POSOW

Preparedness for Oil-polluted Shoreline
cleanup and Oiled Wildlife interventions

OIL SPILL VOLUNTEER MANAGEMENT MANUAL

in partnership with

POSOW is a project co-financed by the EU under the Civil Protection Financial Instrument developed in cooperation with ISPRA, *Cedre*, Sea Alarm and CPMR and coordinated by REMPEC a regional Centre of the Barcelona Convention

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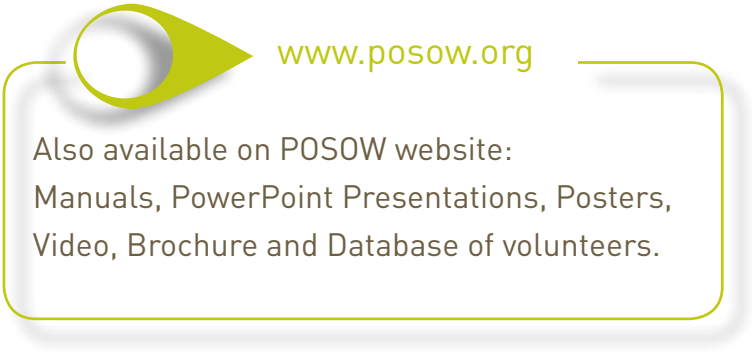

OIL SPILL VOLUNTEER MANAGEMENT MANUAL

Authors: The Oil Spill Volunteer Management Manual has been prepared by ISPRA in consultation with all project partners. Authors are grateful to Legambiente for its contribution to the development of the present Manual.

Cover picture: Porto Torres (Italy), 2011
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Presentation of the project

The project for Preparedness for Oil-polluted Shoreline cleanup and Oiled Wildlife interventions – POSOW, coordinated by the Regional Marine Pollution Emergency Response Centre for the Mediterranean Sea (REMPEC) was co-financed by the European Commission under the Civil Protection Financial Instrument, to improve preparedness and response to marine pollution in the Mediterranean region.

By providing training courses and material to civil protection professionals and volunteers, in cooperation with local competent authorities, the project aims at improving the effectiveness of emergency response to shoreline pollution following an oil spill in European coastal countries of the Mediterranean Sea.

It is implemented by REMPEC and the following partners: the Centre of Documentation, Research and Experimentation on Accidental Water Pollution (*Cedre*), the Institute for Environmental Protection and Research (ISPRA), Sea Alarm Foundation, and the Conference of Peripheral Maritime Regions of Europe (CPMR).

Purpose of the manual

This manual is one of 4 manuals produced in the framework of the POSOW project (the others are Oiled Shoreline Cleanup, Oiled Shoreline Assessment and Oiled Wildlife Response).

This document is designed to assist the Response Authorities and Non-Governmental Organisations (NGOs) to make the best possible use of volunteer contributions as well as to brief volunteers on tasks assigned to them. The manual is divided into two parts:

Part 1: background and general principles of volunteer management, preparedness for oil spill response and possible tasks carried out by volunteers

Part 2: field technical sheets template for authorities and volunteers

A number of oil spill response activities should not be carried out by volunteers as they require in-depth training and experience to ensure safety and efficiency of operations. Throughout this manual, volunteer and expert tasks are differentiated.

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PART 1

GENERAL PRINCIPLES OF VOLUNTEER MANAGEMENT

Volunteers during a coastal cleanup exercise

Introduction

This publication is aimed at providing the required knowledge on volunteer management in the field of oil spill response to the competent authorities and Non-Governmental Organisations (NGOs), in view of optimising this valuable resource.

It is highly recommended to rely on a network of identified associations whose members could be trained either to intervene or to assist the authorities in the management of volunteers.

TYPES OF VOLUNTEERS

Refer to 'Management of Volunteers in Coastal Pollution Response' produced in the framework of ARCOPOL project in 2012

Two categories of operators are involved in the shoreline response following an oil spill incident: firstly, responders from the authority in charge of the response and private contractors and secondly, volunteers. Volunteers can be considered as:

- **Professional volunteers** are people who have specialised skills in emergency situations and experience in volunteering in social /environmental / health / industrial crises. They generally belong to a recognised volunteer organisation that has trained them for disaster response and has a mechanism in place to address their mobilisation and use in an emergency.
- **Spontaneous volunteers** are people who have no specific skills related with the needs of emergency situations, and who volunteer individually in the aftermath of a disaster or an emergency because they are keen to help, feeling concerned by the situation and having understood that labour was lacking.

Volunteering can be an important aid during emergency situations, through spontaneous offers or an integrated approach using pre-identified skilled volunteers.
Nevertheless there are a number of essential aspects which must be considered to benefit in the most appropriate manner from this resource and to be prepared for managing the contributions of a large number of volunteers.
An oil spill always creates an emotional shockwave amongst the community which results for many citizens in an urge to assist in the cleanup operations. Authorities are quite often taken aback by this sudden afflux of volunteers which, if not correctly addressed, could have an adverse cascading effect on the crisis management. This may explain the difference in the use of volunteers in different countries (refer to the European Regulations in Part 3).

Example of the *Rena* Incident (New Zealand, 2011)

Volunteers were immediately mobilised (almost 8,000 volunteers registered via the Maritime New Zealand website), with up to 800 people on the shore and at the Command Centre at the height of the response. Coastal cleanup consisted of manual recovery by teams of volunteers, the Army and Maoris, who were the only people allowed to work at recognised sacred sites.

For bird cleanup chain volunteers were supervised by very professional teams from Massey University and National Wildlife Response Team experts (vets, ornithologists, scientists...).

At the height of wildlife response, almost 250 people were involved, including 100 in the treatment centre alone.

! When considering employing volunteers in cleanup operations, authorities should ensure that volunteers are covered, through a public or private scheme, for accidental damages sustained/caused when performing duties assigned by the authorities.

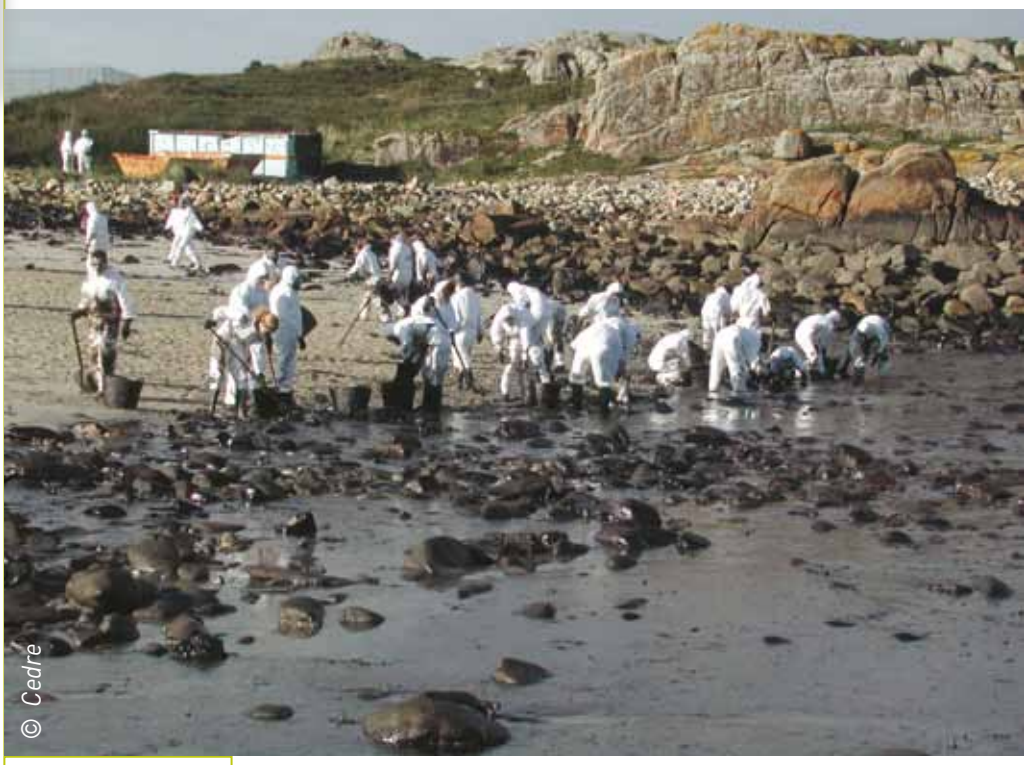
Volunteering is an act of highly commendable citizenship with the understanding that the authorities should remain in charge of the overall operations and, in this context, it is their responsibility to accept, select, train, assign duties to the volunteers in accordance with the actual needs, and take into account the potential resulting liabilities. In particular, it is the authorities' responsibility to ensure that appropriate health and safety measures are in place and enforced, and that volunteers are not exposed with inadequate protection to substances that could result in health hazards.

This manual assists in defining the roles of the available workforce according to the existing profiles, the corresponding "chain of command", the assessment of the required logistical arrangements as well as liability and reimbursement related matters.

This publication aims at addressing all operational, logistical and organisational issues to consider volunteer contributions as an additional asset within national oil spill response systems.

This document can be used by the authorities whether or not the volunteer management is integrated in the National Contingency Plan.

Cleanup activities



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Volunteer logistics management

Identification and registration of volunteers

Volunteer support for coastal pollution response represents a key resource both in terms of quantity and quality. However, the higher the number of resources involved in operations, the more complex the management of the response activities and therefore the more organised the operations should be.

