



North Valley Animal Disaster Group Standard Operating Guidelines

Title: VOLUNTEER IMPACT

Objective: Volunteer Database

Description: Volunteer Impact is a database designed for volunteer organizations with an online portal for volunteer and administrative access.

Volunteer Directory and Training Portal:

Prospective Volunteers will fill out an Application, and obtain a Volunteer Impact Portal login. Once Accepted Volunteers will use Better Impact for:

- Maintaining their Contact and Additional Information
 - Volunteers will maintain current phone numbers and addresses
 - Volunteers will maintain a standard head shot for their photo
 - Volunteers enter skills and training earned outside of NVADG – and upload the corresponding documentation in the ‘Additional Information’ section.
- Viewing and Registering for Training, Outreach, and other Opportunities
- View their Schedule and Hours logged
- Email various NVADG contacts through the ‘Contact’ tab

Administrative Portal:

Volunteer Impact Support Team *will work in 2 week shifts throughout the year to maintain and support BI.*

- Create Activities and Shifts
- Provide support for other volunteers
- Send Email and Text Messages as needed
- Log hours and Qualifications as they are earned.

Volunteer Impact is used in the following ways as a Communication Tool:

- Contact volunteers through Email and Text Messaging for:
- Training, Outreach, and other Opportunities as they come up
- Notification of Activation/Deployment
- To communicate with specific volunteers based on their unique Qualifications and Miscellaneous communication

Volunteer Impact Qualifications are used to qualify and identify leaders and shift volunteers for teams and specific jobs or deployments, including:

- Evacuation
- Radio Operator
- Hotline
- Dispatch
- Better Impact Support Team
- Small Animal
- Large Animal
- IFAW
- OWCN
- Public Information

Volunteer Impact may be used for staffing during deployment as follows:

- Notifying volunteers of the Activation and needs for immediate deployment
- Setting up Shifts for days 2 – 4 (three days out at a time) and forward as needed
- Contacting volunteers to fill shifts
- Identifying and addressing areas where more volunteers are needed by looking at shift sign ups

Documents attached: N/A