

# ISO 22319:2017-04 (E)

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

---

<b>Contents</b>		<b>Page</b>
Foreword .....		iv
Introduction .....		v
1	Scope .....	1
2	Normative references .....	1
3	Terms and definitions .....	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