

V!brant Emotional
Health

Crisis Emotional Care Team

Volunteer Handbook

A photograph of a man and a woman in a park. The man, wearing a light blue checkered shirt, is kissing the woman on the cheek. The woman has her eyes closed and a peaceful expression. The background is a soft-focus green landscape.

Resilience

Happens

Here.

Dear Volunteer,

Welcome to Vibrant Emotional Health's Crisis Emotional Care Team! We are so thankful that you have decided to join our team and the important work we do together.

As a Crisis Emotional Care Team (CECT) volunteer, you are a vital part of achieving our goal of promoting mental and emotional wellbeing for survivors of disasters and other significant crises. Our organization depends on volunteers like you to ensure we operate effectively. We are committed to open and active communication, and to providing you with the necessary resources to succeed as a volunteer with us. I hope you find your experience rewarding.

This handbook was created to introduce you to Vibrant Emotional Health, the Crisis Emotional Care Team (CECT), and to provide you with important resources as you join our team. Please take the time to review this guide and always feel free to reach out to us if any questions arise.

Once again, on behalf of our dedicated staff, we welcome you to Vibrant Emotional Health, and thank you for taking the time to help us make emotional wellness accessible for all.

Sincerely,

A handwritten signature in black ink that reads "Amy L. Deminguez". The signature is written in a cursive, flowing style.

Program Director

Crisis Emotional Care Team

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About Vibrant

Hope Happens Here!

Who We Are

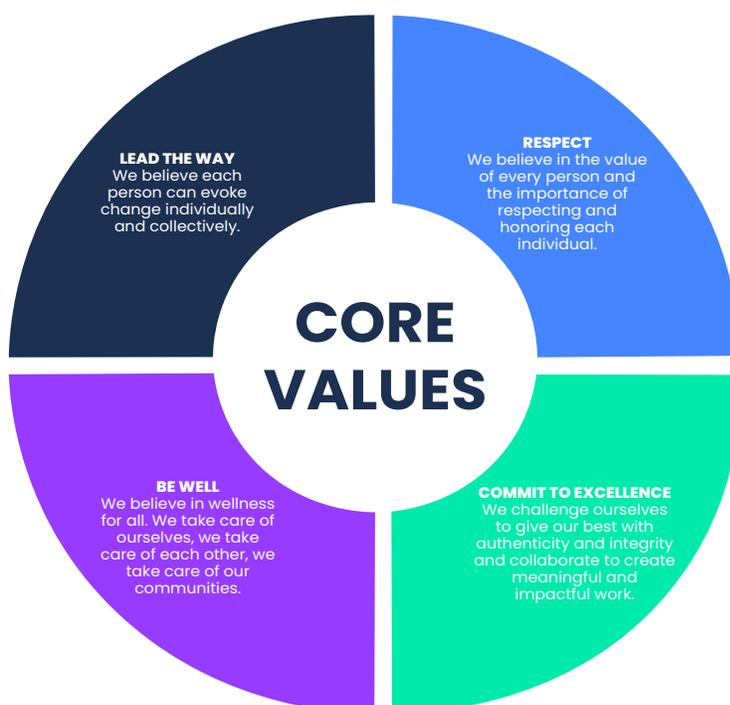
For 50 years, Vibrant Emotional Health, formerly the Mental Health Association of New York City (MHA-NYC), has been at the forefront of promoting emotional well-being for all people. As leaders, advocates, educators, and innovators in mental health, we have been raising awareness and offering support to people who are struggling. We work every single day to help save lives and assist people to get mental health care anytime, anywhere and in any way that works for them. We are unwavering in our belief that everyone can achieve emotional wellness with the right care and support.