Indeed, volunteer involvement requires additional logistical and organisational tasks, such as:

- identification and registration
- accommodation and meals
- keeping records of volunteers
- transport of volunteers to and from working sites
- health care available onsite for operators.

Increasing human resources can drag energy from the main goal: minimising the adverse effects of the pollution.

Therefore, particular attention shall be given to the following:

- the number of volunteers should be commensurate with the actual needs of the different emergency phases
- activities should be carried out only by volunteers recruited by the authorities.

The integration of volunteers in the response can be done in two different ways:

- A pre-organisation integrated in the emergency plan, through known NGOs and organisations (A)
- A spontaneous system through new volunteers to be integrated during the emergency (B).

Italian Civil Protection Register

The Italian Civil Protection established regional and national lists of the civil protection volunteer organisations (Decree of the President of Italian Republic No. 194/2001).

These lists contain, specific information on each organisation such as:

1. Geographical area of competence (national, regional, municipal)
2. Existing specialisation (professional skills)
3. Available equipment and material (quantity and type)
4. Previous experience in emergency response

Being registered in this list is mandatory to be activated in case of emergency.

Temporary waste disposal. Porto Torres (Italy) 2011

A – USING PRE-IDENTIFIED NGOS

To ensure adequate volunteer management, local authorities should have thorough knowledge of the associations and Non-Governmental Organisations (NGOs) operating in the area, including their specific skills, employable forces, specialisations, activation times and technical equipment available.

It is recommended that this information is listed and updated in contingency plans.

Key information on local and national volunteer associations and NGOs includes:

- ✓ Personal and fiscal data
- ✓ Contact details for 24 hour availability
- ✓ Association features (operation rooms, central coordination offices, local branches...); specific authorisation/capacitation
- ✓ Estimated number of volunteers and their specialisations
- ✓ Estimated travel time to the area in case of activation
- ✓ Equipment, operational machinery and materials availability
- ✓ Ability to provide their own transport during an emergency

An organized and equipped volunteer organisation, logistically independent, is much better able to support the overall emergency response, and so to make its own contribution more cost-efficient.

The volunteer database on the POSOW project website allows regional users of the beneficiary countries to provide information on incidents and events taking place in their region, and volunteers to register and participate in the related event.

B – REGISTERING INDIVIDUAL VOLUNTEERS

Several goals should be pursued through this process:

- ✓ To avoid random afflux of people on the cleanup sites
- ✓ To check the physical aptitude of people volunteering (through medical exam or by asking them to produce a certificate of fitness for outside activities)
- ✓ To keep track of the volunteers' details
- ✓ To plan for the best allocation of the resources in terms of:
  - Time availability: operations may last several months
  - Geographical availability: to minimize transportation
  - Skills availability: could be occupation (doctor, cook..) or capacity (camp manager, animator..) or hobby (radio amateur).

An example of a "Volunteers registration form" is given in Part 2 page 39.

In order to achieve these goals, information (press advert, broadcast, website..) should be disseminated on where and how to register, as well as making clear that only pre-registered volunteers will be accepted on site. This could be done either:

- ✓ By law: in some countries the Civil Protection Act could contain specific conditions in this regard
- ✓ Through already existing associations
- ✓ By setting up dedicated registration centre(s), physical or virtual.

To be considered:

- ✓ Although the number could be overwhelming, any offer of volunteering should be acknowledged and followed up to avoid bitterness and discontent
- ✓ The members of the registration secretariat should be trained to conduct short interviews and have minimum skills in relations with the public
- ✓ Given its "pro gratia" character, it is recommended that volunteers should receive a public mark of acknowledgement once they leave the cleanup site, be it through a certificate (see Part 2) or a letter of recommendation by a high ranking public official. Such a document could be of assistance for a volunteer to attach to a CV, when applying for a job.

Registration and emergency office on cleanup site

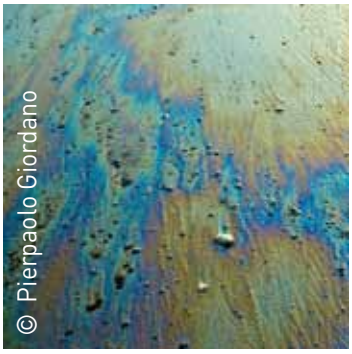
In order to guarantee the efficiency of the emergency organisation, record keeping and registration of volunteers by a dedicated administrative office is highly recommended.

The registration of volunteers is critical to:

- → check arrivals of authorised volunteers only
- → monitor forces in the field and their related costs
- → facilitate continuous contact with involved volunteers
- → ensure formal registration and certification of involved volunteers (insurance, reimbursement of expenses...).

The administrative office has to be the first staging post for volunteers' arrival. The administrative office should ensure that only authorised volunteers (in the eyes of the authorities) should be allowed to complete registration and carry out response operations. Volunteers' tasks should be verified and recorded on a daily basis.

The number of administrative offices required depends on the size of the area, the number of volunteers involved and the structure and organisation of the local competent authorities.



Polluted beach (Lebanon), 2006

DETAILS TO BE RECORDED FOR EACH VOLUNTEER INCLUDE:

- ✓ Date of arrival (and later departure)
- ✓ Personal data and contact information (preferably made available through the pre-registration system)
- ✓ Association reference
- ✓ Team contact person (and its leader)
- ✓ Registration plate and model of vehicles (if used)
- ✓ Reception area reference.

DAILY RECORDS FOR EACH TEAM OF VOLUNTEERS SHOULD DETAIL:

- ✓ Area of intervention
- ✓ Activities and any specific tasks carried out
- ✓ References and contacts of the team leader
- ✓ Contact of the authority for which the team carries out its work.

! It is recommended to store these records in a database to facilitate access to them at any time or for any purpose.

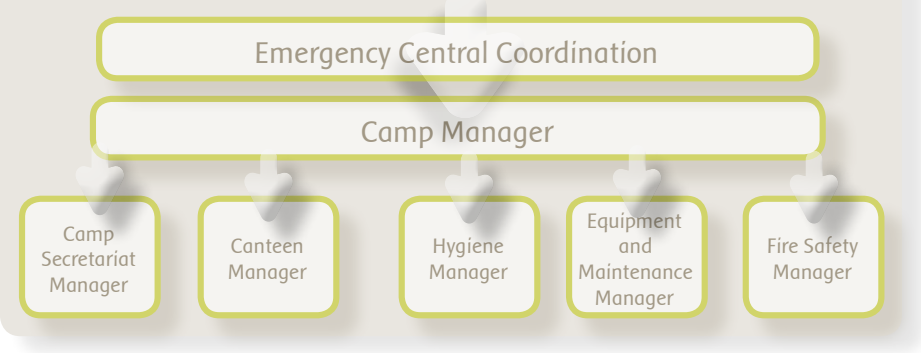
Accommodation and catering

Accommodation and meals are the most complex and expensive logistical requirement of volunteer management, in particular if resources come from other areas. According to the specific area and to the number of people, three main solutions can be considered:

- setup of tent cities
- adaptation of public local facilities
- use of local tourist accommodation.

Whatever specific area is considered, its management requires a Camp Manager, operating under the Emergency Central Coordination (ECC) established by the authorities and the Technical Area Managers appointed. In the case of public local facilities and tourist accommodation, the existing management structure could be used.

For the management of the area, it is recommended that a Camp Manager, operating under the Emergency Coordination and Technical Area Managers are appointed.



Tent cities

Tent cities are widely used in emergencies for the reception of volunteers as they are quick and simple to set up. Tent cities can vary in size, but to ensure efficiency and cost optimisation, this option is recommended for a number of volunteers per 'city' comprised between 100 and 350.

A tent city must provide:

- suitably equipped tents
- field kitchen and canteen tent
- toilets and showers for men and women
- fire prevention system
- camp secretariat
- tent city management personnel.

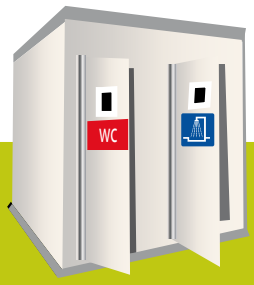
Accommodation

Tents must be pitched on flat ground with good drainage and supplied with electricity. Each tent must have vehicle access in case of emergency. To limit the use of ground surface and increase comfort, it is advised to use large collective tents.

Tents must provide:

- → cots and bedding
- → light fixtures and electrical outlets (essential for recharging mobile phones)
- → heaters or air conditioners according to weather conditions.

More economical than field kitchens, private catering is increasingly used in emergency response.



Toilets
(1 for every 20 guests)
Shower facilities
(1 for every 40 guests)

Field kitchen and canteen

The field kitchen and canteen must guarantee the fulfilment of specific national sanitary provisions for meal production and preservation. At least three fresh daily meals must be provided taking into account:

- → cultural and religious customs
- → specific health needs related to diet
- → takeaway meals.

