

Quick Start Guide

June 2024

1. Decide if the _____ is a safe space to set up. If not, any flat surface away from hazards will do.
2. Ask everyone to move carefully and methodically. Stay safe.
3. Open the Hub box.
4. Pull out only the gear needed to get to the **Hardscape**: canopies and tables.
5. Move the canopies to the general area where they will be set up.
6. Assign a team of four individuals to set up the canopies - one person on each corner.
7. Put a table under each canopy.
8. Label each canopy with premade signs (Resources, Information, Volunteers, and Education) according to the blueprint.
9. Gather the Volunteers together
 - a. Ensure each person has a lanyard (brief job description on back) and their job manual
 - b. Review the Hub mission:
 1. Collect and share information
 2. Match needs and resources within the community
 3. Organize volunteers
 4. Answer questions common after disasters
 - c. Encourage ALL Volunteers to take care of themselves first - take breaks, ask for help, take a day off, etc.
 - d. Remind everyone that safety is everyone's job - report trip hazards, hazardous conditions, etc.
 - e. Remind Volunteers that perfection is not the goal - it's helping neighbors!
10. Match neighbors to the Hub roles based on strengths and training
 - a. Greeter Understands how the Hub works
 - b. Information Manager Legible handwriting
 - c. Resource Manager Likes to organize
 - d. Hub Manager Big picture person, calm under pressure
 - e. Message Taker Legible handwriting with attention to detail
 - f. Volunteer Coordinator Experience managing people and knowledge of the community
 - g. Educator Some knowledge of disaster preparedness or survival would be helpful
 - h. Radio Operator Radio experience / amateur radio license

- | | |
|--------------------------|-----------------------------|
| i. Radio Assistant | Radio experience |
| j. Medical Officer | Healthcare provider |
| k. Visiting Nurse | Home health care experience |
| l. Reunification Officer | Organized |

11. Record names on the Staff Assignment Sheet

12. Ask Hub volunteers to grab their supplies and take them to their respective job positions:

- a. Greeter near the entrance to the tennis court
 - i. Green striped umbrella
 - ii. Hub flow graphic
 - iii. Universal communication cards (to help ALL neighbors communicate)
- b. Information Manager in the Information area (see photos below)
- c. Resource Manager / Message Taker in the Resource area (see photos below)
- d. Volunteer Coordinator in the Volunteer area
- e. Educator in the Education area
- f. Radio Operator / Radio Assistant wherever they get the best signal
- g. Hub Captain floats

13. Consider a Hub Huddle every few hours (or as needed) to ensure that information is being shared and the Hub is working smoothly.

14. Volunteer Coordinator assigns volunteers for the next shift; record names on the Staff Assignment Sheet.

Keep in mind....

- The Hub does NOT accept donations. Oversight of "stuff" can be a nightmare.
- Be aware of the one-too-many issue. If someone has a resource that can be used by several neighbors, do not allow the paper documentation of that resource to leave the Hub.
- Always be on the lookout for volunteers to work in the Hub; your original team will quickly need relief.
- The Hub shuts down when the sun goes down.
- Never send volunteers out into the community by themselves; always send in pairs.
- There are many resources available in your community; don't be afraid to ask for them.
- Bikes may improve your volunteer's efficiency; ask neighbors to loan them to the Hub.
- Do not throw papers away. Store in a safe place in case they need to be reused or referred to.

BLUEPRINT...

