

Volunteer Coordination during an Oiled Wildlife Response

A Case Study of the 2007, M/V Cosco Busan Oiled Wildlife Response

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Oiled Wildlife Response in CA

Office of Spill Prevention & Response (OSPR)

- To provide best achievable protection of California's natural resources by preventing, preparing for, and responding to spills of oil and other deleterious materials

Oiled Wildlife Care Network (OWCN)

- Provide best achievable capture & care of oil-affected wildlife

OWCN

Programs

- Readiness
- Research
- Reaching out
- Response

Pre-Trained Volunteers

- OWCN member organization
- First responders
- Managed by OWCN VC
- OWCN trainings

Convergent/ Public Volunteers

- Recruited through media request
- Managed by OSPR VC
- Receive on the job training

Volunteer Coordinator Collaboration

Day 3

- OWCN VC managing field stabilization
- 1300 OSPR VC arrives at center
 - VH overrun w/ calls and had to be suspended
 - Completed setting up the EVC
 - Began registering & integrating both pre-trained & convergent volunteers



Volunteer Response

OWCN Member Response

- 23 of 25 member organizations contribute
- 450 Pre-trained volunteers

Convergent/ Public

- Registered volunteers: 1500
- Public volunteers utilized: 500



Managing Volunteers at the Primary Care Facility

- Volunteer numbers quickly exceeded our need at the facility



Challenges

- Overwhelming public volunteer response
 - Volunteer hotline was over taxed
 - Bird reporting hotline overwhelmed by volunteer calls



Challenges

- Limited public information available
- OWCN VC tasked with multiply roles away from the care center
 - Delay in OSPR VC & OWCN VC arrival at center
- Additional wildlife event in another location



Lessons Learned

- Early notification results in rapid response of regional OWCN member volunteers
- Early communications between VC helped expedite the establishment of the EVC
- Immediate activation of volunteer hotline



Lessons Learned



- Proactive communication with the public is essential
- Established facilities allow rapid volunteer response
 - Pre identified areas for the VOC
- It's important for all response staff to have volunteer management skills

OSPR VC Program Improvements

- Outreach to the public during non spill time
- Automated phone system
- Non wildlife volunteer plan
 - Exploring more non wildlife volunteer opportunities



OWCN VC Program Improvements

- Full time volunteer coordinator
- Direct communication with Pre-trained volunteers
- Website redesign
 - OWCN Blog during both spill and non spill time
 - Active response information page



OWCN Moving Forward

- VC drill program
- Volunteer online database for scheduling
- Addressing volunteer emotional needs
- Response staff management training



Networking is Key



Conclusion

- Volunteers are the work force of oiled wildlife response in California
 - Dedicated Volunteer Coordinators are vital
 - An established VC plan that is expandable allows for rapid response



Thank You!



Acknowledgments~

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