

CRISIS CLEANUP HOTLINE PHONE VOLUNTEER INFORMATION

Crisis Cleanup (www.crisiscleanup.org) is a website tool and hotline used throughout the US. It connects disaster survivors who need property cleanup assistance with volunteers who can help. The hotline is staffed by volunteers like you who work from home as they have time. Survivors call the hotline, and phone volunteers take the call, and enter the information on the website. Volunteer organizations claim cases, do the work, and then close the case. Everyone is working from the same list which minimizes duplication of efforts and saves time, so more people get help. All services are free.

REQUIREMENTS:

- A computer with internet access (Google Chrome, Mozilla Firefox, or Microsoft Edge browsers work best).
- A phone (cell or landline). Your phone number is always kept anonymous from callers.
- Computer skills to proficiently navigate websites and enter accurate data while speaking on the phone with a survivor.
- The hotline is open 7 days a week from 9 am to 8:30 pm (of the time zone of the incident). Volunteers are NOT required to schedule work times or fill quotas, but having some sort of schedule is important. A good goal may be to plan on a few hours per week, depending on need and your availability. One hour per day for seven days is better than seven hours a day for two days straight. Watch call queue levels to determine need. Volunteers can work longer hours if desired, but please be prudent and pace yourself to avoid burnout! Phone volunteers cannot choose but take calls for all open incidents.

CRISIS CLEANUP PHONE VOLUNTEER TRAINING VIDEO AND USER GUIDE

- **Introductory video** for all Crisis Cleanup site users:
crisiscleanup.org/training
- **Detailed phone training** - organization training video – 30 min. (or Zoom training call provided by Crisis Cleanup).
[Crisis Cleanup Detailed Phone Training - 2024](#)
[BONUS: Example of a Live Hotline Call - 2024](#)
- **Phone Volunteer Resource Sheet** - example of a live call, cheat sheet, mini-tutorials, Q&A recordings, etc. - <https://tinyurl.com/3dwdctz6>
- **User Guide PDF**
<https://tinyurl.com/CC-User-Guide>
(not required reading but contains detailed info for reference)

GETTING STARTED

1. Sign-up to volunteer by emailing (your org contact). They will send you an email invitation to create a user account (check your junk email, if necessary, for the link).
2. Create your user account by clicking on the link in the email invitation.
3. Once you've watched the training, you can log on and start taking calls.

INFORMATION FOR ORGANIZATION LEADERSHIP

- Phone volunteers must be associated with an organization registered with Crisis Cleanup.
- Organizations register for an account on Crisis Cleanup by going to www.crisiscleanup.org/register. We will call the registrant to activate the organization's account.
- Each organization must coordinate its own volunteers. Choose a point of contact in your organization who can identify volunteers, send them an email invite to the site, and disseminate training links.
- Click the yellow **'Invite Teammates'** at the top right of the **Dashboard** page to invite other members of your organization. They will receive an email invitation to the website from Crisis Cleanup.
- Once they've watched the training, phone volunteers can log in and begin taking calls.
- It is up to the organization to determine if they want to schedule phone volunteers and what that will look like for the size of the current incident.
- It is up to the organization to track volunteers' hours if they desire.
- Requests for Crisis Cleanup to open a disaster incident and hotline usually come through VOAD or a government agency. Once they've taken calls, individuals are welcome to log on at any time and take calls for whichever disasters are currently open around the nation. Because of this, being a phone volunteer is a great, ongoing service opportunity people can do as little or as much as they want from home.

CRISIS CLEANUP CONTACT FOR ORGANIZATIONS:

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