



REPUBLIC OF THE PHILIPPINES
NATIONAL DISASTER RISK REDUCTION AND MANAGEMENT COUNCIL

National Disaster Risk Reduction and Management Center, Camp Aguinaldo, Quezon City, Philippines

MEMORANDUM
No. 159, s. 2022

OCT 11 2022

TO: ALL CHAIRPERSONS AND MEMBERS OF THE DRRMCs AT THE NATIONAL, REGIONAL, PROVINCIAL, CITY, MUNICIPAL LEVELS AND BARANGAY DRRM COMMITTEES, HEADS OF NATIONAL GOVERNMENT AGENCIES, CONSTITUTIONAL OFFICES, STATE UNIVERSITIES AND COLLEGES, GOVERNMENT-OWNED AND/OR CONTROLLED CORPORATIONS, LOCAL SOCIETY ORGANIZATIONS, AND PRIVATE SECTORS

SUBJECT: **ADOPTION OF THE ACCREDITATION, MOBILIZATION, AND PROTECTION OF COMMUNITY DISASTER VOLUNTEERS MANUAL OF OPERATIONS**

The Office of Civil Defense (OCD) having been mandated to administer a comprehensive national civil defense and disaster risk reduction and management program by providing leadership in the continuous development of strategic and systematic approaches as well as measures to reduce the vulnerabilities and risk to hazards and manage the consequences of disasters, shall, among others, prepare the criteria and procedure for the enlistment of accredited community disaster volunteers (ACDVs). This also includes the development of manual of operations for the volunteers in consultations with various stakeholders, under section 9 paragraph o of RA 10121.

For this purpose, the OCD has developed the **Accreditation, Mobilization, and Protection of Community Disaster Volunteers Manual of Operations** to implement the requirement of the issued NDRRMC Memorandum Circular No. 64, s-2021, which provides the guidelines on the accreditation, mobilization and protection of community disaster volunteers.

All Members of Disaster Risk Reduction and Management Councils (DRRMCs) at the National, Regional, Provincial, City, Municipal Levels as well Barangay Disaster Risk Reduction and Management Committees, and other Stakeholders are hereby enjoined to disseminate the use of the ACDV Manual of Operations and ensure adherence to the guidelines on the accreditation, mobilization, and protection of community disaster volunteers.

For information and guidance.

FOR THE CHAIRPERSON, NDRRMC:


UNDERSECRETARY RAYMUNDO B. FERRER

Executive Director, NDRRMC and
Administrator, OCD



Republic of the Philippines
NATIONAL DISASTER RISK REDUCTION AND MANAGEMENT COUNCIL
OFFICE OF CIVIL DEFENSE

**ACCREDITATION, MOBILIZATION, AND PROTECTION OF
COMMUNITY DISASTER VOLUNTEERS
MANUAL OF OPERATIONS**

2022

TABLE OF CONTENTS

CHAPTER I: INTRODUCTION	4
Background and Rationale	4
Legal Bases	4
Purpose and Objectives	5
Manual Users	5
CHAPTER II: OPERATIONAL STRUCTURE	7
CHAPTER III: ACCREDITATION	9
Adoption of Qualification Criteria	9
Minimum Qualification Criteria for VMOs	9
Minimum Qualification Criteria for CDVs	10
Amendment to the Qualification	10
Call for Applications	11
Accreditation Process	11
Application and Approval	11
Memorandum of Understanding	12
Certificate of Accreditation	12
Database of VMOs and ACDVs	13
Issuance of Identification Cards	13
Renewal of Accreditation	13
Requirement for Renewal of Accreditation	13
Renewal Process	14
Non-Renewal of VMO Accreditation	14
Updating the List of Volunteers	15
Suspension or Cancellation of Accreditation of VMOs	15
Suspension or Cancellation of Accreditation of ACDVs	16
Transfer of ACDVs	17
Training and Capacity-Building Opportunities for ACDVs	17
CHAPTER IV: MOBILIZATION	18
Mobilization Order	18
Issuing Authority	18
Issuance of Mobilization Order	19
Mobilization Order Content	19
Pre-Deployment Briefing	19
VMOs Briefing	20
Commencement of Mobilization of ACDVs	20
Post-Deployment Briefing	21
Post-Activity Reporting	22
Inter-Regional Deployment of ACDVs	22
CHAPTER V: PROTECTION	23
Personal Accident Insurance	23
Minimum Coverage	23
Proof of Coverage	24
Provision of Financial Support by LDRPMC	24

Compensatory Benefits	24
Personal Protective Equipment	25
Prepositioning of PPEs	25
Determine PPE Requirements	25
Site Inspection	26
Asset Register	26
Donation of PPEs	26
CHAPTER VI: VOLUNTEER CODE OF CONDUCT	27
Code of Conduct Policy	27
CHAPTER VII: PRIORITIZATION AND BUDGET PROGRAMMING	29
CHAPTER VIII: ANNEX	30
NDRRMC Resolution No. 05 s. 2021: Resolution Approving the Accredited Community Disaster Volunteers Guidelines	30
Memorandum Circular No. 64 s. 2021: Guidelines on the Accreditation, Mobilization, and Protection of Community Disaster Volunteers	32
Accreditation of Community Disaster Volunteers Dashboard	46
Application Form	47
Volunteer Information Sheet	48
Code of Conduct Form	49
Data Privacy Consent Form	50
Certificate of Accreditation	51
Volunteers Identification Card	52
Post-Activity Report	53
Annual Accomplishment Report	54

CHAPTER I: INTRODUCTION

Background and Rationale

This Manual of Operations accompanies the NDRRMC Memorandum Circular No. 64 s. 2021: *Guidelines on the Accreditation, Mobilization, and Protection of Community Disaster Volunteers* (also referred to as the Guidelines in this document). Therefore, it is imperative to refer to the Guidelines when using this manual since this is not a standalone document.

