

## Checklist: Mobilization of Personnel for novel coronavirus response (2020.2.5 ver1.)

This checklist is intended to assist National Societies manage responders, both staff and volunteers, when preparing for and responding to the Coronavirus outbreak. It is recommended to use this checklist as a suggested consideration point and adapting them to the needs of your operation and your responders. The safety and care of the responders must always remain the highest priority for all National Societies.

| A. Emergency Plan |      |       |   |
|-------------------|------|-------|---|
|                   | Vol. | Staff |   |
| <b>Prior</b>      | X    | X     | <input type="checkbox"/> Have you defined what activities your NS will take on in a response to the virus, define roles that staff and volunteers can take on, and carry out a proper risk assessment with mitigation plan? <ul style="list-style-type: none"> <li>Which roles of the above can be filled by staff/ existing volunteers / and with new volunteers with little introduction?</li> </ul>  |
|                   | X    |       | <input type="checkbox"/> Does your society have an adequate emergency plan which includes volunteer management aspects?   |
|                   | X    |       | <input type="checkbox"/> Have you discussed plans, responsibilities and challenges with your country's public authorities regarding volunteer provided services and support?  |
|                   | X    |       | <input type="checkbox"/> Have you checked whether any emergency decree or legislation may limit the activities of your volunteers?  |
|                   | X    |       | <input type="checkbox"/> Is there a mechanism for coordinating with other volunteering organizations and relevant government agencies?  |
|                   | X    | X     | <input type="checkbox"/> Do you have policies or include in the emergency plan: <ul style="list-style-type: none"> <li>How you will provide food, water, accommodation (if necessary) to staff and volunteers;</li> <li>limit for volunteering hours, and rotation of staff members;</li> <li>Clear guidance on a potential change in the volunteer status to that of an employee if the volunteer is asked to work as many hours as an employee and ensures that the employment complies with national law;</li> <li>Policy on per diem/allowance for volunteers</li> <li>Reimbursement of expenses;</li> <li>Relevant safety procedures and protocols, including the use of any necessary protective equipment</li> </ul> |
| <b>During</b>     | X    | X     | <input type="checkbox"/> When conducting operational assessment and monitoring, do you assess the conditions and mobilisation of staff and volunteers?  |
|                   | X    | X     | <input type="checkbox"/> Do you systematically revise safety procedures and protocols, including from staff and volunteers' feedback?   |

## B. Recruiting / Mobilisation

|               | Vol. | Staff |   |
|---------------|------|-------|---|
| <b>Prior</b>  | X    | X     | <input type="checkbox"/> Have you checked your local labour law, to be clear what roles require specialized skills? <ul style="list-style-type: none"> <li>Have you checked your labour law relating to tasks that volunteers can and cannot carry out or legal requirements about necessary professional licensing for volunteers to provide certain kinds of assistance?</li> <li>Have you checked whether there are legal restrictions about age or professional training for different categories of volunteer activity?</li> </ul> |
|               | X    |       | <input type="checkbox"/> Do you have an accessible, up-to-date volunteer database? <ul style="list-style-type: none"> <li>Does the database include contact details and specific volunteers' skills and competencies?</li> <li>Have you checked legal provisions about the use and protection of personal data in emergency situations, including data about volunteers?</li> </ul>   |
|               |      | X     | <input type="checkbox"/> Do you know the specific skills and competencies of your staff member?   |
|               | X    |       | <input type="checkbox"/> Do you need to recruit new volunteers to manage this operation? Or are existing registered volunteers sufficient?  |
|               | X    |       | <input type="checkbox"/> Do you have a position on whether you accept spontaneous volunteers? <ul style="list-style-type: none"> <li>If not, do you know how to communicate and where to refer to them?</li> <li>If yes, do you have a system in place to assess, register, brief, train and manage a large number of new volunteers, which meet minimum screening procedures?</li> </ul>   |
|               | X    |       | <input type="checkbox"/> Are you prepared for an increased activity level? Do you have a scale-up plan for recruitment of volunteers within your NS?  |
| <b>During</b> | X    |       | <input type="checkbox"/> Have you communicated clearly to existing volunteers about the needed skills for the operation and how they can engage?  |
|               | X    |       | <input type="checkbox"/> If you are recruiting new volunteers, did you: <ul style="list-style-type: none"> <li>conduct basic screening?</li> <li>ask them to sign the Code of Conduct or equivalent?</li> <li>provide them with basic on-boarding training/information, including their roles and responsibilities?</li> </ul>  |
|               |      | X     | <input type="checkbox"/> Do you have a clear management structure in place, with clear appointed supervisors responsible for staff well-being?  |

|  |   |   |   |
|--|---|---|---|
|  | X |   | <input type="checkbox"/> Do you have a clear management structure in place, with clear appointed leaders/supervisors responsible for volunteer activities and well-being?   |
|  | X | X | <input type="checkbox"/> Have you provided staff and volunteers with necessary information and communication materials?<br><br>REFERENCE: <ul style="list-style-type: none"> <li>▪ Epidemic Control for Volunteers (<a href="https://ifrcgo.org/ecv-toolkit/">https://ifrcgo.org/ecv-toolkit/</a>)</li> <li>▪ <a href="#">Community-Based Health and First Aid (CBHFA) modules</a></li> </ul> |