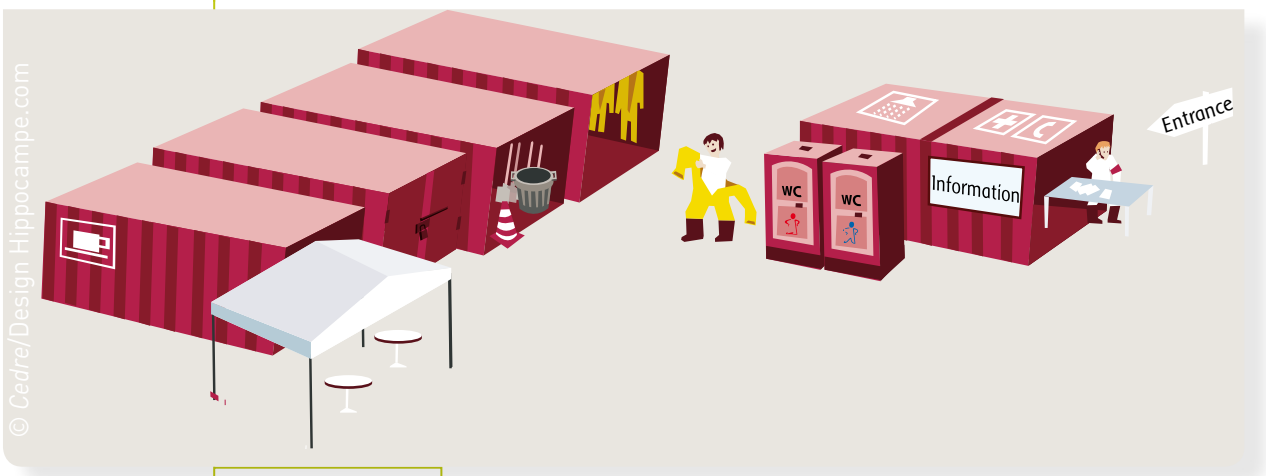
The canteen can be covered by a tensile roof or similar and must be furnished with tables and benches.

Toilets and fire prevention system

A tent city should provide:

- → chemical toilets connected to the sewerage system (about 1 for every 20 guests)
- → shower facilities (approximately 1 for every 40 guests)
- → fire prevention system (fire extinguishers and/or fire hydrants).

During the planning phase, the tent city water supply connection must be taken into account. In general terms, it is important to take into consideration the installation of separate toilets and showers for men and women, with the proper pictogram on each door.



Tensioned structure for tent city

Electric generator in a tent city

Moving camp materials

Camp secretariat

A camp secretariat must take care of:

- volunteers' registration
- cots, bedding, meal ticket distribution.

The Camp secretariat can also provide authorities with constant monitoring of volunteers' employment.

The entrances to tent cities must be permanently guarded to prevent unauthorised access and to record volunteer teams movements to and from worksites.

Personnel for tent city management

The management of a tent city requires a considerable number of tent personnel. The estimated average is 1 member of staff for every 5 volunteers.

Tent personnel tasks include:

- setup and maintenance
- camp secretariat
- monitoring incoming/outgoing traffic and camp surveillance
- cleaning and waste disposal
- kitchen, canteen and food supplies
- dismantling.

Some of these functions may be merged or transferred to camp manager, mostly in small size camps.

Tent cities

Advantages

- concentration of volunteers in a single area
- location near to the affected area
- rapid setup
- relatively low costs
- commonly available from armed forces, Red Cross, NGOs...
- easy mobilisation.

Disadvantages

- potential difficulties in identifying suitable areas
- arrangements with landowners
- complex setup management (transport of materials, urbanisation and connection to essential services)
- subsequent rehabilitation of the utilised area
- resistance to weather conditions
- high number of operators required for their management.

Adaptation of public facilities

The use of public facilities as reception areas for volunteers (gymnasiums, stadiums, warehouses...) is also possible. Reception areas can be of different sizes, depending on the available facilities but to ensure efficiency and cost optimisation, this option can be considered for 100 up to 200 volunteers per building.

Adapted public facilities must provide

- cots and bedding
- field kitchen and canteen
- toilets and showers
- fire prevention system
- guarded access
- camp secretariat.

Some services can be provided by outdoor structures as shown in the "tent cities" section.

Public facilities

Advantages

- concentration of volunteers in a single area
- rapid set up
- relatively low costs of setting up and management.

Disadvantages

- potential difficulties in identifying suitable and available buildings
- subsequent restoration of the utilized buildings
- high number of operators required for their management
- may not be a comfortable environment for the volunteers.

Use of local tourist accommodation

Following a coastal pollution incident local tourist accommodation may be available for volunteers' use. These provide a cost efficient opportunity for the establishment of agreements with facility owners and to considerably reduce the logistical workload.

Mobile canteen, fire brigade

© DDTM 34

Local tourist accommodation

Advantages

- no logistical complexity and no setup
- economic benefit for the owners who can claim compensation
- better comfort for the guests
- no need for dedicated managers
- limited management and maintenance costs.

Disadvantages

- potential difficulties in identifying facilities
- difficulties in making arrangements with private entities
- volunteers spread across different areas
- monitoring more difficult (check booking, arrivals, departures...).

On-site transportation

- It is advisable to provide a shuttle system when small coastlines are affected;
- It is recommended to use private vehicles (associations and/or volunteers) when long stretches of coast are affected (see Certificate for vehicles, in Part 2, page 43).

The transport of a large number of volunteers is likely to burden the local road network. The resulting traffic may also negatively affect other emergency activities. Saturation of parking areas may also occur.

Therefore, a collective transport system for volunteers should be provided from reception areas to intervention areas. It is possible to set up agreements with local public transport companies. The choice depends on multiple variables, but mainly on the concentration of volunteers and the level of complexity in arranging a dedicated transport system.

Coaches transporting volunteers

Stress on local health care

Even if, during an emergency response, relying on a large number of volunteers may be beneficial, it increases the risks of potential injuries and consequently requires more health care services.

Since volunteers will be operating along shorelines that are particularly slippery due to the presence of oil, health care is definitively the most important issue to be considered when involving volunteers in any oil spill operation. Health of volunteers working onsite should be monitored and reported to the supervisor.

For this reason, it is important to immediately check the resilience of the local health system and plan its enhancement to cover any increase in demand for health care.

In this case, additional health care should be provided for at local level but also on the volunteers' worksite.

If oil or any other hazardous and noxious substance (HNS) is present in quantities considered potentially harmful by the authorities in charge, no volunteers will be sent to those areas which should be restricted to professional responders.

Volunteers taking a break

Reimbursement: how and what

Beach cleanup

Porto Torres (Italy), 2011

Clear criteria and procedures to reimburse costs borne either by volunteers or organisations or incurred by the authorities to support the volunteers must be defined preferably before a spill occurs.

Some expenses to be considered, according to each country's legal system:

- travel expenses to reach the polluted area transport, trains, planes, buses (public and private means of transport)
- accommodation and meal costs (where there is no possibility to set up a reception structure)
- materials, tools and equipment costs reimbursement for damage, or wear and tear of materials and used resources (eg. Private means of transport, PPE ...).

Any expenses should be carefully evaluated to ensure the costs are reasonable and should be substantiated by documents (invoices, receipts...), in order to facilitate their potential recovery.

According to certain national legislations, employers may receive compensation when their employees, who are also civil protection volunteers, are called to be part of the response. Such payments could be eligible for compensation by the responsible parties.

The Italian Experience

As described on page 10, in Italy the participation of voluntary organisations in any civil protection activities is governed by the Presidential Decree 194/2001 which states that:

art. 9 *'1. Employers of volunteer members of voluntary organisations [...] used in rescue operations and assistance [...] requested by the mayor or other civil protection authorities competent under the law n. 225, 1992, [...] within the limits of available existing budget, and for the period of actual employment not exceeding thirty consecutive days and up to ninety days in the year, shall guarantee:*

a. *the maintenance of his/her public or private position;*
b. *the maintenance of salary and pension by the public or private employer;*
c. *the insurance coverage [...]*
d. *Volunteers' public and private employers [...] will be refund by the equivalent emoluments paid to the employee legitimately used as a volunteer'*

art. 10 *'1. Also through the regions or other local bodies, prior authorisation, the Agency, within the limits of available funding, carry out reimbursements to employers and voluntary organisations [...] for the incurred expenses cause from activities and interventions previously authorized and related travels by train and ship, at the cheapest cost rate and the fuel consumption for the used vehicles, based on actual mileage driven endorsed by appropriate documentation. Refunds may also be paid in advance by the Authorities that authorized the activity. [...].*

3. May be eligible for reimbursement, even in part, on the basis of appropriate supporting documentation (invoices, reporting to public security authorities ...), costs from:

a. *lost or damaged equipment and means in carrying out authorized activities with the exception of willful misconduct or omission;*
b. *any other requirements that may arise related to authorized activities and operation.'*

Volunteers in the chain of command

Several technical and organisational aspects should be studied and defined, during the planning period, by the authorities in charge.

Problems related to volunteer management during oil spill response activities, are usually the result of an ambiguous and unclear definition of 'who does what', 'who is in charge (and not in charge)' or giving out information and assigning roles. It must be considered, however, that the higher the number of resources involved in the operations, the more likely the risk of misunderstanding along the chain of command and, consequently, the misuse of human resources.

During the emergency response situation, transparent and clear communication procedures must be established through the whole chain of command. An adequate communication process ensures that every volunteer/operators is provided with correct, complete and real-time information.

Key elements to be defined are:

- volunteer integration within the chain of command
- institution to which volunteers must refer
- communication system among operators
- unambiguous flow of information and defined roles and responsibilities
- delivery of spot training courses
- daily updates.

