# ISO 22319:2017-04 (E)

## Security and resilience - Community resilience - Guidelines for planning the involvement of spontaneous volunteers

## Contents

Page


Foreword ..... iv

Introduction ..... v

1 Scope ..... 1

2 Normative references ..... 1

3 Termsanddefinitions ..... 1

4 Preparatory measures ..... 2
4.1 General ..... 2
4.2 Assigning responsibility to lead, manage and coordinate SVs ..... 2
4.3 Understanding the motivations of SVs ..... 2
4.4 Clarifying issues of liability ..... 3

5 Planning for the involvement of SVs ..... 3
5.1 General ..... 3
5.2 Defining the relationship with SVs ..... 3
5.3 Understanding the concerns of stakeholders ..... 4
5.4 Identifying risks associated with tasks that are suitable for SVs ..... 4
5.5 Reducing risks associated with tasks that are suitable for SVs ..... 5
5.6 Selecting SVs ..... 5
5.7 Coordinating SVs ..... 6
5.7.1 General ..... 6
5.7.2 Identifying coordination mechanisms ..... 6
5.7.3 Process for registering SVs ..... 7
5.7.4 Providing identification to SVs ..... 7
5.7.5 Communicating with SVs ..... 7
5.8 Setting expectations of SVs ..... 9
5.9 Monitoring the tasks performed by SVs ..... 9
5.10 Identifying needs for training or instruction ..... 9
5.11 Recognizing and rewarding SVs ..... 10

6 Longer-term issues ..... 10
6.1 General ..... 10
6.2 Assessing the impact of SVs ..... 11
6.3 Understanding how to engage SVs in the longer-term recovery ..... 11
6.4 Encouraging SVs to pursue organized volunteering roles ..... 11
6.5 Evaluating and continually improving SV involvement procedures ..... 11

Annex A (informative) Checklist of tasks to plan SV involvement ..... 13

Bibliography ..... 16