

FROM REACTIVE TO PROACTIVE: HANDS ON NASHVILLE'S APPROACH TO VOLUNTEER MANAGEMENT IN DISASTERS



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NASHVILLE

HON'S SPEAKERS



Alex Dorman
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Manager**

Key talking points

HANDS ON NASHVILLE
DISASTER PROGRAM | 2023

PRESENTATION FRAMEWORK

- About us!
- Disaster Management Cycle 101 and the importance of volunteers
- Understand the impact of volunteerism in a disaster by sharing lessons learned from past responses.
- General volunteer management best practices and recommendations

ABOUT HANDS ON NASHVILLE

Our mission is to meet community needs through volunteerism.

Our programs:

- connect volunteers to opportunities supporting 150-plus nonprofits, schools, and other civic organizations;
- help these partners reimagine volunteer potential;
- and bring awareness to the challenges facing the people and places in our community.



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HON'S DISASTER RESPONSE

TIMELINE



1998

Tornado



2010

Flood



2020

Tornado
COVID-19
Christmas Day Bombing



2021

Flood



HON'S DISASTER RESPONSE

VOLUNTEERISM BY THE NUMBERS

TIMELINE

2020

35,000+

Volunteers signed up to help with disaster relief and recovery

2,300+

disaster relief and recovery opportunities posted

2021

4,400+

Volunteers signed up to help with disaster relief and recovery

400+

disaster relief and recovery opportunities posted

Some relief and recovery projects continued during 2022 in collaboration with Long Term Recovery Groups

Launched HON's Disaster Volunteer Leader Program

WHAT IS A DISASTER?

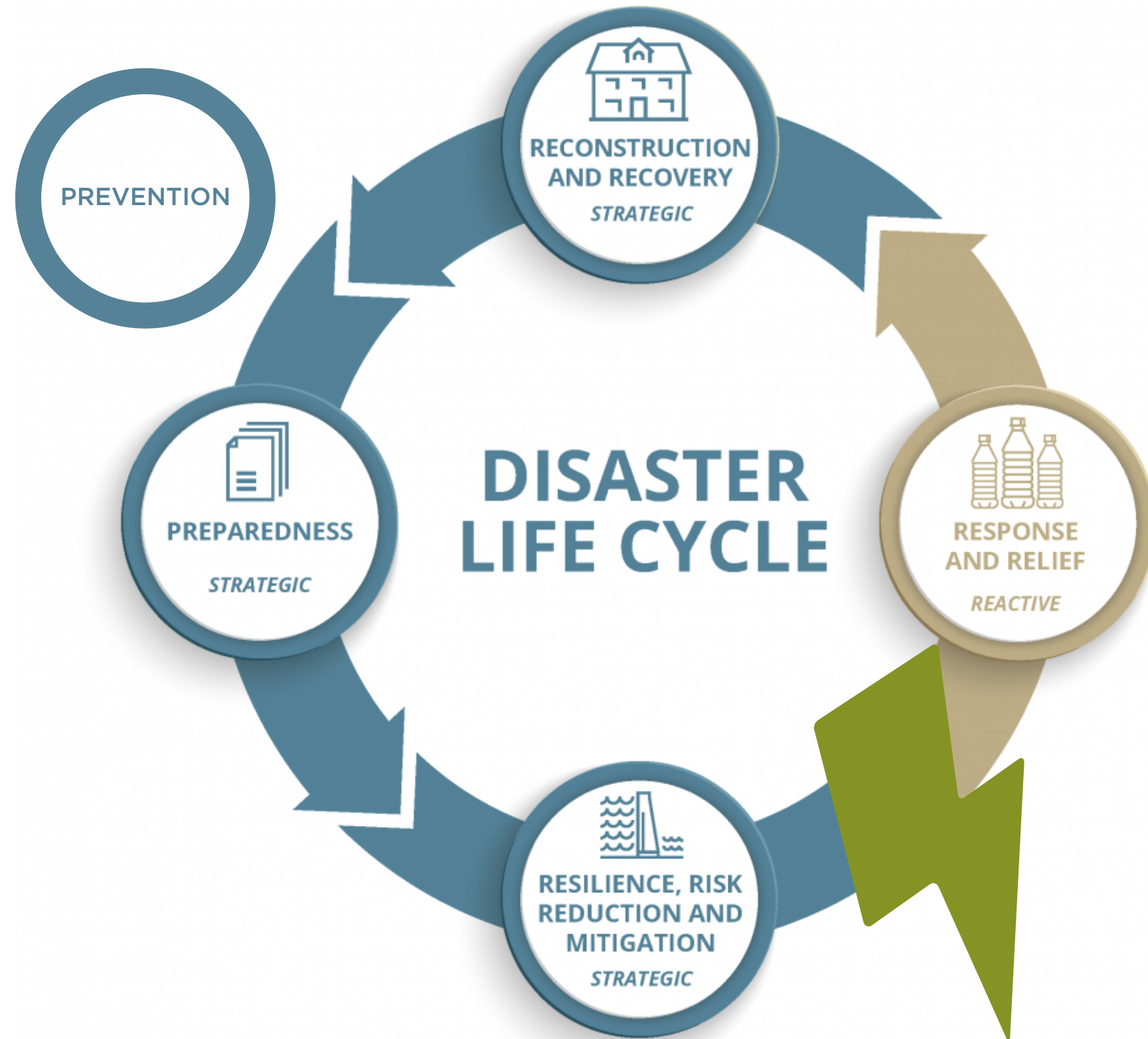
"Disasters are serious disruptions to the functioning of a community that exceed its capacity to cope using its own resources." - IFRC