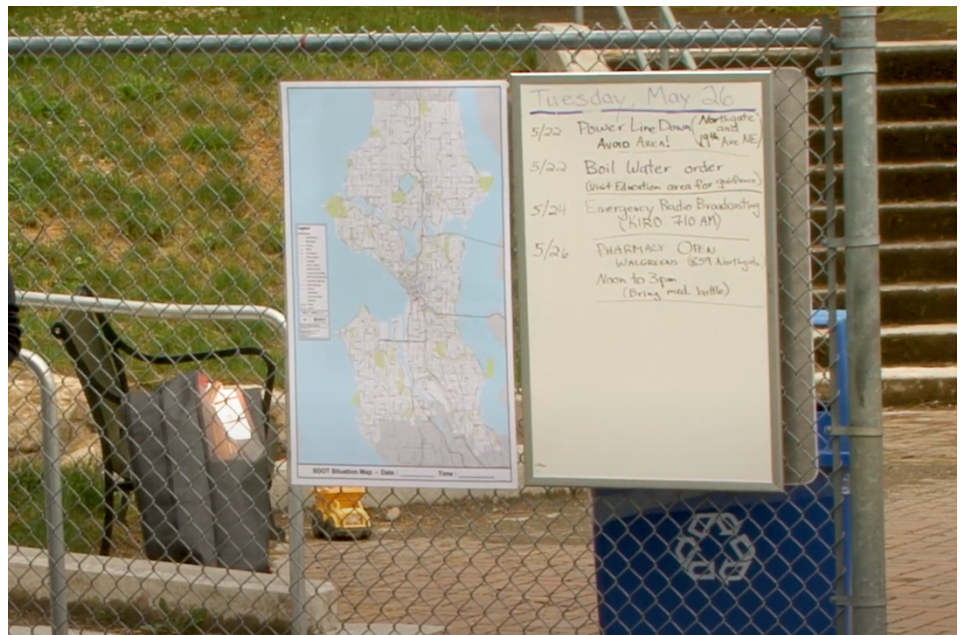
BASIC HUB SETUP

1. Information Area

Use the whiteboard to post information that would be helpful for the entire community to know. Maps (city and neighborhood) can be zip-tied to the fence or hung from the canopy.

Post clear, concise information.
Keep posts up-to-date.

Help keep other Volunteers aware of pertinent information posted on the boards by alerting Hub Captain or another means...



2. Resource Area

This is where the Message Taker will help neighbors fill out forms. Key: print legibly with complete information.

People seeking resources (NEED) such as a tool or diapers can post it here for others to see.

People offering resources (HAVE) such as food or an extra bedroom can post it here.

The “Resource Manager” will monitor this area to keep it organized and help community members navigate when they are looking for a certain resource.

Post pictures of YOUR setup...

3. Volunteer Area

Any tools found in the Hub box should be placed in the Volunteer Area so Hub Volunteers know what they have access to.

Tools or gear should not be loaned to neighbors unless it's absolutely necessary.

If needed, stake down the canopies or fill sand bags with dirt and secure a bag to each post. If it's raining or windy, tarps or clear plastic can be strung up to act as walls for the canopies.

Never send a lone Volunteer on a deployment away from the Hub – always send people in pairs.

Post pictures of YOUR setup...

4. Education Area

Hang the self-help posters either on the fence, or from the canopy.

Anyone seeking information or help with these areas can look at the poster and learn how to help themselves with these categories.

The Educator should also have an “Education Book” with information that might be useful post-disaster.

Provide neighbors with paper and pencil so they can take notes of the information they learn.

Or, encourage them to take a photo with their phone (if power level allows).