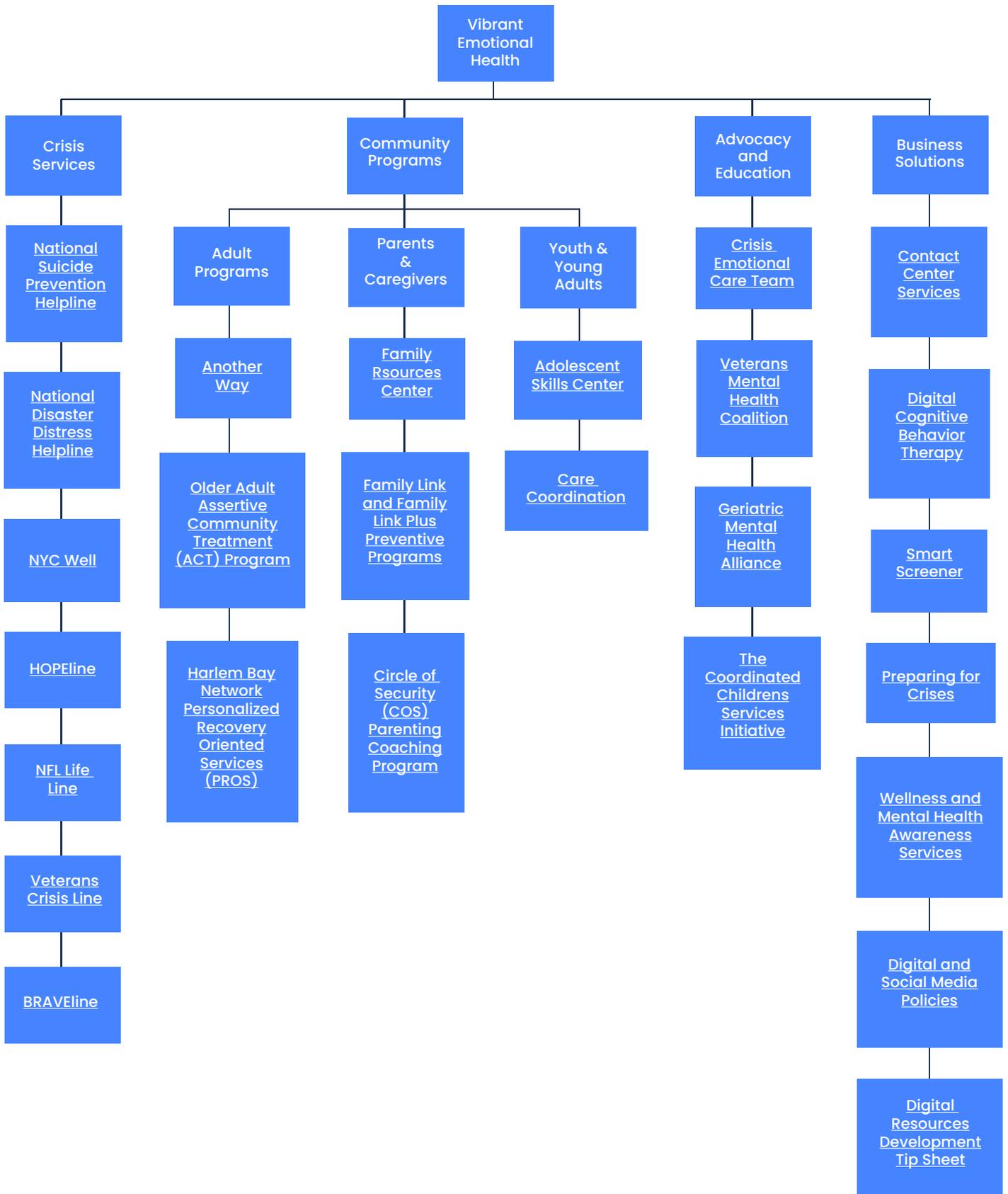
Our Vision

Everyone can achieve emotional wellbeing with dignity and respect.

Our Mission

We work with individuals and families to help them achieve mental and emotional wellbeing. Our groundbreaking solutions deliver high quality services and support, when, where and how they need it. Our education and advocacy work shifts policy and public opinion so mental wellbeing becomes a social responsibility and is treated with the importance it deserves. We're advancing access, dignity and respect for all and revolutionizing the system for good.