Two common categories are natural and human-made disasters.



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DISASTER MANAGEMENT CYCLE



DISASTER LANDSCAPE



Neighbors Helping Neighbors

First Responders

Utilities Workers

Voluntary Organizations

Spontaneous Volunteers



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IMPORTANCE OF VOLUNTEERS

Volunteers want to:

- Give back to the community
- Share their skills and develop new ones
- Personal satisfaction

Volunteers help organizations to:

- scale up operations
- provide services more efficiently
- alleviate staff workload

DISASTER RESPONSE: COVID-19

“Now it’s not just boots on the ground — it’s masks on the face, gloves on the hands. But we are still ready to go no matter what it is we need to do.”

COLLEEN, VOLUNTEER
AT COVID-19 COMMUNITY
ASSESSMENT CENTER



From tests to vaccinations, volunteers have boosted COVID-19 response efforts.

When COVID-19 came to Middle Tennessee, HON quickly reduced volunteer group sizes and worked with its nonprofit partners to ensure they had access to hand sanitizer and PPE.



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TYPES OF VOLUNTEER WORK

Behind the Scenes

- Gathering information about affected areas
- Coordinating resources among partners
- Responding to requests for and offers of assistance
- Volunteer intake and training

In the Field

- Mass shelter and feeding of survivors
- Sorting and distributing donated goods
- Cleaning up debris in neighborhoods
- Chainsaw crews to handle large downed trees
- Mucking and gutting flooded homes
- Tarping roofs and boarding windows
- Canvassing affected neighborhoods

All of these tasks require coordination, and that's where nonprofits can step up to facilitate meaningful and timely projects for volunteers.



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PAST RESPONSES - LESSONS LEARNED

2010 Flood, 2020 Tornado, COVID-19, Christmas Day Bombing, 2021 Flood



- Develop and maintain partnerships
 - Office of Emergency Management (OEM)
 - Nashville Voluntary Organizations Active in Disasters (VOAD)
- Understand where are volunteers needed and what kind
- How can relief and recovery efforts can be streamlined?



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PAST RESPONSES - LESSONS LEARNED

2010 Flood, 2020 Tornado, COVID-19, Christmas Day Bombing, 2021 Flood

- Develop an Emergency Response Plan
 - Organization's role and scope during a disaster
 - Staff transition from normal operations to disaster response and vice versa
 - Volunteer management
- Create a culture of preparedness internally and out in the community



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VOLUNTEER MANAGEMENT - BEST PRACTICES

Use volunteers effectively and safely

- Identify needs where volunteers can be effective
- Determine skills required and provide training
- Give as much information as possible

Recruitment

- Be strategic, your existing volunteers are your best resource
- Have ways for spontaneous volunteers to plug in

Retention

- Have a way to gather and incorporate volunteer feedback
- Thank you's should happen constantly and share your successes

Treat volunteers as an essential part of your organization!



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KEY TAKEAWAYS

- Be proactive!
- Assess your organization's need for volunteers
- Develop and exercise your Emergency Response Plan
- Engage volunteers in meaningful work
- Identify organizations active in disaster and collaborate



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THANK YOU!

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