



## Scope of Services

Volunteers provide on-scene practical & emotional (non-clinical) support to civilians experiencing a personal tragedy. This most typically involves the sudden unexpected death of a loved one, most commonly from natural causes, suicides and accidents. This basic, on-scene bereavement support can help prevent depression, substance abuse, job loss, school failure, family breakup and other problems. Volunteers may be activated any time services would be of significant personal benefit to civilians, or of operational benefit to public safety officials, e.g. when an agency needs to notify a civilian of a death. (Source: U.S. Crisis Care sample general order template)

## Risk Management Summary

- Over the last 20+ years, thousands of crisis care volunteers have responded to tens of thousands of activations from public safety agencies through programs in San Diego, Orange, Los Angeles, Sacramento, Riverside and numerous other counties. U.S. Crisis Care is unaware of a claim against a municipality resulting from crisis care services.
- Because crisis volunteers can often improve survivors' perceptions of public safety agencies, municipalities generally view crisis care services as more likely decreasing liability exposure, not increasing exposure.
- Agencies administering crisis programs maintain general liability and volunteer insurance coverage.
- All volunteer applicants undergo panel interviews before acceptance.
- All volunteer applicants must submit three personal references.
- FBI background checks conducted on all volunteers. Applicants with felony convictions automatically disqualified. Misdemeanor convictions considered based on various circumstances.
- All volunteers sign blanket liability waiver, specifically referencing municipal agencies.
- All volunteers annually submit documentation of current vehicle insurance and health insurance coverage.
- Volunteers successfully complete over 40 hours of nationally certified training, and attend at least 15 hours of continuing education each year.
- Volunteers operate under national standard protocols.
- Volunteers activate at least in pairs, not alone.
- All volunteers complete mandatory peer review after activations.
- Major cities enlist the services of hundreds of volunteers every month, because the community benefits far exceed the potential liability risk.