About the Crisis Emotional Care Team

For 50 years, Vibrant Emotional Health, formerly the Mental Health Association of New York City (MHA-NYC), has been at the forefront of promoting emotional well-being for all people. As leaders, advocates, educators, and innovators in mental health, we have been raising awareness and offering support to people who are struggling. We work every single day to help save lives and assist people to get mental health care anytime, anywhere and in any way that works for them. Vibrant is a nationally recognized leader in disaster mental health and crisis intervention, and currently administers the Disaster Distress Helpline and the National Suicide Prevention Lifeline. We are unwavering in our belief that everyone can achieve emotional wellness with the right care and support.

In 2019, Vibrant Emotional Health and Disaster Psychiatry Outreach (DPO) joined forces to create the Crisis Emotional Care Team. For over 20 years, DPO mobilized psychiatrists to provide volunteer mental health services following large-scale disasters. Merging with Vibrant provided the opportunity to impact more lives. Vibrant expanded the DPO service model, providing emotional and mental health support to organizations and individuals recovering from disaster and crisis, both in the immediate and longer-term.

The Crisis Emotional Care Team (CECT) provides just-in-time support and care for those in the acute as well as longer-term recovery phases of a natural or human-caused disaster or crisis. Our team fosters individual and community resiliency by training emotional care providers to work collaboratively with those affected to build capacity, self-efficacy and the ability to apply standards of excellence and best practices.

Defining Disaster Response

A disaster is a sudden, calamitous event that seriously disrupts the functioning of a community or society and causes human, material, and economic or environmental losses that exceed the community's or society's ability to cope using its own resources. Though often caused by nature, disasters can have human origins.

Disaster response consists of providing immediate crisis counseling and support to survivors of disasters or crises. During the response phase, activities focus on addressing the physical and emotional needs of survivors with the aim of preserving life, relieving suffering, facilitating recovery of the community, and restoring order and re-establishing normality.

The Crisis Emotional Care Team is comprised of volunteer emotional care providers committed to effectively and intentionally alleviating emotional suffering by empowering people to navigate, process, and work through the distress of a disaster. We serve on the national level as well as the local level. When there are non-disaster crisis events, such as suicides in a community, incidents of community violence, or smaller-scale crises in communities, we also respond by invitation.

"What is a disaster?", International Federation of Red Cross and Red Crescent Societies, <https://www.ifrc.org/en/what-we-do/disaster-management/about-disasters/what-is-a-disaster/>

What it Means to be a CECT Volunteer

Our volunteers are emotional care providers who are skilled and compassionate about supporting effective disaster mental health response on the local, state, and national level. Though Vibrant is headquartered in New York City, our volunteers may come from around the United States and have various levels of training and expertise.

Volunteer Leadership Council

The Volunteer Leadership Council (VLC) provides guidance, oversight, and support in preparing CECT volunteers to respond to disasters. The council assists in needs assessment meetings with partnering organizations, vetting possible volunteers for deployment and facilitating post-response debrief and advising. Aside from shaping the Crisis Emotional Care Team's disaster response, the Volunteer Leadership Council will provide mentorship to new volunteers and serve as an expert resource for deployed teams.

The Crisis Emotional Care Team Staff

Program Director
Amy Carol Dominguez, MPA
adominguez@vibrant.org

Program Coordinator
Raven Blue
rblue@vibrant.org

Data and Operations Coordinator
Lindsay Mixer, MA, MED
lmixer@vibrant.org

General Inquiries or Requests
crisiseotionalcare@vibrant.org

Crisis Emotional Care Team Volunteer

Job Description:

Crisis Emotional Care Team (CECT) volunteers will deliver crisis intervention, crisis counseling, and emotional support to affected community members in the face of disasters or crises. CECT volunteers will receive training to work with survivors throughout all phases of the disaster cycle. Volunteers will partner with local agencies, working collaboratively to identify needs and help build capacity for sustaining supports to facilitate long-term recovery.