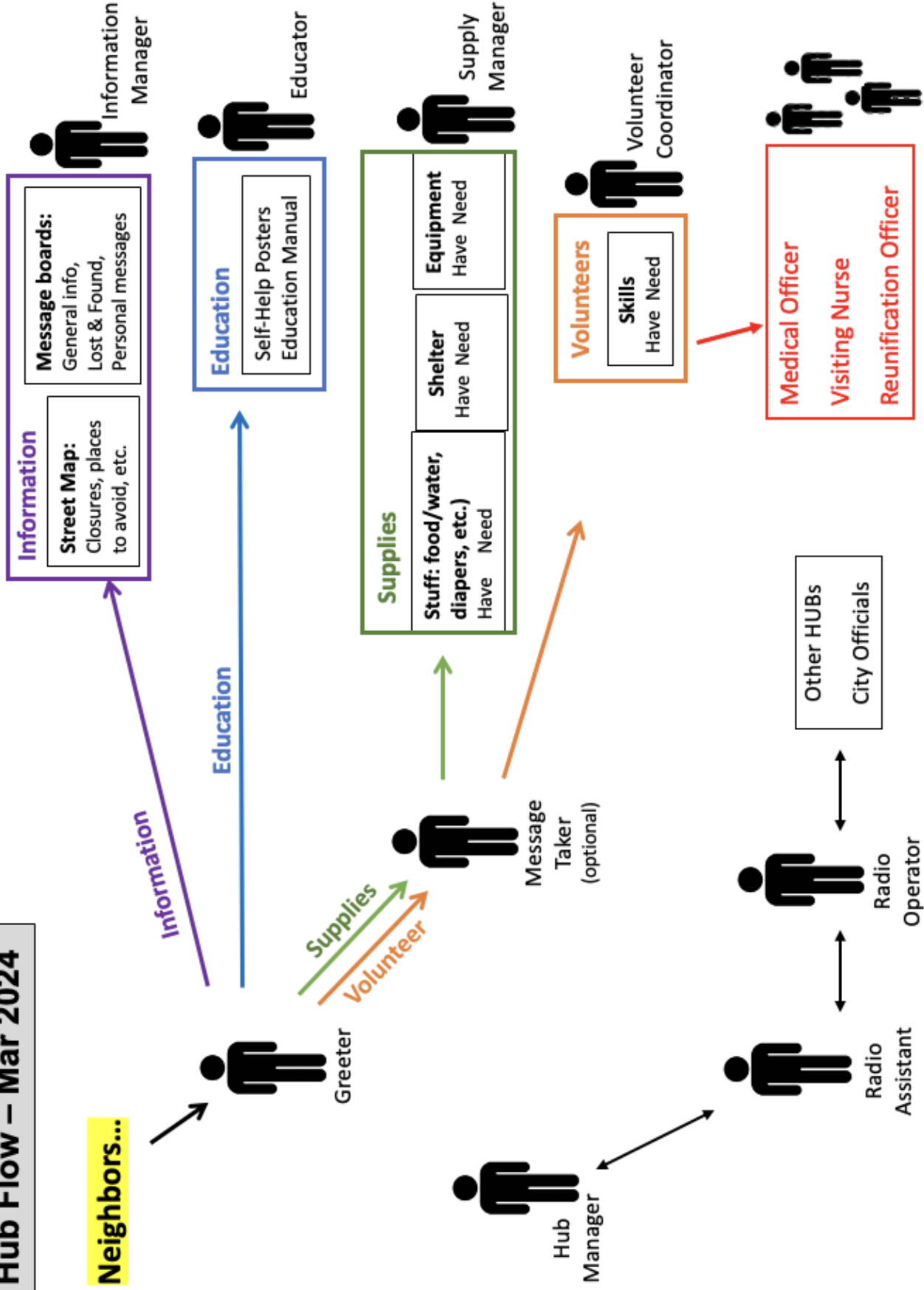


TIPS:

1. If you don't have a Radio Operator, but have a radio, consider assigning someone to listen to commercial and Ham radios and take notes and post on information boards. Keep logs of key information coming in. (Available in the Radio Assistant / Radio Operator manuals.)
2. The Hub Manager and/or Volunteer Coordinator should establish shifts and alert the Volunteers.
3. Decisions also have to be made about how to shut down the Hub and what time to reopen in the morning.
- 4.

Picture of how gear is stowed in the Hub box when not in use:

Hub Flow – Mar 2024



Hub Operation Roles

Hub Manager

- Make sure you are in a safe place and can stay safe, then set-up Hub
- Encourage people to stay focused and calm to help deal with issues
- Ask for volunteers for each role based on talent/skills
- Be aware of safety and security of Hub & personnel

Greeter

- You are the first point of contact so listen to the person's problem carefully
- Direct folks with needs or resources to the Resource Area
- Direct folks who want to volunteer to the Volunteer Area
- Bring urgent issues to the attention of the Hub Manager until you get a feel for what is urgent and what isn't. In general, urgent issues are those where multiple lives are in imminent danger.

Information Manager

- Post pertinent information so public can understand – keep it up-to-date

Resource Manager

- Keep Needs and Resources boards organized
- Help neighbors who are looking for matches

Volunteer Coordinator

- Work with Hub Manager to recruit, train and assign people to staff roles
- Assess volunteers for distress, exhaustion etc. and offer relief

Educator

- Position yourself in the Education Area
- Help answer neighbors' questions by using the education book and the posters

Message Taker

- Help neighbors fill out the correct form (Have/Need form or Volunteer form), or do it for them
- Ensure writing is legible and contains all necessary information
- Send Have/Need forms to the Resource Manager for posting and matching
- Messages that might be sent to officials via Ham radio must be written on a General Message form (ICS-213) and handed to the Radio Assistant for transmission via radio

Radio Operator

- Send and receive information between the Hub and outside entities (City, other Hubs, etc.)
- Inexperienced volunteers can listen in on radio traffic (guidance in Radio Operator's book)

Radio Assistant

- Receive Message forms (ICS-213) from Hub Volunteers (for truly urgent issues)
- Scan the form for ease of reading, and confirm information if needed
- Ask Radio Operator to transmit, when appropriate
- Maintain log to track what has been posted and transmitted
- Pass information (coming in via radio) to Hub Volunteers for awareness/posting

Optional roles (deploy if needed and you have the personnel):

- Medical Officer
- Visiting Nurse
- Reunification Officer