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Oil spill arrives on shoreline (Lebanon), 2006

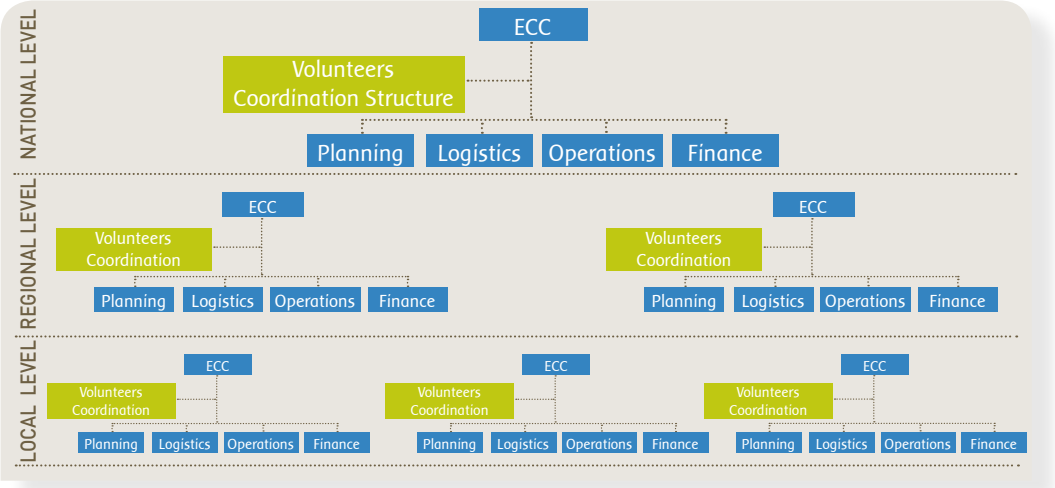
Communication and coordination structure

Survey before cleanup activities. Porto Torres (Italy), 2011

Oil spill response operations involve numerous authorities, institutions and representatives of the scientific community which may require contribution from volunteers. To optimise the interaction of these entities with volunteers, a dedicated coordination structure should be established under the responsibility of the authorities in charge of the response operations.

According to the extent of the pollution and the incident command system established, a Volunteers Coordination Structure (VCS) should be established under the Emergency Central Coordination (ECC) at national level, whilst regional or local Volunteers Coordination Structures (VCSs) should be established at each level of command.

Any request for volunteer support, from any level of the emergency operations, should be addressed to the related VCS. When sufficient resources are not available, the request should be processed at a higher level. The VCS will subsequently set priorities and schedule volunteer enrolments according to the identified needs.



Volunteer shoreline cleanup Porto Torres (Italy), 2011

This communication process reduces risks of:

- → assignments by unauthorised entities
- → uncoordinated inputs from different subjects
- → conflicting instructions to volunteers
- → delays due to instruction misinterpretations.

And enables:

- → operational volunteer management defining action priorities
- → a permanently updated overview of the situation: who is working, where are they and what are they doing?

This applies to the entire chain of command, from the top down to the lower part of the chain. A leader should be assigned within each team of volunteers to communicate and interact with the on-scene commander/authorities.

Communications approach

Emergency operations

Once the communication flow chart is established at all levels of command, the most appropriate communication techniques and related equipment should be defined to reduce risks of uncontrolled information dispersion and/or distortion, according to the level of autonomy of the related volunteers.

"Face to face" communication is made during the registration process (Part. 2, page 39), the briefings... When remote communication is required between the VCS and the teams of volunteers and/or their related associations, this can be made through:

- Radio devices
- Mobile phones and/or smartphones.

The choice between radio or mobile phones depends on many factors, including the network coverage in the polluted area and the traffic threshold.

The mobile phone and/or smartphone system allows volunteers to use their own equipment. However, volunteers may face difficulties when requesting reimbursement for communication expenses as calls related to the response may be difficult to differentiate from private calls. SIM cards can be provided to some volunteers if need be, in order to facilitate the assessment of the related costs. Furthermore, in the first days of an emergency, electricity might not be available to charge phones or other electronic devices.

On the other hand, a radio communication system requires the creation of a frequencies system and the supply of radios to volunteer teams, including the task of training unskilled volunteers. This could be overcome by involving amateur radio associations if available within the area or already part of a volunteer team.

Countries that consider a volunteer contribution within their national contingency plan, should consider associations equipped with radio devices and with members trained to use them.

Media

In case of an interview by any mass media, volunteers should only provide information on their role and involvement. However, during the briefing session, volunteers should be advised to redirect media to the designated person in charge of media relations. Avoiding any unwarranted or alarmist news being reported to the media is a serious issue to be considered.

Communications

Emergency room

Familiarisation and on-scene training

Volunteers being briefed by response team member. *Rena* accident (New Zealand), 2011

GENERAL BRIEFING

- ✓ features of the polluted area
- ✓ type and characteristics of the pollution
- ✓ chain of command and communication procedure
- ✓ reception system dedicated to volunteers (Volunteer Logistics Management chapter)
- ✓ registration procedures and application form for volunteer certificate (Technical support handouts chapter)
- ✓ roles and tasks required
- ✓ proper use of the Personal Protective Equipment (PPE)
- ✓ health and safety information
- ✓ "Not to do" list to avoid putting themselves and others in danger or damaging the surrounding environment.

At the volunteers' arrival, a general briefing should be provided to all volunteers (see box on the left).

Furthermore, for specific tasks, trainings should be organised, and can be based on the training material on the Oiled Shoreline Assessment, Cleanup and on Oiled Wildlife Response manuals developed under the project POSOW.

The following key strategic concepts should be brought to the attention of the volunteers.

The concise factsheets and handouts (Part 2) should be used to provide volunteers with a better understanding of the relevant topics.

For volunteer teams from the same association, the training course can be delivered to the team leaders and/or representatives of the associations who will be responsible for the dissemination of the knowledge among their team members prior to or during an incident.

In case of spontaneous volunteer contributions, this may become extremely complex as it requires the establishment of groups of volunteers who most likely have never worked together.

On-site daily briefing and debriefing

A daily briefing before and after every work session should be organised.

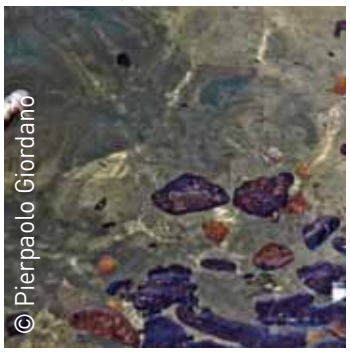
THE MORNING BRIEFING IS ESSENTIAL TO

- ✓ explain operation to be carried out
- ✓ detail features of the site
- ✓ detail type and characteristics of pollution
- ✓ detail objective of the day
- ✓ give instructions on equipment use
- ✓ explain chain of command and communication procedure
- ✓ brief operators on health and safety
- ✓ explain procedure in case of accident
- ✓ detail working hours, break times
- ✓ explain task assignment and spatial organisation
- ✓ give waste management instructions
- ✓ reaffirm and/or redefine roles.

THE EVENING DEBRIEFING IS ESSENTIAL FOR

- ✓ recording work progress
- ✓ reporting problems
- ✓ establishing Post Incident Reports (PIR)
- ✓ accident/near miss reporting (Part 2)
- ✓ monitoring volunteers' morale and wellbeing to prevent dissatisfaction and burnout episodes
- ✓ receiving suggestions for activities improvement.

Shoreline pollution (Lebanon), 2006



On-site briefing

Lessons identified and learnt

Where areas of improvement have been identified at debriefings, in post incident reports or after action reviews, they must be acted upon and turned into lessons learnt. The best way to achieve that goal is to create a lessons matrix from all the post event reports. The sources of such information will be:

- debriefing reports
- Post Incident Reports (PIR)
- management reports
- accident/near miss reports
- collated media reports
- feedback surveys from participants.

All identified lessons should be listed in the matrix with the corresponding recommended actions to adopt plans, protocols, procedures or training and to respond to the identified need. Each recommended action should be assigned to a leader in charge of ensuring its implementation and follow-up.

It is the responsibility of the response authority to organise a structured debriefing (or cold debrief) once the incident is over, to identify the main lessons learnt and build their consequences into improved response procedures. The NGOs having provided volunteers should be invited to participate in this debriefing.

Rest in a wrong area of the worksite. Galicia, (Spain) 2002

Volunteers' supervision

Due to heavy workloads high pace of operations, weather stress and possible complex situations during response, volunteers can be easily stressed and lose capacity and motivation. Post experience has shown that even with the strongest commitment, volunteers cannot always recognise the real value of their work. In other words, the relation between commitment and the results of their work is not always clear. This can lead to burnout, where a volunteer's individual effectiveness is compromised. Teams' relationships can also be damaged.

For these reasons, periodical 'supervision' and empowerment meetings managed by psychologists and skilled counsellors could be organised for volunteers.

SAFETY OFFICER

A professional Safety Officer identified by the competent authority should perform a site assessment, during initial response, in order to document the hazard analysis process, address hazard identification and define PPE requirements according to national standards. He/she develops and implements a plan for safety and health on site. He/she should correct unsafe acts or conditions through the regular line of authority. An example of a site safety survey checklist is provided Part 2, page 45.

Volunteers manually remove tar balls. Porto Torres (Italy). 2011

© Pierpaolo Giordano

Roles and tasks for volunteers can vary according to the legal system of the concerned Country. A non-exhaustive list of tasks is provided in the following pages.