Responsibilities:

- Be ready and willing to respond to the CECT call for volunteers if and when disasters arise
- Provide targeted and collaborative disaster emotional and mental health support to individuals and groups when deployed, using crisis counseling best practices
- Commitment to supporting and representing Vibrant Emotional Health's Mission

Qualifications:

- Volunteers must hold at least a bachelor's degree in mental health or a related field including: social worker, psychologist, professional counselor, marriage and family therapist, or psychiatrist, among others
- Strong references that speak to skills, teamwork, and leadership

Skills:

- Knowledge of Emotional Care Techniques or Disaster Mental Health activity guidance
- Disaster Response and Psychological First Aid (all volunteers will receive training in these areas)
- Time Management and Organization
- Communication and Cooperation
- Proactive Problem Solving and Critical Thinking
- Cultural Awareness and Humility

Requirements:

- A bachelor's degree in mental health or a related field
- Background Check
- Orientation and Training
- Flexibility to respond to the needs of survivors through local on the ground deployment or using remote technology
- A confidential and quiet workspace for remote deployment
- [Personal Device Remote Requirements](#)

What to Expect:

Training

- Orientation and readiness training to succeed as a CECT volunteer.
- You can find a full outline of the required training in the Appendix.

Preparation for Deployment

- Pre-deployment preparations to outline volunteer expectations, develop a situation analysis, and review the skills needed for the assignment.

Deployment and Post Deployment

- Communication from the CECT staff on the day/s of deployment.
- Reassurance and guidance from an experienced team leader.
- Post-deployment debriefing meeting to share and record learnings and feedback.

Resources

- The opportunity to engage with Vibrant's network of leaders in mental health and experts in disaster response.
- Continuous participation in online learning initiatives to ensure growth in your role as a volunteer.
- Access to the CECT monthly e-newsletter with additional disaster response related resources.
- Access to a digital library of disaster psychiatry resources and a volunteer community space.

Commitment to Volunteers



Networking Opportunities:

We promise access to engage with and learn from our network of experts in the disaster response and mental health fields.

Professional Development:

We promise to provide ongoing training and additional disaster resources to ensure best practices and success as a CECT volunteer.

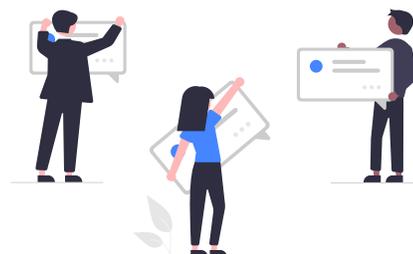


Transparency:

We promise to provide clear communication and outline volunteer responsibilities and expectations to ensure goals are achievable.

Safety:

We promise to provide volunteers with a safe work environment and the necessary tools to perform their assigned tasks safely and effectively.



Value and respect:

We promise to provide a collaborative environment for volunteers to share their knowledge and feedback.

Recognition:

We promise to acknowledge volunteer contributions to our mission and show our appreciation for their efforts in providing quality care in the face of disasters.



Philosophy of Care

The CECT philosophy of care is to promote emotional wellbeing by offering crisis counseling and emotional support to individuals, families, and communities affected by disasters or crises. We are committed to offering the right mental health care and support to establish immediate and long term healing and believe it is possible through:



COLLABORATION

By partnering with community leaders we're able to deliver sustainable and effective care.

EXCELLENCE

By advocating for capacity building and standards of excellence in the disaster mental health field.

AID

By providing world-class support to those living through a disaster or crisis.

RECOVERY

By training emotional care providers to intervene effectively we are able to support individual and community recovery and resiliency.

Training Requirements

CECT volunteers will receive disaster mental health training as part of their service with the Crisis Emotional Care Team. All volunteers must complete orientation and required readiness training prior to deployment. Volunteers will also participate in ongoing development training to ensure best practices during service.

The CECT Orientation Module provides an overview of Vibrant Emotional Health, the Crisis Emotional Care Team, the characteristics of disaster mental health, and what volunteers can expect during deployment. Orientation should be completed within the first two weeks of onboarding.