This manual presents the detailed processes, procedures, forms, and templates that will aid Disaster Risk Reduction and Management Councils (DRRMC) and the Office of Civil Defense (OCD) in the successful rollout and implementation of the Guidelines.

Legal Bases

In recognition of the vital role that volunteers play in Disaster Risk Reduction and Management (DRRM), Republic Act No. 10121 also known as the Philippine Disaster Risk Reduction and Management Act of 2010 declares that it shall be the policy of the State to engage the participation of civil society organizations (CSO), the private sector and volunteers in the government's disaster risk reduction programs towards completion of resources and effective delivery of services to the citizenry. It mandates the OCD to create an enabling environment for substantial and sustainable participation of CSOs, private groups, volunteers and communities, and recognize their contribution in the government's disaster risk reduction efforts.

RA 10121 also states that the government agencies, CSOs, private sector, and local government units (LGU) may mobilize individuals or organized volunteers to augment their respective personnel complement and logistical requirements in the delivery of disaster risk reduction activities. The concerned government agencies, CSOs, private sector, and LGUs shall take full responsibility for the enhancement, welfare, and protection of volunteers, and shall submit the list of volunteers to OCD, through the Local Disaster Risk Reduction Management Offices (LDRRMO) for accreditation and inclusion in the database of Community Disaster Volunteers (CDV). It further directs

the OCD to prepare the criteria and procedure for the enlistment of Accredited Community Disaster Volunteers (ACDV). It shall include a manual of operations for the volunteers which shall be developed by the OCD in consultation with various stakeholders.

The National Disaster Risk Reduction Management Council (NDRRMC) Memorandum Circular No. 64 s. 2021: *Guidelines on the Accreditation, Mobilization, and Protection of Community Disaster Volunteers* respond to the directive of RA 10121 and its corresponding Implementing Rules and Regulations (IRR) as these present the enabling policies needed to operationalize the accreditation, mobilization, and protection of CDVs. Overall, the Guidelines respond to the call to promote, adopt, and strengthen volunteerism among Filipinos, particularly in addressing disaster risk reduction and management.

Purpose and Objectives

The purpose of this manual is to clearly layout the process and requirements for the accreditation, mobilization, and protection of community disaster volunteers and to establish standard operating procedures for the same. Specifically, it aims to:

- a. Put in place processes and procedures for the accreditation of volunteer mobilization organizations and subsequently ACDVs;
- b. Establish the processes and procedures for the mobilization of ACDVs to any DRRM related activity;
- c. Provide operational guidelines relative to the provision of personal accident insurance and other compensatory benefits to ACDVs.

Manual Users

This manual is primarily for the use of the OCD, Regional Disaster Risk Reduction and Management Council (RDRRMC), City/Municipal/Local Disaster Risk Reduction and Management Councils (LDRRMC), and LDRRMOs.

In addition, this also serves as reference for government agencies, CSOs, private sector, and LGUs who are involved in mobilizing volunteers for DRRM-related activities. Collectively, these groups are referred to in the Guidelines and in this manual as Volunteer Mobilizing Organizations (VMO).

CHAPTER II: OPERATIONAL STRUCTURE

The implementation of the Policy Guidelines for Accreditation, Mobilization, and Protection of Community Disaster Volunteers will require the involvement of key actors in DRRM. The table below presents these key actors and provides a brief description of their responsibilities:

Actor	Responsibility
OCD Central Office	<ul style="list-style-type: none">• Overall responsible for the implementation of the Guidelines.• Responsible for maintaining the National Roster of ACDVs.
OCD Regional Office	<ul style="list-style-type: none">• Responsible for overseeing the effective implementation of the Guidelines at the regional level.• Responsible for the submission of the list of LDRRMCs accredited CDVs to OCD for inclusion in the National Roster of ACDVs.• Responsible for coordinating the inter-regional mobilization of ACDVs within their jurisdiction to another disaster affected region in case of a large-scale disaster.• Responsible for issuance of mobilization order for the deployment of VMOs and ACDVs to other LGUs within their area of jurisdiction during large-scale disasters.
City/Municipal/Local DRRMC	<ul style="list-style-type: none">• Overall responsible for the accreditation of VMOs and subsequently their CDVs. In like manner, has responsibility to implement disciplinary action to erring VMOs and ACDVs.
City/Municipal/Local DRRMO	<ul style="list-style-type: none">• Serves as clearing house for the accreditation of VMOs and subsequently CDVs. Receives and reviews all accreditation and renewal documents

