

Ansanm nou lé paré



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Onboarding



Coordinating



Following up

Ansanm Nou Lé Paré [«Together, we are ready»], launched in 2022 on Réunion Island, strengthens disaster preparedness by mobilizing local associations. Inspired by Canada's ROHCMUM model, it trains and equips associations to support vulnerable people and crisis management.

The initiative fosters resilience through solidarity, ensuring communities are ready to act before, during, and after disasters.

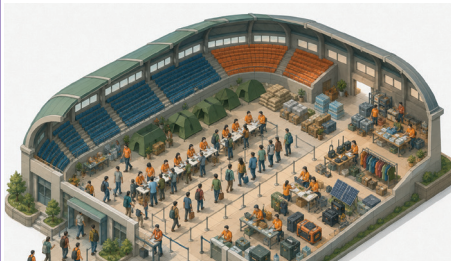


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VRC

Volunteer Reception Center



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A Volunteer Reception Centre (VRC) is both a physical location and a process for registering spontaneous volunteers and connecting them with opportunities to help with disaster relief, as well as for documenting their work.



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Caring for Volunteers



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The “Caring for Volunteers” toolkit by the IFRC Reference Centre for Psychosocial Support helps supporting volunteers’ psychological wellbeing before, during, and after crises. It provides strategies for resilience, risk management, peer support, and psychosocial first aid, alongside worksheets for training, supervision, and evaluation



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Community Recovery Management Toolkit



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Disaster recovery is a time of tremendous pressure and work at the community level. The Community Recovery Management Toolkit, developed by FEMA, helps community leaders manage recovery effectively. It provides resources for organising leadership, coordinating efforts, identifying resources and managing finances. Tools cover citizen involvement and volunteer coordination.



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Donation Shuttle



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The Donation Shuttle supports long-term reconstruction and hardship cases, especially for children. Locally connected, it ensures direct aid, with nearly all donations reaching affected people. It funds relief projects, environmental initiatives, and youth programs to establish sustainable recovery efforts under the motto «Simply, do it!».



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Dopomoha



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Dopomoha is a Romanian web platform developed to support civilians fleeing the war in Ukraine. It helps organisations, volunteers and companies to offer resources that national and UN agencies can use to help refugees. The platform is thus an inventory for matching resources and needs.



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Emergency Guards



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Emergency Guards is an approach developed by the Norwegian Red Cross to facilitate local human resource allocation during emergencies. Guards are persons easily reachable and prepared to contribute. Guards are recruited from the population, and in particular among Red Cross RC members engaged in other tasks than crisis management.



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Guideline on mental health and psychosocial support in disaster settings



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The European OPSIC Project guideline supports psychosocial crisis managers and mental health professionals in disaster response. It includes Action Sheets covering various aspects, such as ethical and cultural aspects, as well as recommendations for various groups like volunteers, schools, and the elderly. These sheets help plan interventions before disasters, offering key recommendations, guidelines, and tools.



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Heartrunner



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Heartrunner is an app that alerts nearby citizen responders to out-of-hospital cardiac arrests [OHCA], enabling quick CPR before emergency services arrive. Activated with ambulance dispatch, it directs volunteers to the scene or an AED. Research from Copenhagen University Hospital shows Heartrunner significantly improves OHCA survival rates.



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Helper Shuttle



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The Helper Shuttle, founded after the July 2021 Ahr River flood in Germany, coordinated volunteer efforts efficiently, without disrupting official relief. It registered volunteers online, provided donated equipment, organized them in teams and transported them to affected areas work. Debriefing and dinner were also organised in the afternoon.

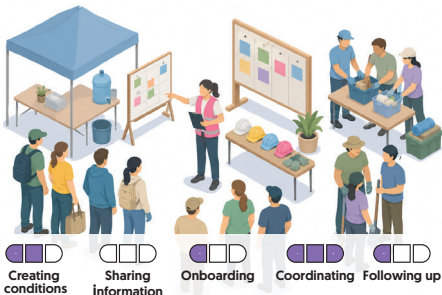


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MSEV

Managers of Spontaneous Emergency Volunteers



The Managers of Spontaneous Emergency Volunteers (MSEV) programme recruited and trained managers to coordinate spontaneous volunteers in an emergency. The aim of this programme is to relieve the pressure on other emergency personnel and resources and to deploy spontaneous volunteers as effectively and safely as possible.