Initial Orientation Training is provided through Bridge, Vibrant's learning management system/training platform ([click here](#) for a walk through on accessing Bridge). These trainings detail the skills, scenarios, and language needed to successfully provide mental and emotional support to those struggling in the wake of a crisis or disaster. For a full list of training as well as related questions, please see the [Appendix](#).

Guidance Policies

Policies and Agreements

Volunteers are required to read all of the provided Vibrant policy documents and agreements. Signed copies of the agreements must be sent to the Crisis Emotional Care Team staff. You can access all policy and agreement documents [here](#).

Background Checks

All Crisis Emotional Care Team volunteers are required to complete a background check through Employee Screening Resources as part of their application before they are approved to join the CECT. Consideration for the volunteer role is contingent upon the satisfactory completion of the background check.

Providing Care

Crisis Emotional Care Team volunteers will provide crisis intervention services in the form of psychological first aid, emotional support, and referrals as appropriate.

Leaving the Crisis Emotional Care Team (CECT)

If a volunteer resigns from the CECT, we ask that they notify the Program Coordinator of their decision in writing as far in advance as possible. Upon leaving the CECT, all volunteers will be asked to complete an exit survey.

Dismissal of a volunteer will take place if a volunteer is not performing to standards, fails to abide by the policies and procedures set by Vibrant and the CECT, or if restrictions on volunteers are reinstated.

Frequently Asked Questions

How long after I am accepted to join the CECT will I be deployed?

The time it takes for CECT volunteers to be deployed during a crisis will depend on a number of things, including the time it takes the new volunteer to complete orientation and training, the frequency of crises, and the time it takes the CECT staff to prepare for deployment after a request for services is received. We will do our best to keep all volunteers engaged and informed between deployments.

I am scheduled for deployment, but my availability has changed and I can no longer participate. What steps should I take?

If you are scheduled to deploy during a crisis and you are unable to participate as planned, please let the CECT staff know as early as possible.

Will I be reimbursed for expenses incurred while I am deployed?

All CECT volunteers must receive approval prior to making purchases during deployment, including any out-of-pocket or transportation expenses. Reimbursement will be the sole decision of the CECT. If approved, volunteers will need to submit receipts for expenses.

I have previously completed the required training. Will I have to retake them after joining the CECT?

If new CECT volunteers have already completed the required training, they will not have to repeat them if they can provide proof of completion and/or a valid certificate. Volunteers will have to repeat the training if they previously completed them more than three years ago.

I am a CECT volunteer. How can I join the Volunteer Leadership Council?

Appointment to the VLC will depend on the experience of the volunteer and the amount of time spent in the field/the number of deployments. New volunteers will be screened and inducted onto the VLC by the Advisory Committee on a bi-annual basis. Once on the VLC, volunteers must meet the minimum requirements to retain their status.

Why is a background check required for CECT volunteers?

Given the sensitive nature of the work of the Crisis Emotional Care Team, it is Vibrant's policy that all volunteers and staff pass a background check.

I am a new CECT volunteer and was selected for deployment. Will I be working alone?

No. A minimum of two volunteers will be deployed during a crisis. We will ensure that at least one volunteer on the team has previous experience with deployment.

How will you ensure my safety during deployment?

We will do our best to ensure the safety of our volunteers. We will work with the partnering organization to ensure proper measures are in place and are compliant with local and state guidelines. CECT volunteers must comply with the safety standards set by Vibrant, the CECT, and any additional standards set on-site by requesting organizations.

Volunteers are expected to act responsibly by remaining out of the disaster hot zones, entering only designated safe areas, remaining with their team, and avoiding high-risk areas and activities at all times.

What are the CECT's guidelines for providing crisis intervention services virtually?

All volunteers must ensure ethical and professional standards of care when providing crisis intervention services virtually, or via telephone or text during deployment. CECT volunteers must use a secure internet platform with sufficient bandwidth for video capability, provide as much privacy to the client as possible, and ensure the security and safe disposal of all client data and information. Meetings should not be recorded.

