



HURRICANE HELENE PHONE VOLUNTEER

OPPORTUNITY FOR

CRISIS CLEANUP HOTLINE

CRISIS CLEANUP CONTACT: GINA NEWBY

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, phone volunteers take the call, and enter the information on the website. Volunteer organizations claim cases, do the work, 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 provided by Crisis Cleanup users organizations/congregations are free.

REQUIREMENTS:

- A computer with internet access (Google Chrome, Mozilla Firefox, or Microsoft Edge internet browser).
- 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 a 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:
<https://youtu.be/ot4LZitK0xo>
- Detailed phone training - organization training video – 40 min. (or Zoom training call provided by Crisis Cleanup).
<https://youtu.be/ZzfxD73rSpQ>
- User Guide PDF
<https://tinyurl.com/CC-User-Guide>
(not required reading but contains detailed info for reference)

GETTING STARTED

1. If your non-profit/congregation is already registered with Crisis Cleanup, you can extend an invitation to anyone who wants to serve as a Crisis Cleanup Hotline Phone Operator. If your non-profit/congregation is not registered with Crisis Cleanup click here to register.
2. Once the Hotline Phone Operator has watched the training, they can log on to www.crisiscleanup.org and start taking calls.

INFORMATION FOR THE HOTLINE PHONE OPERATOR

1. Reminder you can log in to take calls whenever it is convenient for you. Log in when you want to take calls for however long and log out when you want to stop taking calls.
2. Your personal phone number NEVER appears to the calls you take. There is no danger in those clients calling you back directly.
3. If a caller asks for things like food, shelter, cash....direct them to 211 unless the Crisis Cleanup screen gives you other instructions.
4. The peak time for phone operators is Monday and especially Monday morning, however phone operators are needed 7 days a week from 9:00 a.m. – 8:30 p.m.
5. There are several disaster events currently in the US. You may get a call from someone in Tennessee for example, but your process is the same for capturing their information as it would be for a call placed locally within our region.
6. If after viewing the videos, you have questions. Direct those to your non-profit/congregational Point of Contact that invited you to participate. If they don't know the answer, they will reach out to Crisis Cleanup. There are people within Crisis Cleanup who will speak with you one on one if you need further instruction.
7. There is a need for English and Spanish phone operators. English is the default language, however if you can take calls in Spanish, check the language box for Spanish.