Expected roles and tasks for volunteers

Response actions after an oil spill should be based on 2 fundamental principles:

1. Cleanup activities have to be finalised to limit secondary contamination as much as possible (e.g. unintentional transport of the product from the contaminated zones to neighbouring clean areas).
2. Operators' (professional and volunteer) safety should be guaranteed by providing all the necessary protection tools in order to avoid risks to their health.

Volunteers' skills and competence

The resources and energy represented by volunteers can have an important role in different emergency activities. Making the best use of individual skills will allow tasks to be carried out in specific fields. It is therefore important in the selection process to identify their specific skills and competences. However, volunteers should be aware that most of the tasks assigned to them do not require specific skills.

VOLUNTEERS CAN BE INVOLVED IN:

- ✓ cleanup operations, setting up the worksite (eg. marking out the area to avoid the passage of unauthorised people)
- ✓ controlling the access-points to the worksite
- ✓ secretarial tasks
- ✓ collection of tools and equipment for the activities
- ✓ management and organisation of volunteers' camp-area (assembly and disassembly of tents, canteen management, transport of volunteers, management of decontamination area...)
- ✓ selected tasks in oiled wildlife response: search for and collection of birds/turtles, reception of animals, preparation for rehabilitation (stabilisation and pre-wash care), collection of animal corpses and samples for further environmental impact studies (refer to POSOW Oiled Wildlife Response manual for more details)
- ✓ oiled shoreline assessment (refer to POSOW Oiled Shoreline Assessment manual)
- ✓ collection of information, images and all data that can support the study of environmental impacts and restoration measures
- ✓ other specific skills can be used (doctors, radio amateurs, cooks, logistic specialists, ...).

Coastal cleanup

Left: a volunteer assists another colleague involved in cleanup activities. *Rena* accident, (New Zealand) 2011

Right: An example of response without appropriate PPE

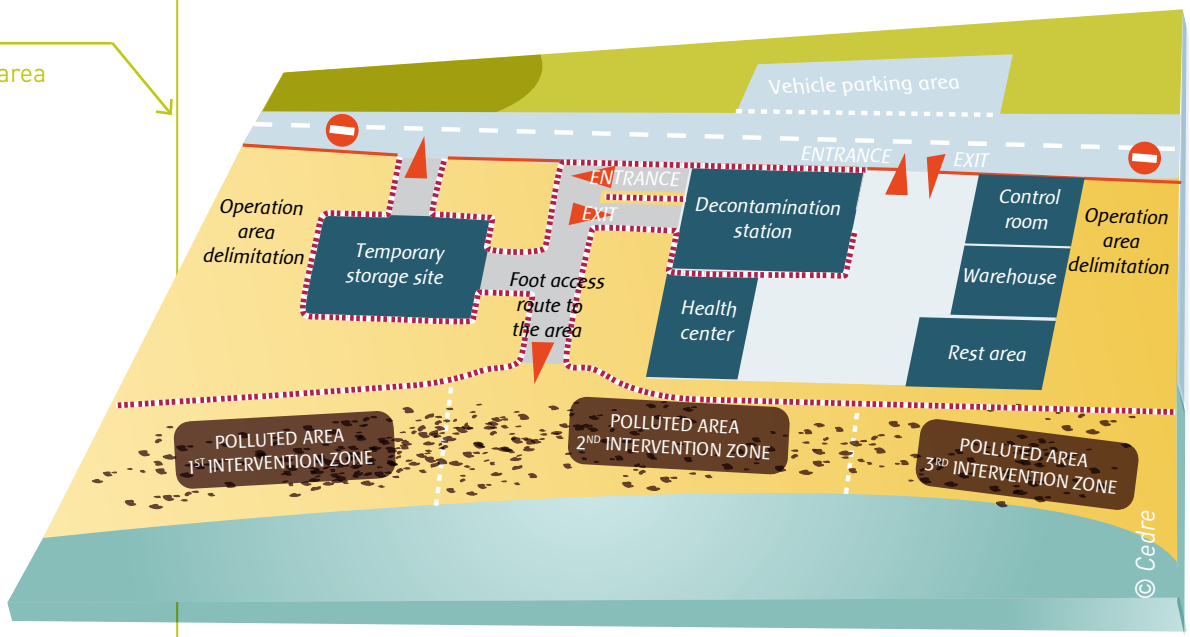
A number of factors defines shoreline cleanup methods and techniques:

- oil spill extent
- type of pollutant
- elapsed time since the stranding and weather conditions to assess the product weathering
- characteristics of the polluted coast (sandy beaches, pebbles or rocks).

According to this information, clear instructions on the most appropriate techniques and related procedures shall be provided prior to any operations. It is recommended to assign a shoreline segment requiring a specific response technique to a team of trained operators and/or volunteers.

The number of volunteers and the team composition depend on the needs and staff availability. The principle of flexibility must inspire every emergency response (refer to POSOW Oiled Shoreline Cleanup manual).

Work site area



The team could be composed of:

A BEACHMASTER

responsible for the coordination of the response operation with the response authorities, the organisation of the work-team and the related logistics, including the control of the appropriate use of PPE.

A LOGISTIC ASSISTANT

who supports the team members carrying out the operations (provides refreshments and meals, helps in cleaning dishes...).

SEVERAL OPERATORS

who follow the instruction of the beach-master and take care of cleaning and removal of oiled products, transport pollutants and operational waste material to the temporary storage area.

AN EQUIPMENT SUPERVISOR

who participates in the cleaning operation and assesses the response equipment condition and efficiency, ensures the correct decontamination after operations and provides all the necessary tools for the team members.

Volunteers cleanup the beach near Kulim Park, at Harbour Drive, Tauranga. *Rena* accident (New Zealand), 2011

Wildlife response

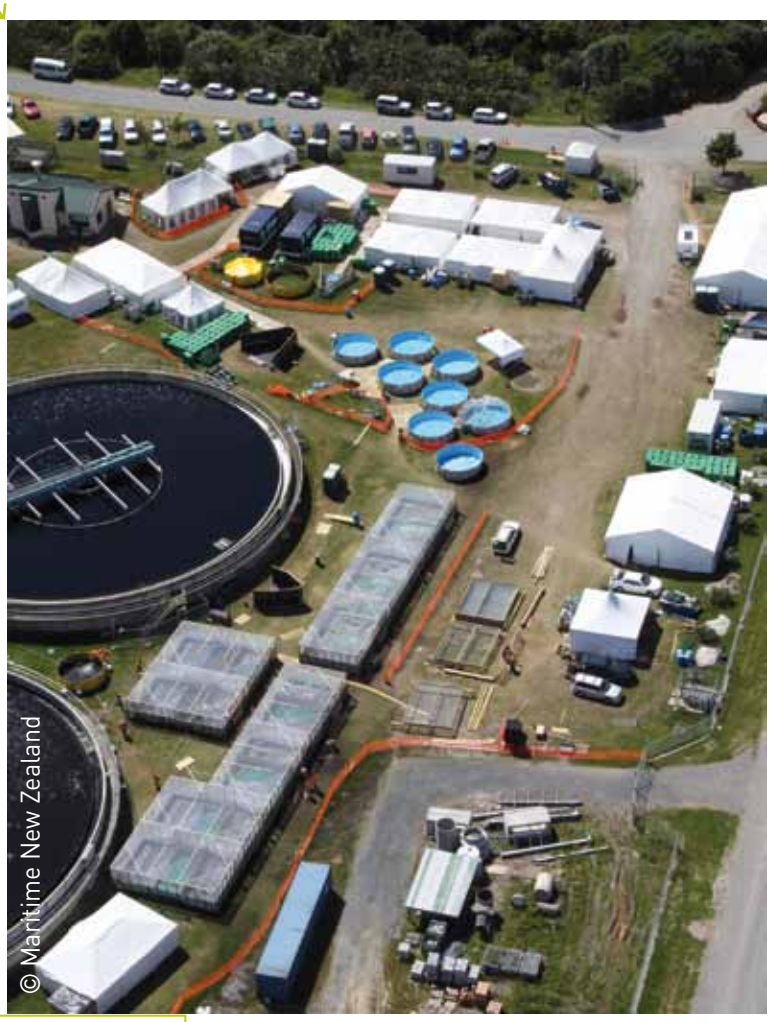
Threatened kingfisher. (Lebanon), 2006

Specialised volunteer staff can provide support in the protection of polluted birds and other animals to prevent them from being contaminated, and in their rescue once they have been contaminated. The complexity of such operations requires supervision by specialists with expertise in different aspects of wildlife response. (refer to POSOW Oiled Wildlife Response Manual).

Volunteers can support institutions and professional experts in:

- → samples, data and information collection to assess the effects of the pollution on the contaminated species
- → decontamination site and wildlife rehabilitation centre setup and management
- → search for and collection of oiled animals and transport to a rehabilitation facility
- → recovery of dead animals and study for pollution impact assessment
- → pre-emptive capture of animals to avoid contact with hydrocarbons
- → other support including administration and record keeping, driving, rehabilitation facility coordination.

Wildlife rehabilitation centre



Decontamination


© Pierpaolo Giordano

The importance of health and safety management of volunteers

The decontamination area must be located in such a way that it becomes a mandatory step for incoming and outgoing personnel. It is also important to place the decontamination area close to a source of water. Volunteers working in the polluted area must be provided with PPE. Any operator, including volunteers, who has been in contact with pollutants must be decontaminated upon leaving the polluted area.

