Crisis Disaster Plan- Security of physical locations /Sexual Assault Treatment Center & Care Center

1. During the Volunteer Orientation, the Volunteer Coordinator will review the Crisis Disaster Plan for each VSC location.
2. All locations shall be kept confidential to the greatest extent possible.
3. Schedule of client appointments shall not be made known to volunteers unless permission is given by a Director.
4. Doors shall remain locked at all VSC Sites.
5. In the event a crisis occurs, the VSC Staff member overseeing the volunteer shall be responsible for keeping the volunteer out of harm's way and ensuring their safety.
6. Volunteers who become aware of a potential threat of violence within the office shall immediately report this to the Executive Director and/ or the Program Director and/or Marketing Director who will then alert other staff and if deemed appropriate, 911 will be called. If the volunteer sensing they are in immediate danger, they will call 911. A threat exists when it has been determined that a situation is beyond staff ability to de-escalate and contained.

- a. Volunteers shall not attempt to control a violent or threatening person who appears to be under the influence of drugs or alcohol. 911 should be called.
- b. Volunteers shall under no circumstances engage in a physical confrontation with a client in an effort to control them. If possible, remove all endangered individuals from the area near the threatening person and call 911.
- c. Should a HOSTAGE SITUATION arise, staff, volunteers and visitors who are not within visual range of the perpetrator shall vacate the building if deemed safe to do so and shall call 911 from the nearest safe telephone. If not deemed safe to move about, staff shall make every effort to quietly dial 911 from their cell or land line. If safe to communicate, staff shall alert 911 to the presence of other businesses in the building so Law Enforcement can act to assure their safety.