

Mass Care Task Force: Hurricane Harvey Volunteer Orientation

This document will provide you with information you will need to know. Have a great experience and thank you for your service to our community.

About This Operation	<p>Name of Incident or DR: Hurricane Harvey Types and Amount of Damage: Hurricane Harvey hit landfall August 25 as a Category 4 storm. Catastrophic flooding in Houston and its surrounding areas is forcing residents to evacuate. Affected Areas: Houston, Texas Gulf Coast region Special Circumstances/Demographics/Weather Briefing: n/a</p>
Website Information	<ul style="list-style-type: none"> For the most up to date information regarding this disaster please visit: www.masscaretaskforce.org
Proper Attire and Identification	<ul style="list-style-type: none"> Wear a Mass Care Task Force issued name badge. Clothes should be appropriate to your work assignment and always neat. Appropriate footwear should be worn, especially when working in the field. Closed toe and closed heel shoes are required.
Getting Started	<ul style="list-style-type: none"> Please arrive 15 minutes early prior to your shift. Be sure to bring a photo id and your identification badge. Before beginning your assignment, clarify with your supervisor what you are expected to accomplish and update these expectations on a regular basis.
Priorities for Personal Safety and Action	<ul style="list-style-type: none"> Eat well and drink plenty of fluids. Take breaks, relax, and stay well rested. Wash and sanitize your hands regularly. Secure your purse and other valuables, try to refrain from bringing valuable items to work locations whenever possible. Keep in touch with family and let them know where you are and what you are doing. If you are not feeling well or become injured, notify your supervisor. Contact the site supervisor/ project lead if you have any questions about safety and/or concerns.
Worker Issues	<ul style="list-style-type: none"> Mass Care Task Force has “zero tolerance” regarding any abusive behavior. Verbal threats or degrading language is considered abusive behavior. Unwanted touch or conversation constitutes sexual harassment. Incidents should be reported to your supervisor or disaster response leadership immediately. If a potentially illegal, unsafe, or unethical situation arises in your workplace, speak up! Contact the site supervisor/project lead if you have any questions or concerns.
Serving People with Disabilities	<ul style="list-style-type: none"> If you are not sure, ask if the person wants any assistance. Speak directly to the person. Identify yourself and others to a person who is visually impaired. Listen to and be patient with a person who is speaking impaired. Ask questions requiring short answers. Consider a wheelchair as part of a person’s personal space. Place yourself at eye level for conversation. Contact the site supervisor/ project lead for assistance and information about services.
Working with the Media	<ul style="list-style-type: none"> If you are approached by media please connect them with your site supervisor/ project lead. Only tell the reporter your name, where you are from, and what you do on the operation. Remember confidentiality guidelines.

**Handling
Contributions**

If someone wants to give you a contribution for the Relief Effort, you should

- Thank him or her.
- Send them to agency specific website