	<p>and endorses the same to the LDRRMC for the latter's approval.</p> <ul style="list-style-type: none"> • Oversees the mobilization of ACDVs by the accredited VMOs following the issuance of a Mobilization Order (MO) by the LDRRMC and provides pre-deployment briefing. • Responsible for issuing the MO to VMOs.
VMO	<ul style="list-style-type: none"> • Organizes and submits completed volunteer information sheets to the LDRRMO and principally responsible for the vetting of individual volunteers that are submitted for accreditation by the LDRRMC. • Supervises the mobilization and assignment of ACDVs, and ensures that they are self-sustaining. • Provides necessary training to ACDVs and facilitates their participation in capacity building programs that might be organized by either the LDRRMCs, LDRRMOs, OCD Central or Regional Office. • Ensures the protection and necessary insurance coverage for ACDVs are provided and facilitates the timely access to related services or benefits on behalf of the volunteer.
ACDV	<ul style="list-style-type: none"> • Provides voluntary service to LGUs and communities for DRRM-related activities. • Ensures that services rendered are done in a professional manner and does not compromise the safety of the volunteer and communities they are assisting.

Table 1. Key Actors and Description of Responsibilities

CHAPTER III: ACCREDITATION

Accreditation is the process of officially recognizing a VMO and its CDVs as qualified to perform particular DRRM tasks or responsibilities. The accreditation of VMOs and their respective CDVs would only be possible if they meet a set of criteria that is consistent with those indicated in the Guidelines.

Adoption of Qualification Criteria

Prior to commencement of any accreditation, the LDRRMC must first adopt through a resolution, the qualification criteria for accreditation of VMOs and the criteria for CDVs, following the minimum standards and requirements for accreditation set forth in the Guidelines.

In order to ensure it addresses the disaster risk profile in their locality, LDRRMCs may opt to modify the qualification criteria for VMOs and CDVs as they may deem necessary. However, they may not go below the minimum qualification criteria.

Minimum Qualification Criteria for VMOs

The following are the minimum qualification criteria for VMOs as prescribed in the guidelines:

- a. Must be able to demonstrate or provide evidence that disaster risk reduction and management is one of their primary activities;
- b. With at least two (2) years of experience in DRRM-related activities, verifiable through certification/s from organizations and/or institutions to which their services were rendered;
- c. With liquid financial position as evidenced by their financial statement;
- d. Having a physical office, equipped with basic office furniture, communication and computing facilities.

Minimum Qualification Criteria for CDVs

The following are the minimum qualification criteria for accreditation of CDVs as prescribed in the guidelines:

- a. Filipino citizen, at least 18 years old, verifiable through the submission of a certified true copy of Birth or Baptismal certificate;
- b. No pending criminal liability, verifiable through the submission of a valid NBI or Police Clearance;
- c. Volunteer below 21 years old must submit duly signed parental or guardian consent;
- d. For resident foreign nationals, Alien Certificate of Registration Identity Card issued by the Bureau of Immigration is required.
- e. With at least one-year cumulative work or volunteer experience or related learning experience relevant to the volunteer task category they are applying for, verifiable through the submission of certificate of employment and/or participation from a registered and/or an employer or organization, or relevant documents that clearly indicate the inclusive dates of engagement or training;
- f. Must be physically fit to undertake the volunteer tasks and role they are applying for, verifiable through the submission of a medical certificate issued within the past six months by a licensed physician.

Amendment to the Qualification Criteria

The process for amendment practiced by the respective LDRRMCs shall be followed. The LDRRMC may amend the approved qualification criteria annually should Council members deem it necessary. Otherwise, the criteria remain valid until it is duly amended.

VMOs that still have valid accreditation will not be affected by any amendment and their certificate of accreditation may not be revoked as a result of the amendment. However, they may be instructed by the LDRRMC to comply with some additional requirements in order to meet any new criteria resulting from the amendment.

Call for Applications

Upon the LDRRMC's approval of the resolution, the LDRRMO may commence the application process. A Call for Applications shall be issued by the LDRRMO through the LGU's external communication systems, e.g., publication in local newspapers or community bulletins, official social media accounts, memos, email, etc. The objective would be to reach as many potential organizations as possible.

The Call for Applications must clearly outline the approved qualification criteria, accreditation process, and timeline for accreditation. Since accreditation is a continuing process, VMOs may apply and obtain accreditation at any time. However, it is the prerogative of the LDRRMC to decide on the frequency of calls for applications and approval they would like to do throughout a year.

Accreditation Process

The figure below presents the accreditation process for VMO applications:

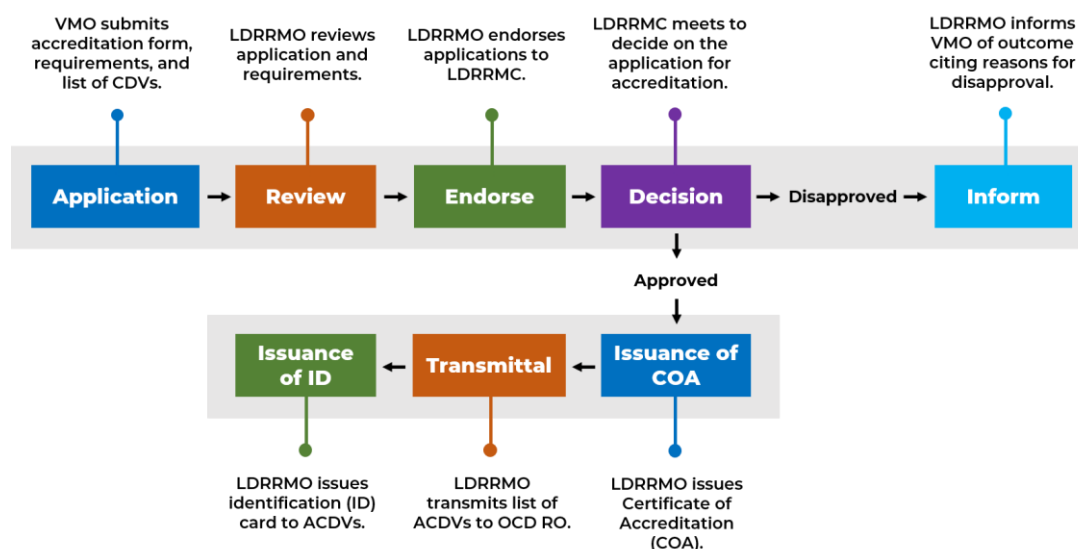


Figure 1. Accreditation Process

Application and Approval

The VMO shall submit the complete application requirements to the LDRRMO. This will include the details of all their community disaster volunteers, i.e., areas of

expertise, qualifications, permanent residence address, and contact information. In addition, their submission should also include the individual Volunteer Information Sheet.

Upon submission, the LDRRMO will review the application and determine if the VMO meets the minimum qualification criteria that was set forth by the LDRRMC. They will then prepare their endorsement to the LDRRMC. In a regular or special council meeting, the LDRRMC will deliberate and discuss the LDRRMO endorsement and decide on the VMO application for accreditation.

A VMO that fails to meet the criteria will be informed by the LDRRMO of the outcome of their application and the reasons why their application was disapproved. They are not precluded from applying for accreditation again.

Memorandum of Understanding

At the discretion of the LDRRMC, a Memorandum of Understanding (MOU) may be issued between the LDRRMC and VMOs. An MOU will not be required for VMOs that are government agencies or local government units. Instead, a formal exchange of letters between the head of office or officer-in-charge and the LDRRMC Chairperson signifying the former's intent and the latter's approval shall suffice for this purpose. The respective office has the prerogative to decide on how they wish to formalize this undertaking.

Certificate of Accreditation

The LDRRMO will issue the Certificate of Accreditation to the VMO, after the issuance of the LDRRMC resolution. However, the certificate will only be issued once the LDRRMO has received signed copies of the Code of Conduct Policy (COCP) for each of the registered volunteers in the VMO's list. Any volunteer who fails to submit a signed COCP will not be included in the Database of ACDVs.

Note that without a Certificate of Accreditation, VMOs and their volunteers cannot be mobilized to provide DRRM-related service.

Database of VMOs and ACDVs

The LDRRMO shall be responsible for maintaining an up-to-date database of VMOs and ACDVs and real time submission of list of ACDVs to the OCD Regional Office. Upon receipt, the OCD Regional Office, will confirm the inclusion of the ACDV in the National Roster of ACDV and they will generate a unique serial number for each volunteer. They will then endorse this serial number to the concerned LDRRMO.

The OCD will be in-charge of databasing and maintenance of National Roster of ACDVs, including the assignment of serial numbers per region and per LGU.

Issuance of Identification Cards

Once a volunteer's name has been included in the National Roster of ACDVs and a unique serial number has been issued, the LDRRMO shall issue an Identification Card to the ACDV. (See Annex for Sample ID Layout)

Notwithstanding the issuance of the ID card, the accreditation of the CDV commences when their VMO is granted a Certificate of Accreditation or issued their Notice of Renewal.

Renewal of Accreditation

VMO accreditation is valid for five (5) years. Therefore, ACDV accreditation shall be co-terminus with their VMOs accreditation.

Requirements for Renewal of Accreditation

In order to keep their accreditation active, VMOs are required to submit the following requirements to the LDRRMO on or before the 31st of January every year:

- a. Annual Accomplishment Report
- b. Updated List of Community Disaster Volunteers
- c. Updated Asset Register
- d. Updated Mayor's Permit (if applicable)

Renewal Process

The following process shall be followed in the annual renewal of VMO accreditation:

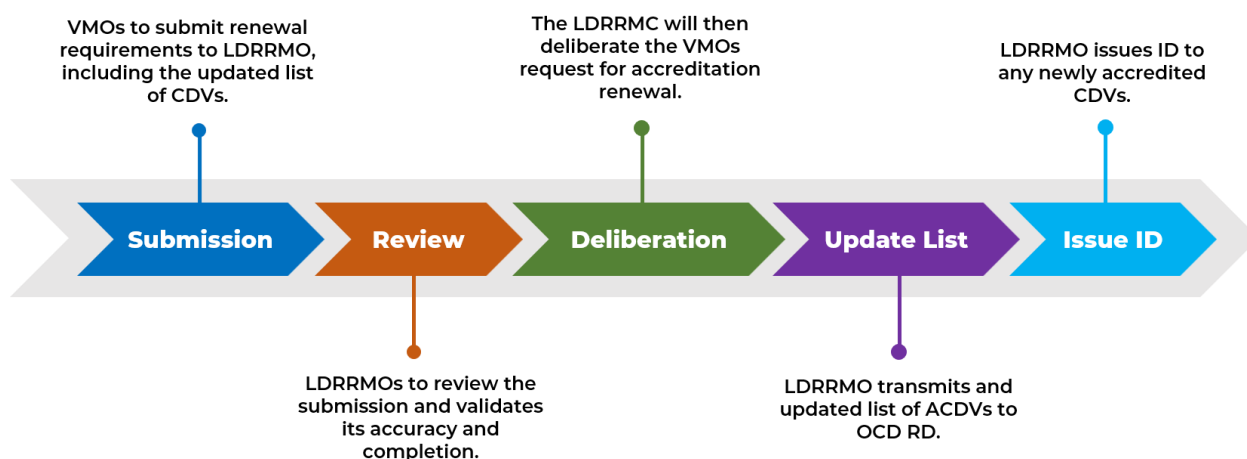


Figure 2. Renewal Process

The process of renewal of accredited VMOs starts with their submission of the above listed requirements. Following this, the LDRRMO reviews the submission and determines its accuracy and completeness. After it has been determined that the VMOs submission are in order, the LDRRMO issues a Notice of Renewal to the VMO.

The LDRRMO will update their database and submit the details of all new volunteers that were included in the Updated List of ACDVs to the OCD Regional Offices for confirmation in the National Roster of ACDV. An identification card will be issued to all new volunteers following the process discussed.

Non-Renewal of VMO Accreditation

Any VMO has the option not to renew their accreditation after it has expired. An ACDV who is registered with a VMO that opts not to renew their accreditation, has the option to register with another accredited VMO subject to the processes and conditions of novation.

Updating the List of Volunteers

VMOs are required to submit an updated list of their volunteers as part of the Renewal of Accreditation process annually. However, the LDRRMC has the prerogative to allow more frequent updating of the List of CDVs by the VMOs through the submission of an updated list. The inclusion of any new volunteer to the Database of ACDV is subject to the confirmation of the LDRRMO.

It is the responsibility of the VMO to ensure that the names of their volunteers have been included in the LDRRMO database before they are mobilized for any mission or activity. Their non-inclusion in the list may affect their protection coverage.

Suspension or Cancellation of Accreditation of VMOs

Upon the recommendation of the LDRRMO, the LDRRMC may suspend or cancel the accreditation of a VMO based on any of the following grounds:

- a. The VMO has ceased to fulfill its DRRM functions;
- b. The VMO fails to submit annual report for two (2) consecutive years;
- c. The VMO has been involved in dissemination of false or inaccurate DRRM information;
- d. The VMO deliberately misused the name of the City/Municipality, Provincial, Regional or National DRRMC for malicious purposes.

If an external party submitted the complaint, the LDRRMC shall direct the LDRRMO to launch an inquiry or investigation into the alleged violation in order to determine the veracity of said accusation. If there is merit to the accusation based on documentary or testimonial evidence gathered, the LDRRMO may recommend necessary sanctions to the LDRRMC against the accused VMO. The LDRRMC shall be the final arbiter and will decide on the matter.

If the decision of the LDRRMC is not favorable to the accused VMO, they may file a letter of appeal with the LDRRMC within 30-days upon the receipt of the order by providing contrary proof or evidence.

Upon submission of their letter of appeal, the LDRRMC will table their appeal for deliberations in their next meeting. The LDRRMC will make their final decision based on the body of evidence submitted before them. The decision of the LDRRMC on the VMO's appeal will be final and executory. No further appeal will be entertained.

Suspension or Cancellation of Accreditation of ACDVs

Upon the recommendation of the LDRRMO, the LDRRMC may suspend or cancel the accreditation of a CDV based on the following grounds:

- a. The ACDV has violated the Code of Conduct Policy as proven, through due process;
- b. The ACDV has been involved in a criminal act as proven in the court of law;
- c. The ACDV has performed any acts prohibited under Section 19 of RA 10121 as proven through due process;

The LDRRMC may deliberate and decide on the LDRRMO recommendation during any of its regular or special meetings. A suspension or withdrawal order shall be signed by the LDRRMC Chair for appropriate enforcement by the LDRRMO. The decision of the LDRRMC is final and executory and may not be appealed. The concerned volunteer will then be notified of the decision by his VMO in writing.

In the case of withdrawal of accreditation, the concerned volunteer will be directed by the VMO to return their ID and any Personal Protective Equipment (PPE) and/or asset that was issued to them.

The LDRRMC will notify OCD through the Regional Office of the withdrawal of accreditation and their name shall be removed in the National Roster of accredited volunteers and may be included in a Black List. A black listed volunteer shall be no longer be eligible for accreditation with any VMO in the country.

Transfer of ACDV

In the event that the accreditation of a VMO is suspended or cancelled, or if they decide not to renew their accreditation, their registered ACDVs may be transferred to another VMO but only upon mutual agreement between the alternate VMO and the affected ACDV.

A written consent that is signed by the ACDV and by a representative of the VMO must be forwarded to the LDRRMO. The transfer of affected ACDVs will require transfer of their volunteer information to the recipient VMO, therefore a new Data Privacy Consent Form must be signed by the volunteer with the alternate VMO.

In addition, they may also be required to sign a new Code of Conduct Policy with the alternate VMO. The alternate VMO must submit an updated List of ACDVs to the LDRRMO that includes the name of transferred ACDV following the processes and conditions.