### C. Briefing

|        | Vol. | Staff |   |
|--------|------|-------|---|
| During | X    | X     | <input type="checkbox"/> Have you briefed staff and volunteers on the operation context? Such as: <ul style="list-style-type: none"> <li>• the disease outbreak;</li> <li>• operational updates;</li> <li>• the tasks they are expected to engage in;</li> <li>• the cultural and/or political context in which they will work;</li> <li>• quality and accountability standards;</li> <li>• respect of the 7 fundamental principles in action (e.g. non-discrimination);</li> <li>• complaints and feedback mechanisms;</li> <li>• how to cope with emotional reactions to difficult circumstances; and</li> <li>• on health-related issues and how to protect themselves (including anti-transmission protocol)?</li> <li>• expectations under the National Society's code of conduct, including with regard to sexual exploitation and abuse and fraud and corruption</li> <li>• contractual rules and general conditions for their engagement, including obligations from organization to volunteer and vice versa.</li> <li>• legal requirements and standards about the process of data gathering, sharing and protection and privacy (including with regard to volunteer use of social media).</li> </ul> |
|        | X    | X     | <input type="checkbox"/> Have you shared "Key Messages of the operation" for both staff and volunteers, so they are clear on what and what not to communicate?  |
|        | X    | X     | <input type="checkbox"/> Do staff and volunteers understand security plans and follow the rules and regulations accordingly?  |
|        | X    | X     | <input type="checkbox"/> Are staff and volunteers given an opportunity to ask questions to ensure they have a clear understanding of the situation and can say if they do not feel they have had the necessary training or support to effectively carry out their duties?   |

### D. Taking care of volunteers/Safety net for volunteers

|                      | Vol. | Staff |   |
|----------------------|------|-------|---|
| <b>Prior</b>         | X    | X     | <input type="checkbox"/> Do you have a system in place to communicate quickly with local branches and volunteers? Has this system been tested?  |
|                      | X    | X     | <input type="checkbox"/> Do you have a system in place to provide PSS during and after the operation, for staff and volunteers? <ul style="list-style-type: none"> <li>Are volunteer managers trained in and able to provide PFA to support volunteers in distress?</li> </ul> REFERENCE: <a href="http://pscentre.org/">http://pscentre.org/</a>   |
|                      | X    | X     | <input type="checkbox"/> Are self-care and violence prevention in the workplace available?  |
|                      | X    | X     | <input type="checkbox"/> Are complaints and feedback mechanisms in place to protect staff, volunteers and the communities they serve? And are all volunteers made aware of these and how to use them?   |
| <b>During</b>        | X    | X     | <input type="checkbox"/> Do you have adequate insurance coverage for both accident and liability for all staff and volunteers mobilised for the operation? And have you ensured that they understand their coverage? <ul style="list-style-type: none"> <li>Volunteers and their families should be protected if: <ul style="list-style-type: none"> <li>They fall ill with disease, and are unable to work or the disease is fatal, or</li> <li>They are injured in an accident or killed while performing their duties, or</li> <li>They cause damages or injuries to others during their duties.</li> </ul> </li> <li>In case of no health insurance coverage, have you worked with your government to cover your staff and volunteers under your national health ministry?</li> </ul> |
|                      | X    | X     | <input type="checkbox"/> Are your staff and volunteers provided with appropriate personal protection equipment to do their tasks efficiently and safely? (consider what your volunteers can and cannot do without appropriate PPE)  |
|                      | X    |       | <input type="checkbox"/> Have you set a limit for volunteering hours according to relevant national legislation?  |
|                      | X    |       | <input type="checkbox"/> Do you ensure that volunteers are given rest and recovery?   |
|                      |      | X     | <input type="checkbox"/> Have you set a rotation system for your staff to avoid burnout and are given rest and recovery?  |
|                      | X    | X     | <input type="checkbox"/> Are your staff and volunteers provided with appropriate visibility items and identification material recognised by authorities?  |
|                      | X    | X     | <input type="checkbox"/> Do you have an incident reporting system and procedures to collect, record and report staff and volunteer incidents?   |
| <b>During /After</b> | X    |       | <input type="checkbox"/> Have you assigned a contact point, in case volunteers become unwell during or after their volunteering service? Have you disseminated this contact point to volunteers?  |

| E. Communication |      |       |   |
|------------------|------|-------|---|
|                  | Vol. | Staff |   |
| During           | X    | X     | <input type="checkbox"/> Do you have space for daily debriefing and learning from staff and volunteers? <ul style="list-style-type: none"> <li>Do you give time for staff and volunteers to reflect on what happened, and a space to share challenges and request help or guidance or support?</li> </ul> |
|                  | X    | X     | <input type="checkbox"/> Is a strong system in place to communicate the messages of your National Society with the public and create a safer working environment for the staff and volunteers by explaining their role and function?  |
|                  | X    | X     | <input type="checkbox"/> Are staff and volunteers kept updated about any changes to the rules, regulations, plans or security environment?  |
|                  | X    | X     | <input type="checkbox"/> Do you regularly share updated “Key Messages of the operation” so both staff and volunteers are well informed on what and what not to communicate?   |
| After            | X    |       | <input type="checkbox"/> When volunteers finish their work, do you thank and recognise them?  |
|                  | X    |       | <input type="checkbox"/> Do you ask for evaluation and feedback from the volunteers? <ul style="list-style-type: none"> <li>What value did volunteer involvement add to the response?</li> <li>Were volunteers well managed?</li> </ul>   |

#### USEFUL RESOURCES:

- [Volunteering in Emergencies](#) (2012)
- [Volunteers Stay Safe!](#) (2012)
- [IC Resolution on the safety and security of humanitarian volunteers](#) (2015),
- [IC Resolution on Time to act: Tackling epidemics and pandemics together](#) (2019)
- [Mental Health and Psychosocial Support for Staff, Volunteers and Communities in an Outbreak of Novel Coronavirus](#) (2020)
- [Preparedness for Effective Response: considerations for epidemics](#) (2020)
- Draft Standards on volunteer safety and security (2020)

Please use [this form to provide feedback](#) or request different information or analyses in future guidance notes and annexes.