Vibrant Emotional Health Disaster Response Committee

The Disaster Response committee provides direction and guidance to the Crisis Emotional Care Team. The committee offers strategic input on program initiatives and shares their knowledge of disaster response standards to ensure the CECT adheres to best practices.

Co-Chair: Sander Koyfman, MD – Immediate Past Board President, Disaster Psychiatry Outreach (Vibrant Board Member)

Co-Chair: Grant Brenner, MD – Immediate Past Board Vice President, Disaster Psychiatry Outreach (Vibrant Board Member)

Saeed Aminzadeh – Decision Point Health

Christian Burgess – Director, Disaster Distress Helpline at Vibrant Emotional Health

Nathan Graber, MD – St. Peter’s Health Partner Medical Associates

Jason Helgerson – Helgerson Solutions

Craig Katz, MD – Clinical Professor of Psychiatry, Medical Education, and System Design and Global Health at the Icahn School of Medicine at Mount Sinai and Founder of Disaster Psychiatry Outreach

Patricia Lincourt – NYS Office of Alcohol and Substance Abuse Services

David Marcozzi, Ph.D. – University of Maryland

Mona Masood, MD – Founding Director of the Physicians Support Line

April Naturale, Ph.D. – Assistant Vice President, National Programs and Assistant Vice President, National Crisis & Wellness Programs at Vibrant Emotional Health

Linda Paradiso, DNP – New York City College of Technology, Doctor of Psychiatric Nursing Faculty at CUNY, and former Disaster Psychiatry Outreach Board Member

Bruce Schwartz, MD – Montefiore Health System (Vibrant Board Member)

Ian A. Shaffer, MD, MMM, CPE – Behavioral Health

Lisa Furst, LMSW, MPH – Chief Program Officer at Vibrant Emotional Health

Appendix

Directory of Vibrant-Administered Support Lines

National Suicide Prevention Lifeline - 1-800-273-8255

The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

National Disaster Distress Helpline - 1-800-985-5990

The Disaster Distress Helpline is the nation's 24/7, free, hotline providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster.

NYC Well - 1-888-692-9355 or text "WELL" to 65173*

NYC Well is New York City's free, confidential support, crisis intervention, and information and referral service for anyone seeking help for mental health and/or substance misuse concerns.

HOPEline - 1-877-8-HOPENY (1-877-846-7369) or text HOPENY (467369)

The HOPEline is New York's state-wide, toll-free telephone hotline, offering help for alcoholism, drug abuse, and/or problem gambling.

Veterans Crisis Line - 1-800-273-8255 or text 838255

The Veterans Crisis Line provides 24/7, free, confidential support to veterans in crisis and their friends and family members. The caring responders on the line are specially trained and experienced in helping veterans of all ages and circumstances.

BRAVEline - 1-212-709-3222 or text "BRAVE" to 4396

BRAVEline is New York City's free, confidential anti-bullying service that helps kids manage the emotional challenges that arise from bullying and cyberbullying.

Helpful Links and Apps

Substance Abuse and Mental Health Services Administration (SAMHSA)

The Substance Abuse and Mental Health Services Administration (SAMHSA) is the agency within the U.S. Department of Health and Human Services that leads public health efforts to advance the behavioral health of the nation. SAMHSA's mission is to reduce the impact of substance abuse and mental illness on America's communities.

Thrive NYC

ThriveNYC is an unprecedented commitment across 12 City agencies to implement over 30 innovative programs that reach hundreds of thousands of New Yorkers every year. ThriveNYC tackles critical gaps in our mental healthcare system and activates every part of City government to promote mental health.

The Safe Space

Vibrant's Safe Space seeks to provide evidence-based self-help tools, education, and resources to people looking for support alongside crisis services such as the National Suicide Prevention Lifeline, as well as people in emotional distress who may not be inclined to use a crisis service.

