




How do we care for our spontaneous volunteers?


A sensitization workshop


How can we - the established crisis management organizations - ensure that spontaneous volunteers receive the care and support they need?


 **60 minutes**

 **12-24 participants**

 **2 flip charts**

 **6 fortune tellers**

 **2 dice**

 **2 persona posters**

Step 1: Introduction and build personas

Please say your name and position, and then add one trait to our persona on the flipchart



Each participant provides one detail about the spontaneous volunteer persona. Details are written on flip board. Halfway through we switch to a new persona so we end up with two personas

Step 2: Build the scenario

Using the three fortune tellers we determine the type of incident, the severity and the weather conditions.

Incident



Train crash
Flood
Fire
violence

Severity

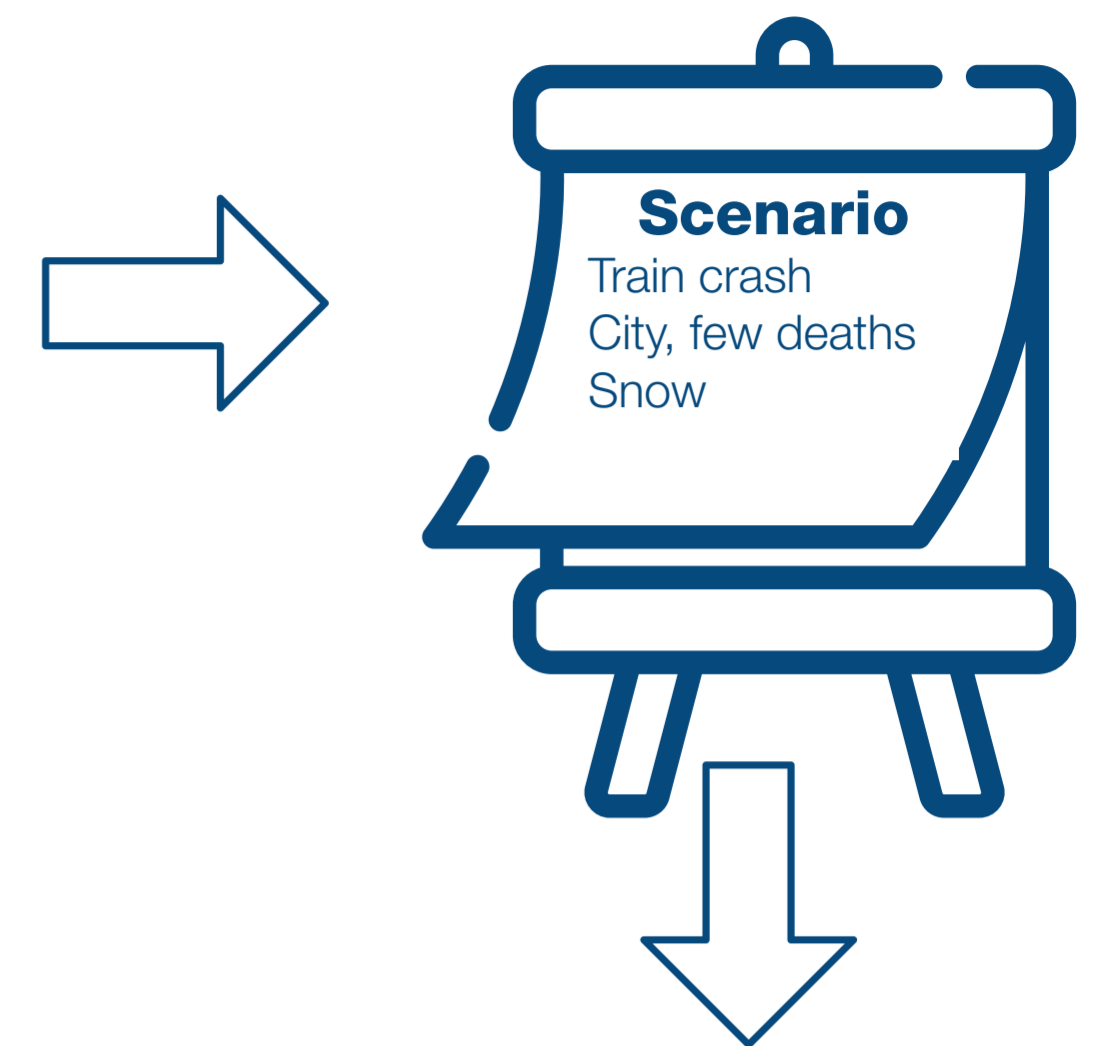


Rural, severe
Rural, very severe
City, severe
City, very severe

Weather



Snow
Rain
Heat wave
Pleasant weather



Scenario

Train crash
City, few deaths
Snow

Step 5: The final question

What do the spontaneous volunteers in this situation need from you to be cared for and to be able to help?

Prioritize the three most important points.

Report back in plenary



Step 4: Roll of the die

- Show a pre-prepared flip chart of probable reactions
- For each reaction, ask the participants to roll the die to determine the likelihood of the reaction to happen (1 not at all likely, 6 is very likely)
- Now, you have the full picture of the situation - persona, scenario and behaviour of the volunteer.



How likely is it that the volunteers:

- Meet highly distressed people?
- Get angry and leave?
- Feel unappreciated?
- Share inappropriate images on social media?

Step 3: Group work

Tell the participants:

- You are the manager of the reception centre and of spontaneous volunteers.
- You are six hours into the crisis.

Ask them to discuss:

- What do you need the spontaneous volunteer to do?
- What is their motivation to be here?