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PrévEntraide, managed by the association Prévention MAIF, connects disaster-affected individuals with volunteers offering aid like shelter, transport, and supplies. Users register beforehand and are alerted when help is needed. The platform also provides risk prevention education, fostering preparedness and mutual aid during crises.



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Ready2Help



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Ready2Help supports setting up a network of civilians that are ready to help when needed during a crisis. Ready2Help is a part of the Red Cross in the Netherlands. At the end of 2023, the network included more than 100 000 civilians.



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RiskMap



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RiskMap is an app for citizen participation that uses social media, bots and citizen contributions to collect and display flood information on a map. It helps to share flood levels and provide orientation in flooded cities.



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ROHCMUM

Association of Community and Humanitarian Organisations for Emergency Measures in Montreal



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ROHCMUM coordinates the efforts of humanitarian and community organisations to improve outcomes in emergencies. It promotes disaster preparedness, streamlines communication and mobilisation, and coordinates the various actors' different skills and competencies.

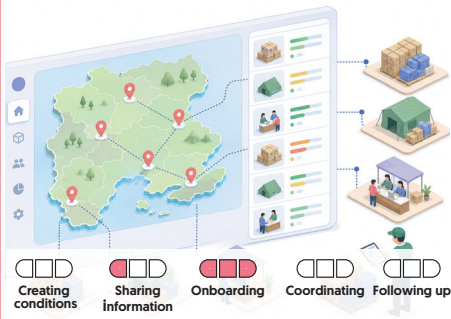


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RVM

Resource & Volunteer Management



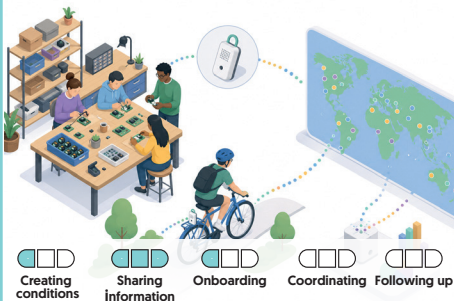
The Resource and Volunteer Management tool [RVM] is used to manage the human and material resources civil society organisations can provide to the Romanian Department for Emergency Situations during a crisis. Authorities can check stocks to survey the response capacity available in different cities.
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Safecast



Safecast is an international, volunteer-driven organisation that provides free environmental data from all over the world. It offers volunteers measurement tools to collect and share information on radiation and other environmental factors. Safecast was established in response to the lack of publicly accurate information following the Fukushima earthquake in 2011.



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Sentinels network



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The Sentinels network in Saint-Pierre, La Réunion, is a volunteer-based system for managing crises like cyclones. Local municipal employees operate in pairs to assess damage, assist vulnerable individuals, clear pathways, and support emergency coordination. Their rapid deployment ensures safety, improves response efficiency, and prevents further crises after disasters.



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Staying Alive



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Staying Alive is a French volunteer-based system for responding to out-of-hospital cardiac arrests. Its app mobilizes trained citizen rescuers and directs others to nearby defibrillators. Emergency services use it to improve survival rates. The initiative also offers first aid courses to expand public awareness and preparedness in life-saving situations.



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SVA

Student Volunteer Army



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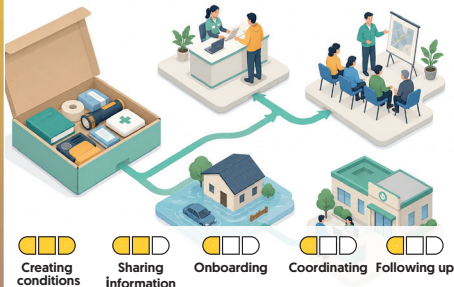
The Student Volunteer Army [SVA] is a network of tens of thousands of student volunteers driven by a desire to help their communities recover after disaster. Over the past decade, SVA volunteers have supported clean-up and recovery after eight national crisis events.