SAMHSA Behavioral Health Disaster Response App

The SAMHSA Disaster App makes it easy to provide quality support to survivors. Users can navigate pre-deployment preparation, on-the-ground assistance, post-deployment resources, and more—at the touch of a button from the home screen. Users also can share resources, like tips for helping survivors cope, and find local behavioral health services. And, self-care support for responders is available at all stages of deployment. *The free SAMHSA Behavioral Health Disaster Response Mobile App is available for download from the App Store (iOS) and Google Play (Android).

SAMHSA Suicide Safe Mobile App

The SAMHSA Suicide Safe Mobile App is designed to help responders and other health care providers support survivors experiencing suicidal ideation. Based on the Suicide Assessment Five-step Evaluation and Triage (SAFE-T) practice guidelines, the app helps responders understand the guidelines and how to use them. It also allows them to download resources, talk with survivors about suicidal ideation, share crisis line numbers and other resources with survivors, and help survivors find behavioral health treatment in their area. *The free Suicide Safe Mobile App is available for download from the App Store (iOS) and Google Play (Android).

Psychological First Aid (PFA) Mobile App

Following disasters or emergencies, the free PFA Mobile app can assist responders who provide PFA to adults, families, and children. *The free PFA Mobile app is available for download from the App Store (iOS) and Google Play (Android).

Training

Training requirements can be accessed through Bridge, Vibrant’s learning management system. These trainings will ensure that CECT volunteers are prepared for deployment. All training will be designated as either a requirement or a supplemental resource.

Website:

vibrant.bridgeapp.com

Log in:

At the beginning of your time with us, you will receive log-in credentials for Bridge. If you need this information, please contact the CECT staff at crisiseotionalcare@vibrant.org.

Volunteers must complete the following CECT trainings prior to deployment:

Orientation Module

Module I: Vibrant Emotional Health and the Crisis Emotional Care Team (CECT) Overview

- ▶ Orientation to Crisis Emotional Care Team staff
- ▶ About the Volunteer Role
 - Review of Volunteer Role within CECT
 - Licensure – Why This is Important
- ▶ Philosophy of CECT service provision and role:
 - Be a human being first
 - Be a health professional (for healthcare providers)
 - Be a mental health professional last (“Reframing what you may think you know about care in usual settings and circumstances”)

Module II: Overview of Trauma, Grief, Mental Health Characteristics after Disasters/Crises

- ▶ The nature of crisis
 - Starting with limited or no trust
 - Requires a posture of learning
 - Definition of disaster mental health and other relevant terms
 - Working in a pre-diagnostic framework

Module III: How We Deploy/What to Expect – Values, Team Composition, Vibrant’s Role, Check-ins, Debriefing, Intentional Team Placement

- ▶ The basics:
 - Readiness
 - Evaluation
 - Intervention
 - Emerging and Other Topics

- ▶ Needs Assessment
 - Functional Assessment - what basic needs are not being met?
 - Be clear on how we are going to apply PFA/SPR before responding
 - What/Who are the trusted resources/facts?
 - Clearly identify what we do not know and what resources might be needed to fill in knowledge gaps
- ▶ Incident Command Structure
 - Who is our leader?
 - Who are we taking instruction from and who are we reporting to?
- ▶ The Importance of Feedback
- ▶ Why Protocol is critical and how it serves you
 - What is protocol when you have walked through the crisis yourself?
 - The reality of stress reactions when responding to crisis
- ▶ Teamwork
 - Importance of connecting with the team before, during and after
 - Support Group dynamic – Columbia and NYU resources for the how
 - Buddy System / Mentor Opportunity
 - Team deployment/naming the team that is deployed
- ▶ Collaboration on the Ground
 - Who, typically, are the key players?
 - How can you connect with the key players with the partners?
 - Connecting with Vibrant CECT staff to support the work
- ▶ Critical Communication Skills
 - Active listening
 - Best practice communication
 - Proper reporting and crisis specific documentation

Module IV: Identifying cultural dynamics/commitment to understand localized culture

