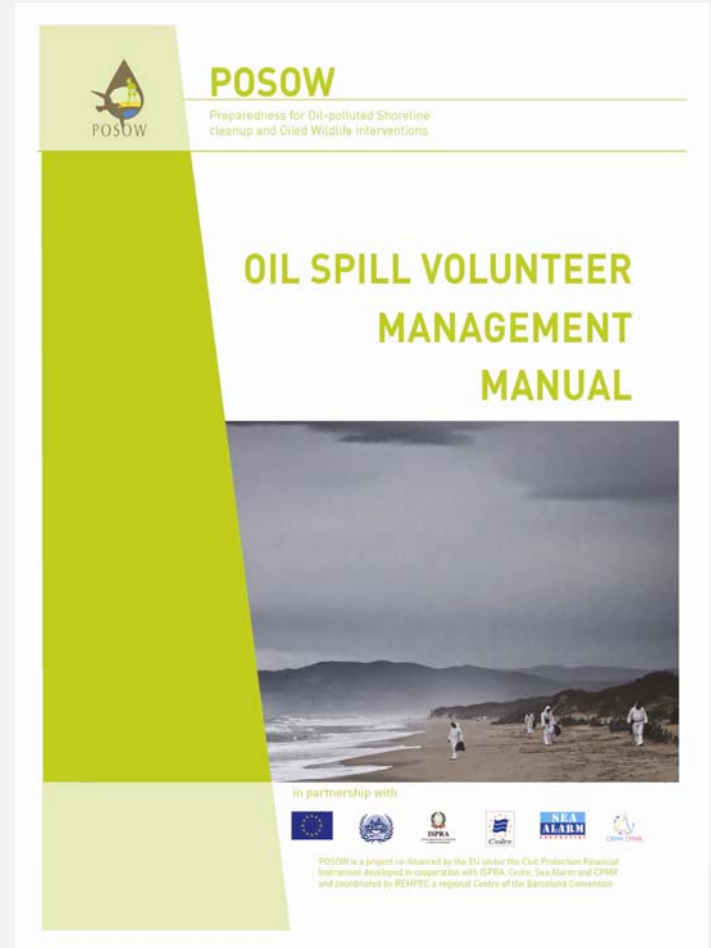




POSOW

Preparedness for Oil-polluted
Shoreline cleanup and
Oiled Wildlife interventions

Chain of Command



POSOW is a project co-financed by EU under the Civil Protection Financial Instrument developed in cooperation with ISFRA, Cedre, Sea Alarm and CPMR and coordinated By REMPEC a regional Centre of the Barcelona Convention

Volunteers in the chain of command

- An adequate communication process must be established through the whole chain of command
- To reduce the risk of misuse of human resources
 - To optimise the interaction of entities with volunteers





Volunteers in the chain of command

- During the planning period authorities should defined
 - Volunteer integration within the chain of command
 - Institution whom volunteers must refer to
 - Communication system among operators
 - Unambiguous flow of information
 - Role and responsibilities
 - Delivery of spot training courses
 - Updates.

