



I/WE WANT TO KNOW MORE!

Please send me more information and an application for the Norwalk Disaster Reserve Volunteer Program.

Name _____

Company/Group _____

Address _____

Home Phone _____

Work Phone _____

Cell Phone _____

E-mail _____



Norwalk Fire Department
Office of Emergency Management
121 Connecticut Avenue
Norwalk, CT 06854
203-854-0238 • Fax 203-854-0234
mdeluca@norwalkct.org
www.norwalkct.org
Click on Emergency Management

HOW MUCH TIME IS REQUIRED?

Upon completing the necessary paperwork and Foundation and Track training, your contact information will be stored in a secure database maintained by the Norwalk Fire Department-OEM.

During the year, volunteers will be asked to attend one meeting or participate in a two-hour training/refresher course. You will also be asked annually to update your contact information in order to remain on the volunteer list.

WHEN WILL I/WE BE CALLED?

If a large-scale natural or human-caused emergency or disaster is forecasted or occurs in Norwalk that exceeds the available resources, we'll activate the Norwalk Disaster Reserve Volunteer Program and request your assistance.

HOW DO I /WE GET STARTED?

INDIVIDUALS

- Complete a **Volunteer Application Form** and return by mail or fax
- Register for and attend the three-hour **Foundation of Response Training Class**
- Select at least one Track (People, Places or Things) and attend the three-hour **Track Overview Training Class**

GROUPS

- Organize a group of at least 12 members and identify a group contact person
- Select the Track (People, Places or Things) in which your group would like to receive training
- Complete a **Group Volunteer Application Form** and return by mail or fax
- Once we receive your interest form, we'll contact you to set up a training for your group



**NORWALK
DISASTER
RESERVE
VOLUNTEER
PROGRAM**



Norwalk Needs Some Helping Hands

NORWALK DISASTER RESERVE VOLUNTEER PROGRAM



Introducing the Norwalk Disaster Reserve Volunteer Program!

VOLUNTEERS NEEDED! **(NO EXPERIENCE NECESSARY!)**

In the event of a large scale emergency or disaster, Norwalk residents 18 and older, with a variety of experience and skills, will be needed to assist the Norwalk Fire Department-Office of Emergency Management by volunteering to help the local community in times of need.

**THE
COMMITMENT
IS SMALL; THE
DIFFERENCE
YOU CAN
MAKE IS
HUGE!**

You might discover a skill you never had; or a new way to use your existing skills that you never imagined. Either way, you'll discover that nothing feels better than neighbors helping neighbors!

Often, during an emergency, many people are ready and willing to offer their help. The challenge is matching volunteers with the proper skills and training to assist in areas to which they are best suited and most needed – usually on a moment's notice.



**NORWALK
DISASTER
RESERVE
VOLUNTEER
PROGRAM**

The Norwalk Disaster Reserve Volunteer Program is designed to build an organized volunteer reserve of individuals and groups, train them in advance and call upon them to assist when a disaster or serious emergency exceeds normal city resources.

WHAT KINDS OF EMERGENCIES?

**Hurricanes • Floods • Ice Storms
Power Outages • Transportation Accidents
Disease Outbreaks • Acts of Terrorism**

WHO CAN VOLUNTEER?

**Norwalk residents 18 and older
Businesses large and small
Community organizations, neighborhood
associations, civic and social clubs
Religious groups and organizations
Licensed health and mental
health professionals
Anyone willing to help**

WHAT KIND OF TRAINING IS REQUIRED AND PROVIDED?

You must complete a three-hour Foundation of Response Class, which provides an overview of the volunteer reserve program and the Incident Command System; how the city will respond to an emergency and the role of the volunteers.

Select one of three specialty tracks and complete a three-hour training workshop for that track:

1) PEOPLE Track

Provide impacted residents with:

- information and resources
- translation services
- assistance in managing spontaneous volunteers

2) PLACES Track

- help set up Norwalk's emergency disaster shelters (general, supportive care and pets)
- provide support at feeding sites and recovery centers (preparing and serving meals)
- assist at evacuation staging points

3) THINGS Track

Support logistics of the response and recovery activities, including:

- distribution of commodities and/or medication (receiving, sorting and distributing bulk food, water, medicines, clothing, bedding, cleanup and other necessities)

