

Community Resiliency Group FAQs

Who is Volunteer Fairfax?

Volunteer Fairfax is a private 501(c)(3) nonprofit organization and is funded through a combination of government and foundation grants, corporate sponsorships and individual donations.

As a Volunteer Center, we match the skills and interests of volunteers and donors to meet the needs of local nonprofit organizations, helping to build a better community through service. In turn, we connect the corporate world and private citizens to nonprofits in order to support and strengthen our community, which, in turn, promotes a more connected, more resilient community. Volunteer Fairfax has many programs and focus-areas, one of which is Emergency Response.



How does Volunteer Fairfax fit in with the County's Emergency Operations Plan (EOP)?

Because of Volunteer Fairfax's ability to mobilize volunteers and resources to meet individual needs in conjunction with their longstanding relationship with Fairfax County and the Office of Emergency Management (OEM), Volunteer Fairfax was written into the County's Emergency Operations Plan (EOP) through the Volunteer and Donations Management Annexes to coordinate volunteer and donations management.

Volunteer Fairfax is not a first responder organization; however, through its Disaster Response Plan, Volunteer Fairfax manages a coordinated system for deploying volunteers to government and nonprofit organizations when the emergency situation is deemed safe by County officials. When activated by OEM, Volunteer Fairfax will provide volunteer registration and referral services through its network of non-profit organizations following a significant emergency or disaster situation. Volunteer Fairfax also supports the County by coordinating and managing donations in conjunction with the County and community partners.

If there is a call for volunteers in the event of a disaster am I covered by insurance?

If Volunteer Fairfax contacts you (on behalf of the County) for volunteer support, yes, your volunteers will be covered. These volunteers act entirely under the direction of the County and therefore fall under County insurance. Volunteers registered through a Volunteer Reception Center (VRC) and/or who are assigned to support an incident become the responsibility of and are considered volunteers of the County department to which they are assigned, and therefore shall be covered under the normal and reasonable insurance protection offered to traditional volunteers within the County. However, if you or any member of your organization decides to 'self-deploy,' you **will not** be covered. **Please wait for direction from the County and do not self-deploy!**

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Will my organization be called on to open its doors to the public during disaster recovery? If so, will our facility be covered?

No. Fairfax County has written agreements with various buildings throughout the County that will provide sheltering and other services to the public in the event of an emergency. The County may, however, request the use of your organization's parking lot for emergency personnel. In this case, the parking lot would be covered by County insurance. You may, of course, decline the use of your parking lot to the County. If injuries occur to non County employees within this area, the organization's insurance would be liable.

If our organization decides to open its doors to the public without the County's request, will we be covered?

No. If organizations decide to open their doors to the public any liability falls on the organization's own insurance policy.

What is the Fairfax County non-emergency number and when should I call?

(703) 691-2131

The non-emergency number can be used for any general calls related to the police or fire departments **that don't pertain to a life-threatening emergency**. Examples of non-emergency calls include:

- Non-violent disputes between neighbors
- Property damage vehicle accidents not causing a hazard to the flow of traffic
- Noise complaints
- Leash law violations
- Assistance resolving disagreements involving no crime or violence
- Reports of suspicious vehicles or activity
- General questions related to the Police Department
- Non-life threatening assistance needs during County-wide emergencies

For hearing or speech impaired callers:

(703) 877-3715

Alternate - (571) 350-1939

Fairfax County 9-1-1 is equipped with a text telephone (TTY) device to allow people who are hearing or speech impaired to communicate through their own TTY device. If you use a TTY/TDD, press the TTY keys several times after the call is answered; this may reduce the time necessary to respond to the call. Give the call taker time to connect their TTY. Tell the call taker what is needed and provide your name, phone number and address of your location. If it is safe, stay on the telephone to answer the call taker's questions. **If you do not have TTY/TDD**, call 9-1-1 and don't hang up. This will leave the line open. In most cases your phone's address will be displayed on the call taker's screen and help will be sent.

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What if I, or one of the members of my organizations or community, have an access or functional need? Is there somewhere we should register?

The Fairfax County Medical Needs Registry has been transitioned over to the Fairfax County Government notification system called “Fairfax Alerts.” Please go to <http://www.fairfaxcounty.gov/alerts/> to sign up.

For additional information about the “Functional Needs” subscriptions in Fairfax Alerts, please visit our [Frequently Asked Questions \(FAQs\)](#) section on the Fairfax Alerts main login page.

- The Fairfax Alerts - Functional Needs subscription contains the names and addresses of individuals with functional needs. The functional needs subscription is an emergency preparedness tool used by Fairfax County officials for communicating with people with functional needs, pre-event emergency planning, and for evacuating and sheltering during actual emergencies. There is no guarantee that services will be provided, nor does registration guarantee that services will be received on a preferential basis.
- The Fairfax Alerts - Functional Needs subscription may be used for any emergency requiring evacuation, such as flooding, hurricanes or hazardous material spills, and gas leaks. This information will be available to emergency planners and will facilitate the County's planning, response and recovery efforts. Even though you are on this registry, you should call 9-1-1 in the event of a life-threatening situation.

How do I become an official partner of my Community Resiliency Group?

It's easy! You can fill out the paper copy of the partnership form in your Toolkit (which you will receive at the CRG events) and scan/email to emergency@volunteerfairfax.org or mail to (or drop off) at Volunteer Fairfax (10530 Page Avenue, Fairfax, VA 22030.) You can also fill out the form online! Just go to volunteerfairfax.org – click on “Individuals”, then “Emergency Response”, then “Community Resiliency.” The partnership form is the first link at the bottom. (You can also get directly to the page by going to <http://www.volunteerfairfax.org/individuals/Community-Resiliency-Groups.php>) Once we receive your partnership form we will enter it into our database and send you a confirmation email to let you know it's official! If you need additional copies of the partnership form feel free to email us or you can also print them from our website.