Training and Capacity-Building Opportunities for ACDVs

Having well-trained and capacitated volunteers are important in ensuring that ACDVs have the capability to respond to any DRRM-related situation.

As per Guidelines, the National, Regional or Local DRRMC may provide and conduct capacity building activities, e.g., training for ACDVs. ACDVs may also be invited to participate in training activities through their VMOs. Any participation in training activities by ACDVs must be coursed through their respective VMOs.

All cost related to the training of ACDVs must be covered by either the VMO, Regional or Local DRRMC. ACDVs must never be required to pay by its VMO or the accrediting LDRRMC/LDRRMO for any training-related activity.

CHAPTER IV: MOBILIZATION

Mobilization refers to the act of assembling and deploying ACDVs to support DRRM-related activities. VMOs are principally responsible for the mobilization of volunteers. This includes covering all costs related to the deployment of volunteers.

Mobilization of ACDVs shall follow the process below:

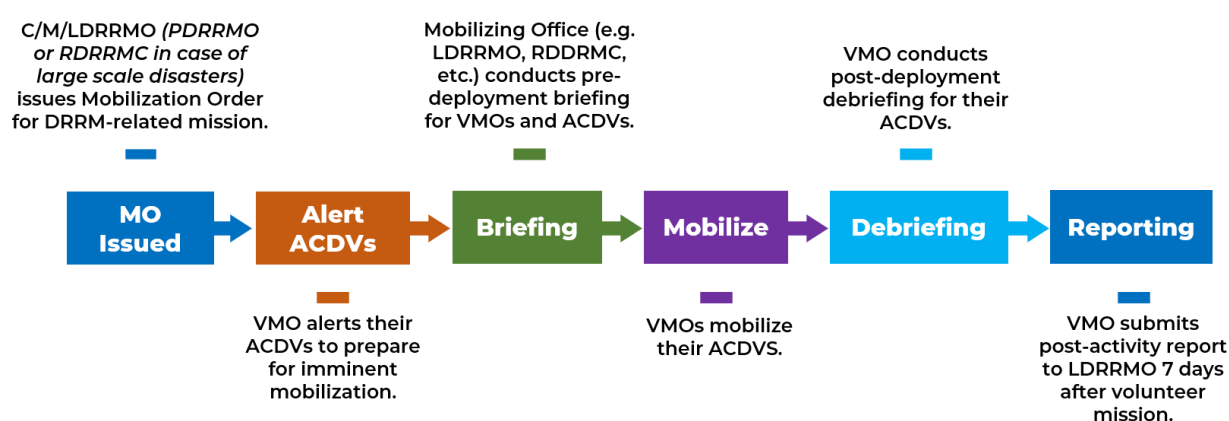


Figure 3. Mobilization Process

Mobilization Order

An MO refers to the verbal or written instruction coming from the LDRRMO, PDRRMO or the OCD Regional Office requesting a VMO to mobilize its volunteers for DRRM-related activities.

The issuance of a written or verbal MO will serve as the trigger for VMOs to alert their ACDVs to prepare for their imminent mission.

Issuing Authority

Under normal circumstances, LDRRMO issues the MO. However, during large-scale disasters, the PDRRMO or the OCD Regional Office may issue the MO to accredited VMOs. This shall be done in close coordination with the accrediting LDRRMO.

Further, in the event of large-scale disasters, the Provincial Disaster Risk Reduction Management Office (PDRRMO) or OCD Regional Director, in coordination with the accrediting LDRRMO, may deploy ACDVs coming from any City or Municipality in the region to affected areas within their jurisdiction.

Issuance of Mobilization Order

The MO may be transmitted thru phone call, fax message, SMS, email, radio, video-conferencing or any available preferred messaging or communication system.

Mobilization Order Content

The MO must include the following information, at the minimum:

- a. Classification of activity, i.e., Disaster Prevention and Mitigation; Disaster Preparedness; Disaster Response; or Disaster Recovery;
- b. Brief description of activity or disaster event;
- c. Minimum no. of volunteers required;
- d. Location of activity or disaster event;
- e. Time and Inclusive Dates;
- f. Required resources/equipment;
- g. Specialist volunteer skills required, if any.

Pre-Deployment Briefing

Following the issuance of the MO, the concerned LDRRMO must conduct a thorough pre-deployment briefing for the VMOs and their volunteers (where possible). However, during large-scale disasters, the PDRRMO or the OCD Regional Office may conduct the briefing. The briefing may be conducted on site, over the telephone or radio, or through video-conferencing.

The purpose of the briefing is to provide the VMO and volunteers with sufficient and real-time information regarding the activity or disaster event. The briefing must cover the following information:

- a. nature and detailed description of the activity or disaster event;
- b. risks involved (if any);
- c. population affected/impacted, i.e., socio-demographic and cultural data;
- d. location affected;
- e. safety and security protocols during the event;
- f. incident management protocols – incident command system;
- g. communication protocols, including radio channels or frequencies to be used, cellular and/or satellite phone numbers, who to contact, etc.;
- h. available support from concerned DRRMCs;
- i. any other important information or instruction that would be important for volunteers to know.

Note that during emergency or critical disaster events, the pre-deployment briefing can take place at the same time as a verbal MO is being issued by the concerned LDRRMO.