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Spontaneous Volunteer Management Resource Kit



The Spontaneous Volunteer Management Resource Kit is a framework that provides resources to local authorities, communities and organisations on how to effectively manage spontaneous volunteers during emergencies, regardless of whether the volunteers are actually deployed or not. The Resource Kit was developed by the Australian Red Cross.



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Where to find more information

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Communities Responding to Disasters Handbook



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The handbook outlines key principles for planning the integration of spontaneous volunteers in disasters and provides guidance on how to incorporate these principles into plans and activities. The handbook is one of a series developed by the Australian Institute for Disaster Resilience (AIDR) that provides guidance on disaster resilience principles and practices in Australia.



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EVapp



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Following up

Evapp is a smartphone app that mobilizes medically trained volunteers, such as nurses and paramedics, during emergencies, with a primary focus on cardiac arrests. It alerts volunteers alongside emergency services, guiding them to the scene and showing nearby defibrillators. By bridging response gaps, Evapp increases survival chances before professional help arrives.



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Municipal Citizens' Reserves



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Municipal Citizens' Reserves support local authorities in preventing and managing risks. Under the mayor's authority, they assist before, during, and after emergencies through awareness, monitoring, logistics, and population support. Reservists commit for fixed terms, receive training and insurance. Municipal Citizens' Reserves is a French model, introduced in the Internal Security Code in 2004.



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PARADE is a French resource management system designed to identify and mobilize assets and equipment owned by businesses. It enables government authorities to rapidly locate and engage private-sector resources during major crises or requisition processes. The resource database is maintained by the French Ministry for the Ecological Transition.



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Parat is a Danish aid network of voluntary helpers who step in and help with time-limited and urgent tasks in their local area. In addition to everyday assistance, Parat volunteers may also be invited to contribute to events with social or humanitarian purposes or to step in during major crises. Parat is operated by the Danish Red Cross.



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Planning the coordination of spontaneous volunteers



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The guidelines address planning, coordinating, and supervising spontaneous volunteers. A primary focus is on ensuring that volunteer contributions are safe, organised, legally compliant, and integrated into official structures. The guidelines cover Volunteer Reception Centres, risk management, communication and volunteer welfare. The guidelines are developed by the UK Cabinet Office.



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Réseau LoRa citoyen



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The réseau LoRa citoyen («LoRa citizen network») is a participatory communication network developed on Réunion Island. It allows residents to exchange messages when the communication infrastructure is disrupted. The network operates as a mesh network, with each user device relaying messages. The required equipment, a low-cost LoRa module plugged to a smartphone, is easy to use.



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Stan



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Following up

Stan is a Dutch app that mobilises civilian responders for out-of-hospital cardiac arrests [OHCA], reducing CPR response time. Activated alongside ambulances, it directs users to the scene or an AED. Stan has improved survival rates by enabling swift intervention before emergency services arrive.



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Vigirisques974



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Following up

Vigirisques974 is an application developed to integrate the population into disaster management before, during, and after crisis. Designed for the context of cyclones and other natural hazards in Réunion Island, the application supports preparedness, secure communication, and mutual aid across all phases of a disaster.



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VOST - Virtual Operations Support Teams



VOST is an initiative that uses new communication technologies and social media to enhance disaster communication through the support of volunteers. VOST teams consist of trusted and carefully selected volunteers who can help managing the large volume of information. VOST can both provide advice to the public and support authorities.



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Voluntiera Malta



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Voluntiera Malta connects volunteers with organisations in culture, environment, social issues, and more. It supports youth (16-30) with stipends for volunteering and participation of professionals. Volunteers receive training and monthly opportunities. Though not focused on disaster management, it can mobilize help during crises and exploit solutions like ROHCMUM.



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