Volunteers can play a role in setting up, dismantling and managing the decontamination area. Again, the number of volunteers will depend on necessity and their availability. Specific training should be given as this task could entail using chemicals. There are different roles and tasks to be fulfilled during the decontamination procedures (refer to POSOW Oiled Shoreline Cleanup Manual).

A COORDINATOR

The coordinator keeps contact with the beachmaster, meets logistics needs and address team problems, fills out a report at the end of the operations (with details of the used materials, number of decontaminated operators...). The reporting procedure facilitates the estimation of cleaning products (non-toxic washing agents, soaps, water, absorbent materials...) required according to the number of personnel decontaminated.

A PERSON RESPONSIBLE FOR WASHING TANK

The first step of the decontamination operation is the cleaning of the petroleum product with non-toxic washing agent (e.g. vegetable cooking oil). The person responsible for the washing tank helps other volunteers (who will still wear all required PPE, including gloves) to decontaminate themselves from the petroleum product, replaces saturated non-toxic washing agent in the tank, removes the saturated agent from the waste container and transports it to the hazardous waste temporary storage site.

A RESPONSIBLE PERSON FOR THE SOAP TANK

The second phase of the decontamination operation is the removal of residual oily product from volunteers' PPE (once they have taken these off) with a highly degreasing product. Like the person responsible for the washing tank, the person responsible for the soap tank is in charge of replacing the saturated soap, emptying the waste container and transporting the saturated soap to the hazardous waste temporary storage site.

A PERSON RESPONSIBLE FOR THE RINSING TANK

The third step of decontamination consists in rinsing the equipment of the operator with water. The water used should be minimised to reduce the generated liquid waste.

A DRYING SUPERVISOR

The drying supervisor supports operators (volunteers and/or professionals) during the drying phase and deals with the control of waste containers (contaminated PPE and non-reusable materials), informs the coordinator about the amount of used absorbent material according to the number of decontaminated operators.

Worksite setup

The first step to prepare a worksite is to secure the perimeter of the contaminated area. The closure of the site with barriers, nets or plastic restriction tape can discourage the entrance of unauthorised persons who may come into contact with a pollutant and create secondary contamination by transferring the pollution into surrounding unaffected areas.

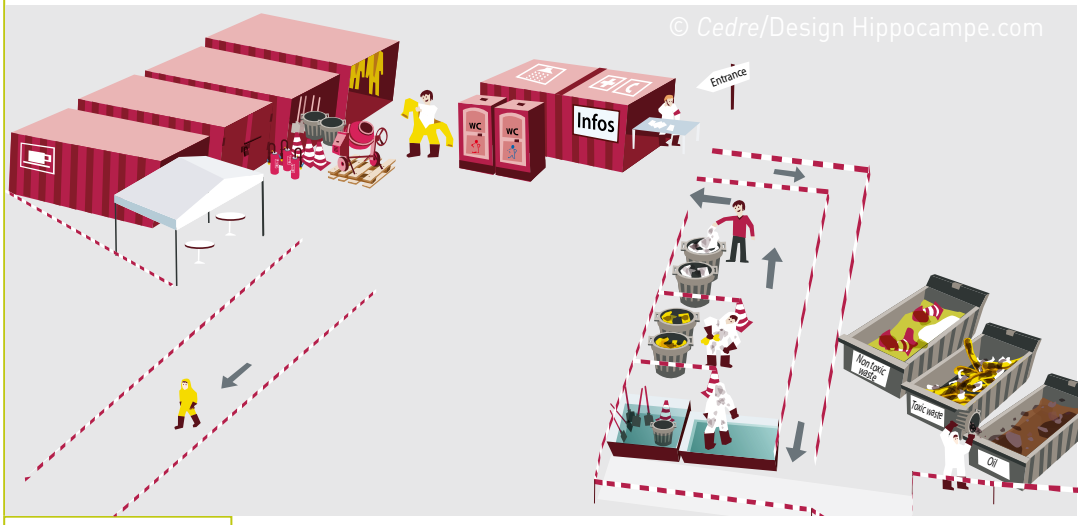
It is also appropriate to provide a single, constantly monitored access point to the polluted area, constantly monitored, and a mandatory decontamination area for personnel leaving the contaminated area.

The worksite setup should generally include (refer also to tent cities section):

- a temporary waste storage site covered with insulating sheets to avoid contamination of the soil. The site must be accessible for operators and volunteers to deposit drums and other contaminated material and include another access route large enough to allow the manoeuvres of waste recovery vehicles or machinery
- individual separated dressing tents for women and men, where volunteers can safely leave their personal belongings and put on their PPE
- a resting area: a canteen and another area with chemical bathrooms. As response activities can be exhausting, a shift rotation system must be organised. This area must also provide medical personnel and/or ambulances
- an area to deposit tools: volunteers can support tool management by counting the used equipment to allow the person in charge to arrange for replacements or resupply
- establishment of a headquarters and secretariat (fully equipped tent), with power supply for computer workstations, laptops, and a communication area (radio, telephone...). This area should be permanently manned (refer to POSOW Oiled Shoreline Cleanup Manual for technical details on cleanup area preparation).

Headquarter

Example of structure of cleanup, decontamination and waste storage areas



Administrative procedures support

The volunteers can also assist in administrative tasks required to support response operations (refer to POSOW Oiled Shoreline Assessment and Oiled Shoreline Cleanup Manuals):

- assist in keeping the database of employed personnel updated
- support supply requests for operational activities (materials, cleaning equipment, PPE, special resources required...)
- support the management of temporary storage of tools to ensure availability of all required materials
- support accounting and reimbursement procedures
- support secretariat tasks (typing, phone calls, booking...).

A biologist, as a volunteer, collects samples for further shoreline damage evaluation. (Lebanon), 2006

Monitoring and documentation

The collection of data and information on oiled shorelines (type of spilled product, pollution extent, coast features...) is required for shoreline assessment (refer to POSOW Oiled Shoreline Assessment Manual) and for scientific environmental damage evaluations. Trained volunteers can contribute to this task by:

- surveying polluted sites and assessing the extent, characteristics and distribution of the oil
- assisting in the process to evaluate effects of oil on wildlife
- collecting specific information for scientific reports
- taking pictures.

Oiled shoreline assessment. Porto Torres (Italy), 2011

Personal Protective Equipment: features and proper use

Personal Protective Equipment (PPE)

During cleanup operations and response activities, operators' safety and health always come first. When such an assumption cannot be respected, no activities must be officially allowed. The safety officer will address operators after hazard identification through a site safety survey (see Part 2, page 45).

Operators (professionals or volunteers) must therefore wear the appropriate Personal Protective Equipment (PPE) defined by the safety officer in accordance with national health and safety regulations and standards to avoid problems related to pollutant contact and possible vapour inhalation.

PPE to be used depend mainly on the following factors:

- oil characteristics (volatility, physical state)
- weather conditions (temperature, rain...)
- cleanup strategies to be applied.

Specific health and safety considerations for wildlife response are detailed in the POSOW Oiled Wildlife Response Manual.

In general terms, PPE to be used should be a balance between the highest possible protection and limitation of discomfort.

Health and safety are essential in volunteer management and therefore should be considered as a priority by the competent authorities and in accordance with their national health and safety standards. Specific health and safety guidelines have been published by The Global Oil and Gas Industry Association for Environmental and Social Issues (IPIECA) and the International Association of Oil & Gas Producers (OGP) – 'Oil spill responder health and safety'.

Respiratory Protection Equipment

Full face mask

Wearing PPE

According to applicable national laws, volunteers may or may not be involved in operations for which the use of Respiratory Protection Equipment (RPE) is necessary. Only after a technical evaluation of the type and pollution level, operators will be advised by the authorities in charge on proper RPE and its correct use.

RPE is guaranteed using masks with filters, which can be classified in two main categories:

- **half mask:** used with filters, protects the respiratory tract from harmful vapors and gases
- **full face mask:** with wide field view, integral anti-scratch polycarbonate visor, two valves for air circulation with anti-steam properties.

RPE is divided into the following categories:

- insulating: independent from the external environment (for response activities not to be carried out by volunteers)
- filtering: filter the incoming air from outside.

Filtering respirators are divided into the following categories:

- anti-dust respirator: for protection against dust, fibres, fumes and mist
- anti-gas respirator: for protection against gases and vapours
- combined respirators: for protection against gases, vapours and dusts.

Indications relating to the use of the different filters are expressed by the 'protection factor' that identifies the filters' ability to retain harmful particles.

Furthermore, a careful evaluation of the most suitable equipment is required:

- it is important to know pollutant characteristics, concentration and manufacturer's instructions regarding protection level. In case several toxic or harmful substances are found, use combined filters
- consider that the effectiveness of filters depends not only on the ability of the filter itself, but also on other factors (contaminant concentration, humidity, temperature, respiratory rate and lung capacity...). Filters should be replaced when users feel the smell or taste of the substance (active carbon is saturated). However, their duration of use is specified by manufacturers on product labels.

Physical contact prevention

Adapted from the 'Oil spill responder health and safety' guide published by the Global Oil and Gas Industry Association for Environmental and Social Issues (IPIECA) and the International Association of Oil & Gas Producers (OGP)

Personal Protective Equipment (PPE)

PPE protects against potentially harmful products and should be used according to the hazards and risks identified by the authorities who may consider the following list as guidance:

Eyes

- hazard: oil, chemical or metal splash, dust, projectiles, gas and vapour, radiation
- PPE: safety spectacles, goggles, face shields, visors, all specific to the hazard involved.