- ▶ Posture of listening (for):
 - Previous traumas
 - Previous experience with health and mental health services
 - Understanding of health, mental health and mental illness
 - Specific or spiritual beliefs
 - Vocabulary being used to describe events and experiences
 - Substance Use and Misuse

Module V: Self-Care as a Responder

- ▶ Vibrant Staying in Balance Toolkit as a resource (adapted)
- ▶ Tuesday's Children self-care material as a resource
- ▶ What trauma have you, as a provider, walked through?
 - Katrina
 - 9-11
 - Pitfalls of peer counseling

Psychological First Aid

Training

- ▶ Introduction to Psychological First Aid
- ▶ Overview of Psychological First Aid
- ▶ Core Actions of PFA
- ▶ Provider Care
- ▶ Summary of PFA

Evaluation

Post-Test

Certificate

CECT volunteers should also review [Stress First Aid](#) to become familiar with other applicable evidence-based crisis intervention models.

Skills in Psychological Recovery

User Survey

- ▶ User Survey

Introduction

- ▶ User Survey
- ▶ Lesson 1: Using Skills for Psychological Recovery
- ▶ Lesson 2: Delivering Skills for Psychological Recovery (SPR)
- ▶ Lesson 3: Structuring SPR Visits
- ▶ Lessons 1 to 3: Post-Test

Core Skills

- ▶ Lesson 4: Information Gathering and Prioritizing Assistance
- ▶ Lesson 5: Building Problem-Solving Skills
- ▶ Lesson 6: Promoting Positive Activities
- ▶ Lesson 7: Managing Reactions
- ▶ Lesson 8: Promoting Helpful Thinking
- ▶ Lesson 9: Rebuilding Healthy Social Connections
- ▶ Lessons 4 to 9: Post-Test

Summary

- ▶ Lesson 10: Preventing Setbacks
- ▶ Lesson 11: Increasing Motivation and Delivering SPR in Groups
- ▶ Lesson 12: Example Case
- ▶ Lessons 10 to 12: Post-Test

Evaluation and Certificate

- ▶ Evaluation
- ▶ Certificate

SAMHSA DTAC “Just in Time” Training

Section 1

Section 2

Section 3

Section 4

Incident Command

Introduction to the Incident Command System, ICS 100

- ▶ Unit 1: Course Welcome and ICS Overview
- ▶ Unit 2: NIMS Management Characteristics
- ▶ Unit 3: ICS Functional Areas and Command Staff Roles
- ▶ Unit 4: General Staff Roles
- ▶ Unit 5: How ICS Applies to You

Course Summary

Evaluation

Recruitment Protocols for New CECT Volunteers

The goal of the Crisis Emotional Care Team is to recruit a network of skilled and knowledgeable volunteers to provide high-quality crisis counseling and emotional support services. Prospective candidates must complete the application screening process that includes the submission of a volunteer application and resume, an interview, and background check.

The CECT will vet all potential candidates and ensure that accepted volunteers are well equipped to provide effective aid during disasters and crises. Based on the nature of this role and the requirements, not all who apply will be accepted. After the completion of the application process, all candidates will be notified whether or not they have been accepted.

CECT Glossary

The Crisis Emotional Care Team glossary contains terminology, acronyms, and phrases used within our program and/or the disaster response field. Volunteers should familiarize themselves with the terms listed in the glossary and refer back as often as necessary during their time with the CECT.

V!brant Emotional Health

Crisis Emotional Care Team

Volunteer Handbook Acknowledgement

I acknowledge that I have received the Crisis Emotional Care Team (CECT) Volunteer Handbook, and understand that it outlines CECT volunteer guidelines and expectations of me as a volunteer.

I understand that any violation of the policies contained in the Handbook may result in my dismissal from the CECT.

I agree that I am voluntarily giving my time to the Crisis Emotional Care Team (CECT) and that my status as a volunteer is at the discretion of the CECT.

I agree to abide by the policies and procedures laid out in the CECT Volunteer Handbook.

Volunteer Signature

Print Name

Date