VMOs Briefing

Whenever possible, VMOs are highly encouraged to conduct their own briefing with their volunteers. The VMO briefing could include the following information, among others:

- a. Packing List – what volunteers should bring with them during the activity or mission; Communication protocols – contact persons, contact numbers in case of emergency, communication tree, etc.;
- b. Safety and security plan or protocols (if applicable) – dos and don'ts to ensure personal safety;
- c. Logistics arrangements – transportation or travel arrangements, shelter or temporary accommodation (if required), food and supplies, etc.

Commencement of Mobilization of ACDVs

After ACDVs have been thoroughly briefed, they can already be mobilized to the activity or event location. The responsibility of mobilizing ACDVs lies primarily with the VMO. They must ensure that their volunteers have appropriate and sufficient

resources and supplies that they would need during their mission. This should include but are not limited to the following:

- a. Transportation or travel;
- b. Communication equipment, e.g., handheld radios, satellite phones;
- c. Personal Protective Equipment, e.g., hardhats, boots, masks, etc.;
- d. Food and Water;
- e. Supplies, i.e., first aid kit, ropes, etc.

VMOs must ensure that ACDVs who are mobilized during disaster response events are properly equipped and self-sustaining for the next 72 hours. The VMO must also ensure that their volunteers have working communication equipment and that they will be contactable during their deployment. Alternative communication arrangements should be put in place in case the primary communication equipment fails.

The LDRRMO must ensure that local officials and community contacts are aware of the arrival of the volunteers and that they are properly informed regarding the volunteers' mission or activities.

Post-Deployment Briefing

Post-deployment debriefing is important for those volunteers who underwent difficult assignments, particularly those who may have responded to disasters where there were serious injuries or casualties.

Where volunteers were exposed to difficult situations, the VMOs must ensure that the conduct of post-deployment debriefing sessions for their volunteers are conducted immediately or within 72-hours after their assignment or an incident. The support of trained counsellors will be needed for this.

The LDRRMO must be prepared to assist the VMOs in this regard through the local social welfare and development office, local health office, local hospitals or healthcare facilities or through local colleges or universities that may have necessary expertise.

Post-Activity Reporting

VMOs will be required to submit a Post-Activity Report to the LDRRMO within seven (7) days of completion of their activity. (See Annex for Post-Activity Report Template)

The report will include the following information:

- a. Names of ACDVs mobilized;
- b. Brief summary of activities or services undertaken by the ACDVs;
- c. Inclusive Dates;
- d. Lesson Learned;
- e. Recommendations
- f. Photo Documentation

The concerned LDRRMO will review and collate all VMO reports and where necessary prepare a summary for submission to the LDRRMC.

Inter-Regional Deployment of ACDVs

The Guidelines allow for the inter-regional deployment of ACDVs to respond to requests from another region. This means that accredited VMOs from other regions may be called upon to respond to disasters in another region. In particular, this may be needed during large-scale disasters where the capacity of affected regions to respond to the disaster may no longer be sufficient.

To be able to implement this, RDRRMCs/ Metro Manila Disaster Risk Reduction Management Council (MMDRRMC)/ Bangsamoro Autonomous Region in Muslim Mindanao (BARMM) may request for volunteer support from other regions formally through exchange of letters or other practical means provided proper documentation is in place for record and auditing purposes. All requests must be properly documented for audit purposes.

The Guidelines stipulated that the cost related to inter-regional deployment of ACDVs may be covered through the budget of either RDRRMC, LDRRMO or both, subject to availability of funds.

In the event of inter-regional deployment, the RDRRMCs/MMDRRMC/BARMM or LDRRMC who requested support from other regions will brief local officials in affected locations on the arrival and mission of the ACDVs and ensure that appropriate support is provided to them so that they may successfully undertake their mission. They are also expected to conduct a pre-deployment briefing for the responding ACDVs.

CHAPTER V: PROTECTION

Protection refers to a system of measures established in ensuring the safety and well-being of volunteers, including insurance coverage and other accidental death benefits, among others.

The Guidelines stipulate the VMOs will be primarily responsible for the safety and welfare of all their volunteers.

Personal Accident Insurance

The Guidelines clearly stipulate that VMOs must ensure that their volunteers have insurance throughout the duration of any volunteer mission or activity.

Minimum Coverage

VMOs must provide volunteers with personal accident insurance with a minimum coverage of P100,000. This insurance must include coverage for accidental death or dismemberment, permanent disability and hospitalization cost reimbursement.

At a minimum, VMOs are only required to insure their volunteers while they are on official duty, or whenever their activity is supported by an MO. However, VMOs may opt to insure their volunteers annually.

Proof of Coverage

VMOs are required to present the insurance policy to the LDRRMO, as proof of coverage, at the start of the year (for annual coverage) or before their mobilization (for activity-specific insurance coverage).

Provision of Financial Support by LDRRMC

Under the Guidelines, qualified VMOs that are either CSOs or private sector, may be granted financial support by the accrediting LDRRMC to pay for the full or partial cost of volunteer insurance.

The decision to grant full or partial financial support for cost of insurance, is entirely up to the LDRRMC and is subject to availability of funds. The procurement and payment for such insurance must adhere to Government procurement, auditing and accounting procedures.

Compensatory Benefits

Compensatory benefits refer to non-monetary compensation that are provided by an accredited VMO or Regional or LDRRMC to its ACDVs.