Head

- hazard: impact from falling or flying objects, risk of head bumping, hair entanglement
- PPE: a range of helmets and bump caps.

Body

- hazard: temperature extremes, adverse weather, chemical or metal splash, spray from pressure leaks or spray guns, impact or penetration, contaminated dust, excessive wear or entanglement of own clothing
- PPE: conventional or disposable overalls, boiler suits, high-visibility clothing and specialist protective clothing. The type of PPE used must be suited to the climatic conditions. Personal flotation devices will be needed by boat crews and any responders working in water.

Hands and arms

- hazard: abrasion, temperature extremes, cuts and punctures, impact, chemicals, skin infection or contamination.
- PPE: gloves, gauntlets. Gloves differ in design, material and thickness. No glove material will protect against all substances and no gloves will protect against a specific substance forever. Glove manufacturers' charts will show how well their gloves perform against different substances.

Feet and legs

- hazard: wet, slipping, cuts and punctures, falling objects, chemical splash, abrasion
- PPE: safety boots and shoes with protective toe caps and penetration-resistant midsole, gaiters, leggings, spats. Some chemicals penetrate leather easily. Manufacturers' information will help determine what material the footwear or boots should be made from.

Hearing

- hazard: noise at levels of 85 dBA or more
- PPE: ear defenders (hearing protection devices) in the form of plugs or muffs, with an element of personal selection.

Any compulsory hearing protection zones should be marked clearly and responders trained in the use and care of their defenders. These should be suitable for the working environment and compatible with other PPE, e.g. masks, helmets and eye protection.

DISTRIBUTION OF PERSONAL PROTECTIVE EQUIPMENT

Boots before distribution

PPE recycling, reuse and disposal

At the end of each 'round' disposable PPEs (latex gloves, protective suits, filters...) must be collected in special containers and transported to the temporary storage site for waste. Used materials and operator numbers must always be recorded to ensure sufficient supplies are available for the next operations. All recyclable devices (nitrile gloves, masks, helmets) must be returned, properly decontaminated for their use in the following operations.

Trained volunteers from specialised organisations may bring some or all of their personal PPE. In any case, the emergency coordination must control that all operators satisfy the minimum safety requirements.

PART 2

TECHNICAL SUPPORT HANDOUTS

Public beach polluted (Lebanon), 2006

Template documentation

As already explained, several response activities require extra efforts from an administrative point of view.

Preparation of technical sheets before their use in the emergency phase is recommended to save time. The following pages contain templates that may be considered to assist volunteer management.

Safety briefing

Volunteer registration form

This is a suggested form taken from the guide 'Management of Volunteers in Coastal Pollution Response', produced in the framework of the ARCOPOL project in 2012

Volunteer details

Registration date (DD/MM/YY) : .....
Time: .....

Full name: .....
Address: .....
E-mail: .....
Phone number: Home: ..... Mobile: ..... Work: .....

Assigned to team: ..... Assigned to task: .....

Availability: (specify period).....

Skills and Training

Organisation membership? (specify): .....
Profession: .....
Previous training: .....

Health and Welfare

Allergies	☐ none	☐ yes, specify		
Dietary requirements	☐ none	☐ yes, specify		
Particular chronic disease	☐ none	☐ yes, specify		
Blood group	☐ A+	☐ B+	☐ AB+	☐ 0+
	☐ A-	☐ B-	☐ AB-	☐ 0-
Vaccination	☐ Tetanus	☐ Polio	☐ Hepatitis A	
	☐ Hepatitis B	☐ Rabies		

Family doctor

Full name: .....
Adress: .....
.....
.....
Phone number: .....

Contact in case of emergency

Full name: .....
Relationship: .....
Address: .....
.....
Phone number: .....

Image Rights

While volunteering, I am liable to be photographed and videoed for non-commercial use, for educational and worksite monitoring purposes. I agree to give up my image rights by ticking this box ☐

Registered by
Full name (authority): .....
Date and location: .....
Signature .....

The volunteer
Full name (volunteer): .....
Date and location: .....
Signature: .....

3

Certificate for volunteering

Adapted by ISPRA, from the guide on 'Management of Volunteers in Coastal Pollution Response', produced in the framework of the ARCOPOL project in 2012

Certificate for volunteering (Competent authority's letterhead)

Hereby it is certified that (Name and surname of the volunteer) .....

as a member of the (Name of the association/organisation).....

was involved in the response to the accident .....

Official emergency name .....

Location .....

Name of the spill source .....

Spilled product .....

From ..... to ..... he/she actively contributed to the following tasks (indicate tasks performed and location)

- .....
- .....
- .....
- .....

Date: .....

Name: .....

(Position of writer): .....

Stamp and Signature: .....

Volunteers handout

This is a suggested handout taken from the guide on 'Management of Volunteers in Coastal Pollution Response', produced by *Cedre* in the framework of the ARCOPOL project in 2012 (inspired by the Northern Ireland Department of Environment Shoreline Response System). This handout can be used as a basis for a contract to be signed by the volunteers to ensure that the minimal requirements are respected and well known.

Age, medical issues, requirements

Human safety is the primary concern and supervisory personnel will seek to eliminate or minimize hazards from the worksite. Volunteers who are not fit and healthy will therefore not be selected.

All volunteers must be 16 years or over and in good health with no substantive medical conditions. If you are pregnant, taking certain types of medication, have allergies or you have a kidney, liver or lung disorder, it is recommended that you consider consulting a doctor before volunteering.

In order for response operations to be efficient and ongoing, all volunteers must sign up for a minimum duration of "....." days (duration to be defined by the competent authorities).

Hazards

It is important for you to be aware of the following hazards that you may encounter during training and actual oil spill response:

- Exposure to sun, wind and rain
- Hypothermia, hyperthermia
- Exhaustion
- Injury from birds or sea turtles while handling them
- Injury while walking on oily or uneven surfaces, such as rocks at beaches
- Drowning while wading into the water to execute cleanup or capture birds
- Possible exposure to noxious chemicals, which can affect the skin by contact
- Tetanus (make sure your vaccination/booster dates from less than 10 years)
- Exposure to bacteria, fungi, viruses, parasites, and animal dander
- Exposure to potentially harmful fumes such as those arising from hydrocarbons
- Domestic hazards associated with food preparation, slippery floors, detergents
- Possible injury while operating or being around vehicles/heavy machinery.

Conditions and working obligations

Volunteers are expected to obey all safety regulations and follow the instructions of supervisors and the site safety officer during training, induction and when on the oil spill response site. In particular, they are required to:

- **Fill in their volunteer registration form** accurately, in particular as regards personal information about: emergency contact details, current medications, allergies, and special health considerations
- **Ensure that the supervisor or safety officer is aware** of or is made aware of, any signs of illness and any injuries
- **Be able to complete a minimum number of shifts** within a seven day period.
- **Refrain from smoking** anywhere in the spill response area
- **Wear PPE and appropriate clothing** in terms of the climate and identified risks, and bring changes of clothes. Protective gear will be provided
- **Bring no items that may pose a significant sparking hazard**, such as mobile phones, lighters, matches, cigarettes, flashes
- **Bring sufficient food and water for the first few hours** from arrival. Food and drink will be provided thereafter.

Medias

- The **Media Co-ordinator is responsible for supplying information** requested by the media. Only specifically authorised persons should communicate with the media
- Volunteers receiving direct requests from the media should ensure that the request gets to the appropriate Response Co-ordinator.

Photos and videos

- **Volunteers wishing to take/publish photographs or videos must ask permission** from the supervisor responsible for the area.

Safety of personal possessions

- You are **responsible for the safety of your personal possessions.**
- We suggest that you do **not bring valuables** to the spill site.

Certificate for vehicles

Certificate for vehicles (Competent authority's letterhead)

Hereby it is certified that vehicle (type, model and plate).....

☐ Private (name and surname).....

☐ Association/organisation (name).....

☐ Hired.....

Was authorised to be used for the following response activities (indicate tasks performed, location)

✓ .....

✓ .....

Related to the accident:

Official emergency name.....

Location.....

Name of the spill source .....

Spilled product.....

Car mileage on arrival date:.....

Car mileage on departure date:.....

Date: .....

Name:.....

(Position of writer): .....

Stamp and Signature: .....

For all legal purpose

Accident/near miss report

This is a suggested form taken from the guide 'Management of Volunteers in Coastal Pollution Response', produced in the framework of the ARCOPOL project in 2012.

Accident/near miss report

Date (DD/MM/YY): .....

Time: .....

Location: .....

PERSONS INVOLVED:

1-Full name: ..... Occupation: .....

2- Full name: ..... Occupation: .....

3- Full name: ..... Occupation: .....

ACCIDENT/NEAR MISS:

Description:.....

Injuries sustained: .....

Treatment received: .....

Damage caused: .....

NOTIFICATION Police ☐ Work authority ☐ Insurer ☐ Other ☐ Specify : .....

Other actions to prevent further occurrence:

.....

.....

.....

Writer

Full name: .....

Position: .....

Date: .....

Signature: .....

Example of site safety survey checklist

This is a suggested form taken from the 'Oil spill responder health and safety' guide published by the Global Oil and Gas Industry Association for Environmental and Social Issues (IPIECA) and the International Association of Oil & Gas Producers (OGP).