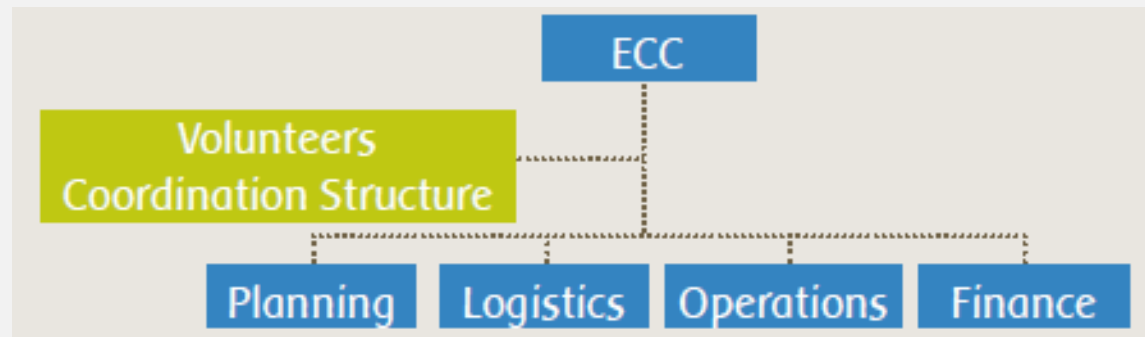


Coordination Structure

Optimizes the interaction of all the entities



Dedicated coordination structure



ECC : Emergency Central Coordination

VCS: Volunteer Coordination Structure

General communication approach

A Clear communication process

- Reduces
 - Assignments by unauthorized people or entity
 - Uncoordinated inputs
 - Conflicting instructions to volunteers
 - Delays due to misinterpretations of instruction
- Enables
 - Defining priorities for volunteers
 - A permanent updated overview of who is working, where they are and what they are doing.



Communications methods

- “Face to face” communication
- Remote communication
 - Radio devices
 - Consider associations equipped with radio devices and trained members
 - Mobile phones and/or smartphones
 - Difficulties to differentiate response calls from private ones



Volunteers arrival

- A general briefing should be provided to all volunteers at arrival
 - Mostly on
 - Features of the polluted area
 - Type and characteristics of the pollution
 - Chain of command and communication procedure
 - Reception system dedicated to volunteers (*Volunteer Logistics Management Chapter*)
 - Registration procedures and application form for volunteer certificate (*Template documentation Chapter*)



Volunteers arrival

- A general briefing should be provided to all volunteers at arrival
 - Mostly on
 - Roles and tasks required
 - Proper use of the personal protective equipment (PPE)
 - Health and safety information
 - “Not to do” list to avoid putting themselves and others in danger or damaging the surrounding environment.



Volunteers arrival

- If specific tasks are necessary then related trainings should be organised
- The training course can be delivered to the team leaders and/or representatives who then can disseminate knowledge
- In case of spontaneous volunteer contributions this may become extremely complex

On-site Daily Briefing and debriefing

- The morning briefing is essential to
 - Explain operation to be carried out
 - Detail objective of the day
 - Give instructions on equipment use
 - Detail working hours, break time
 - Brief operators on health and safety
 - Explain procedure in case of accident
 - Explain task assignment and spatial organization
 - Waste management instructions
 - Reaffirm and/or redefine roles



On-site Daily Briefing and debriefing

- The evening debriefing is essential for:
 - Recording work progresses
 - Reporting problems
 - Post Incident Reports (PIR)
 - Accident/near miss reporting (Part 2)
 - Monitoring volunteers' morale and wellbeing preventing dissatisfaction and burnout episodes
 - Receiving suggestions for activities improvement

The image shows a sample 'Accident/near miss report' form. The form is titled 'Accident/near miss report' and includes a subtitle: 'This is a suggested form taken from the guide: Management of Volunteers in Coastal Pollution Response, produced in the framework of the ACCORD project in 2012.' The form is divided into several sections: 'Accident/near miss report' (with fields for Date (DDMMYY), Time, and Location), 'PERSONS INVOLVED' (with fields for 1-3 Full names and Occupations), 'ACCIDENT/NEAR MISS' (with fields for Description, Injuries sustained, Treatment received, and Damage caused), 'NOTIFICATION' (with checkboxes for Police, Work authority, Insurer, and Other), and 'REPORTER' (with fields for Full name, Position, Date, and Signature).

Lessons identified and learnt

- Oil spill response has to be always implemented and followed up
 - Identify lesson and find its response on a daily basis (briefings/debriefings)
 - Identify the main lessons learnt and build their consequences into improved response procedures once the incident is over (cold debriefings)



Lessons identified and learnt

- To turn issue identified into lesson learnt, create a lessons matrix from all the post event reports.
 - Debriefing Reports
 - Post incident reports (PIR)
 - Management Reports
 - Accident/Near Miss reports
 - Collated Media Reports
 - Feedback Surveys from participants





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Legal information

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