1. Site: .....
2. Date: ..... 3.Time: ..... 4. Incident:.....
5. Product(s): ..... (Attach MSDS)
6. Site Characterization (tick all relevant boxes):

6a. Area: ☐ Ocean ☐ Bay ☐ River ☐ Saltmarsh ☐ Mudflats
☐ Shoreline ☐ Sandy ☐ Rocky ☐ Cliffs ☐ Docks

6b. Use: ☐ Commercial ☐ Industrial ☐ Farming ☐ Public ☐ Government
☐ Recreational ☐ Residential ☐ Other

7. Weather: ☐ Ice/frost ☐ Snow ☐ Rain ☐ Wind ☐ Sun
Temperature .....

8. Site Hazards:

☐ Bird handling
☐ Boat safety
☐ Chemical hazards (to skin)
☐ Cold
☐ Drum handling
☐ Electrical hazards
☐ Endemic diseases
☐ Equipment operations
☐ Fatigue
☐ Fire, explosion, in-situ burn
☐ Fumes, vapours, gases
☐ Heat
☐ Helicopter operations
☐ Humidity
☐ Insects/animals
☐ Lifting
☐ Manual handling
☐ Motor vehicles
☐ Noise
☐ Overhead/buried utilities
☐ Pumps and hoses
☐ Slips, trips and falls
☐ Steam and hot water
☐ Tides
☐ Trenches, excavations
☐ UV radiation
☐ Visibility
☐ Weather
☐ Work near water
☐ Other (specify overleaf)

9. Air Monitoring:

☐ O_2 ☐ LEL ☐ Benzene ☐ H_2S ☐ Other (specify overleaf)

10. Personal Protective Equipment:

☐ Foot protection
☐ Impervious suits
☐ Ear protection
☐ Other
☐ Coveralls
☐ Eye protection
☐ Respirators
☐ Head protection
☐ Personal flotation
☐ Hand protection

11. Site Facilities Required:

☐ Sanitation ☐ First Aid ☐ Decontamination

12. Emergency Plan Requirements:

☐ Alarm system ☐ Evacuation plan

13. Contact Details Required:

☐ Fire ☐ Doctor ☐ Ambulance ☐ Police ☐ Hospital ☐ Other (specify overleaf)

14. Date Plan Completed: .....15. Plan Completed by: .....

Site Name: .....

Location/Map Reference: .....

Include work zones, first-aid locations, primary and secondary escape routes, assembly points, staging area and command post locations. Also include notes to entries marked 'Other'.

PART 3

FURTHER INFORMATION

European regulations on the use of volunteers

In European countries, there are several rules regulating the voluntary sector and the use of volunteers during an emergency (local or national). It is therefore impossible to provide unambiguous guidelines that apply to any context without considering the regulations in force in each country.

The European Union has started a process called the European Civil Protection Mechanism to guarantee a quick and effective response occurring within and outside the European Union territory, through the sharing of all Member States resources. The 27 member countries of the European Union are part of the European Civil Protection Mechanism, together with the three countries belonging to the European Economic Area (Norway, Iceland and Liechtenstein) and Croatia.

The institution of the European Civil Protection Mechanism has a long path ahead, since the resources of EU Member States and their specific national laws require a process of harmonisation. Volunteering is certainly one of the main themes concerned. Programs for the coming years include the formation of a European Union Volunteer Corps, which will be able to provide support in emergency contexts through a common European training programme.

Shoreline cleanup evaluation Porto Torres (Italy) 2011

Volunteering in France

Recovering tar balls

Law no. 811 of 2004 provided for the reorganisation and modernisation of the French civil protection system. The outlined organisation allows municipalities representing the first level to deal with a disaster, giving the mayor the role as rescue manager. The town is part of a civil safety apparatus based on three territorial levels: departmental, zonal and national. Different command structures to direct and coordinate the rescue operations are provided for each territorial level. In case the scale of the disaster requires an intervention at the national level, the National Government manages the operations through the prefects. The General directorate for civil protection & crisis management-(DGSCGC) is the central structure responsible for the management of natural and human risks, which reports to the Ministry of the Interior. The French rules concerning marine pollution (so-called POLMAR regulations) state that only members of communal civil defence reserves, nature protection and civil security NGOs, with proper insurance and previous training, could be integrated in the pollution response forces. These volunteers would therefore be considered either as occasional contributors to the technical services of the local communities, under the responsibility of the mayors or be integrated to the personnel of wildlife rehabilitation centres. These rules recommend establishing a list of the possible manpower contributions from nature protection NGOs and professional organisations for each level of emergency plan. The use of volunteers provided by established NGOs is strongly recommended over the mobilisation of individual responders. To be called in an emergency, NGOs should demonstrate their contribution capabilities and preferably request a civil security agreement from the authorities. Except in case of absolute need, spontaneous, untrained volunteers will be redirected towards communal reserves or approved NGOs.

French volunteer management could therefore involve:

- The registration with the authorities, outside of emergency periods, of NGOs able to ensure the supervision and operational management of volunteers in an emergency situation
- The administrative management by communes of volunteers arriving on scene as spontaneous responders.

Volunteering in Spain

Regarding coastal oil spill pollution, regional emergency regulations envisage three categories of volunteers:

1. **volunteers from civil protection organisations and structures** (Red Cross, firefighters...), regularly involved in emergency activities with clearly defined tasks
2. **volunteers** generally operating at sea, provided with specific equipment (boats, for example)
3. **spontaneous volunteers** that can be used in various activities such as the cleanup of the coast, the recovery of wildlife, logistical support.

In Spain, the *Dirección General de protección civil y emergencias* of the Ministry of the Interior, has jurisdiction on civil protection and emergencies. A variety of functions are assigned to the Directorate General, including: research activities, emergency risk prediction, emergency planning, promotion for social participation in civil protection operations. Besides the *Dirección General de protección civil y emergencias* there is another inter-collegiate body: the *Comisión Nacional de protección civil*, which belongs to the Ministry of the Interior and has a role of civil protection coordination between central government administration and public autonomous communities.

Regional administrations have drafted laws on the use of volunteers. These laws are the final level of the legal framework. Normally, volunteer associations/NGOs are linked to a local entity, for instance many municipalities have groups of civil protection volunteers.

Cleanup activities - *Prestige* (Spain) 2002

Civil protection volunteering in Italy

Volunteers involved in decontamination activities

The civil protection in Italy is organised as a National Service, as provided by Law 225 of 1992, which recently underwent a process of revision (Law 100 of July 2012). It is a complex and decentralised system that involves the State at national, regional and local levels. The National Service includes the national administration, regions, provinces, municipalities, government bodies, the scientific community, and any other public or private institution with local responsibilities. The *Dipartimento della Protezione Civile della Presidenza del Consiglio dei Ministri* (The Department of Civil Protection for the Presidency of the Council of Ministers) directs the activities of the National Service and provides the necessary coordination in case of national emergency situation, in agreement with the regional governments. The system is involved in the prediction and prevention of risks, rescue operations and every other activity to overcome emergencies.

Italian civil protection volunteering had seen remarkable development in the last fifty years. According to Law 225 of 1992, voluntary organisations are effective members and operating units of the National Civil Protection Service, as well as the national firefighter corporation, armed forces, scientific community... When a natural disaster occurs, the National Civil Protection Service ensures the widest participation of citizens and civil protection voluntary organisations.
The participation of civil protection voluntary organisations is regulated by Legislative Decree which establishes:

- registration procedures for voluntary organisations in the regional and national registers of civil protection associations
- grants procedures for equipment upgrading and volunteers' technical training
- involvement procedures on the organisation and implementation of civil protection plans
- reimbursement criteria.

Tent city

Glossary and acronyms

The terms used in this manual concern the different features of volunteers management activities. To clarify and facilitate discussions between operators in the field, these terms are defined below:

Animal dander: particles of shed skin and hair

Beachmaster: team leader - trained people who has overall supervision for a specific section of shoreline and manages the cleanup operations within it.

CB Radio: Citizen Band Radio.

DGSCGC: Direction générale de la sécurité civile et de la gestion des crises (French Civil Protection Directorate)

ECC: Emergency Central Coordination.

EU: European Union.

HNS: Hazardous and Noxious Substances.

Latex gloves: disposable gloves used during procedures that help to prevent contamination.

NGO: Non-Governmental Organisation.

PIR: Post Incident Report.

POLMAR: Pollution Maritime. French contingency plan in case of accidental oil pollution at sea.

PPE: Personal Protective Equipment.

PVC: PolyVinyl Chloride.

RPE: Respiratory Protective Equipment.

Secondary contamination: the accidental transfer of oil from a polluted area to a non-polluted one due to response activities.

Supervision: a learning process in order to verify and favour the development and the improvement of volunteers' work.

Tent cities: a temporary housing facility made using tents or other temporary structures.

TLV: the Threshold Limit Value (TLV) of a chemical substance is a level to which it is believed a worker can be exposed day after day for a working lifetime without adverse health effects. Strictly speaking, TLV is a reserved term of the American Conference of Governmental Industrial Hygienists (ACGIH).

VCS: Volunteers Coordination Structure.

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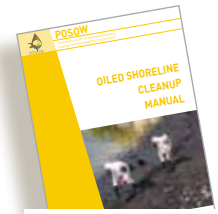

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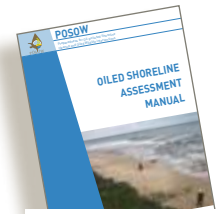

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