As per the Guidelines, Regional and Local DRRMCs shall extend the following compensatory benefits to ACDVs who sustained an accidental injury while on mobilization:

- a. Burial assistance in case of death of a volunteer;
- b. Free medical service and/or hospitalization in a government hospital for mission-acquired illness or injury;
- c. Access to counselling, post-trauma stress debriefing, or psychosocial support services (post- assignment);
- d. Other benefits or assistance the Regional and LDRRMCs may be able to provide.

Whenever such benefits are needed by any ACDV, the VMO will closely coordinate with the LDRRMO, and shall be responsible for ensuring that these are provided to ACDVs by coordinating with the appropriate institutions.

Personal Protective Equipment

PPE refers to protective clothing, helmets, goggles or other garments, equipment and gear designed to protect and safeguard the wearer's body from injury or harm.

As per Guidelines, Regional and LDRRMCs may preposition or donate PPEs to accredited VMOs for the use of their ACDVs.

Prepositioning of PPE

Prepositioning of PPEs to VMOs will ensure that volunteers are well equipped and are able to respond in a timely manner in times of disasters.

In addition, this practice will also minimize the risk of all the equipment being destroyed if it were all stored in one place, in case the storage location was affected by a disaster, fire or terrorist attack. This will also allow LDRRMO to purchase more PPE without being burdened with warehousing or storage requirements.

Determine PPE Requirements

LDRRMO must first determine the type of PPE that may be required by VMOs by conducting consultations or surveys with VMOs and ACDVs. Procurement of PPEs need to be based on the risk profile in the local area, actual needs of the ACDVs and an accurate inventory of total number of potential users.

Once the requirements have been determined, the Regional or Local DRRMC may proceed in purchasing the PPEs following regular procurement procedures.

Site Inspection

Prior to prepositioning of PPEs, LDRRMOs must conduct a site inspection of the VMO's office premises and determine if the site is suitable as storage for PPEs. They must ensure that the area is free of hazards and not fire or flood prone before deciding on prepositioning PPEs with the VMO.

The site must be inspected by a competent agency such as but not limited to Local Engineering Office, Bureau of Fire Protection, etc.

Asset Register

All prepositioned PPEs must be included in an Asset Register that will be maintained by the VMO. The Asset Register will serve as record of the type, quantity and status of PPEs that are stored with the VMO.

Once assets have been prepositioned with the VMO, it will be their responsibility to maintain and safeguard these assets. VMOs will be financially liable for any loss, stolen, or damaged assets.

Donation of PPE

Donation of PPEs to VMOs will be at the discretion of the Regional and Local DRRMCs. In case of donation, the Regional or Local DRRMCs must ensure that proper audit and accounting procedures as may be required by law are undertaken. A Deed of Donation, at a minimum, must be properly executed and documented.

CHAPTER VI: VOLUNTEER CODE OF CONDUCT

Code of Conduct pertains to the set of rules outlining social norms, proper practices, roles and responsibilities of an individual or organize volunteers.

ACDVs shall be required to sign a Code of Conduct Policy with the VMO as part of accreditation process. Unless a signed Code of Conduct has been submitted, a volunteer may not be considered as an accredited CDV. They are expected to strictly abide by Code of Conduct Policy at all times. Any violation thereof can be sufficient grounds for their removal from the National Roster of ACDVs and cancellation of all benefits that are extended to ACDVs.

The VMOs shall be responsible for monitoring their volunteers relative to their compliance to the Code of Conduct. Failure of a VMO to report any breach may result in the suspension or withdrawal of their accreditation.

Code of Conduct Policy

Following are the general terms and conditions of the Volunteer Code of Conduct Policy:

- a. Respect the laws, regulations, moral codes and traditions of the Philippines and local community;
- b. Maintain a professional standard of behavior at all times;
- c. Avoid all forms of discriminatory behavior in regard to nationality, ethnicity, gender, sexuality, culture, religion, age, race, sexual orientation, and mental or physical disability;
- d. Avoid involvement in party or sectarian politics and public comment on political, cultural or religious matters;
- e. Not represent themselves as an employee or agent of the Government or the Local Government Unit;
- f. Refrain from any wrongdoing or conduct that may bring the DRRMC into disrepute;

- g. Refrain from possessing and/or using any narcotic, hallucinogenic or any other drug including marijuana that is deemed illegal in the Philippines;
- h. Refrain from engaging in any activity that is incompatible with the proper discharge of the ACDV's duties;
- i. Not participate in any fraudulent activity i.e., dishonestly obtaining a benefit by deception or any other means that would advantage the volunteer or any other person(s);
- j. Not issue statements to the press or other agencies of public information; release visual information for publication; submit articles, books or other material for publication or take part in mass communication activities such as film, radio or television productions which are in any way related to project activities or interests of the LGU – except in the normal course of official duties or with prior explicit approval of the VMO or LDRRMO;
- k. Not disclose, abstract or publish any restricted government documents or confidential information, including reports, to third parties without the authorization of the VMO or the LDRRMC;
- l. Not seek or accept paid employment or accept any supplementary payment from any other source, even when intended to cover the performance of any additional duties or activities whilst on official volunteer assignment as an ACDV.

CHAPTER VII: PRIORITIZATION AND BUDGET PROGRAMMING

The Guidelines have specified how funds or budget could be allocated for costs related to the accreditation, mobilization and protection of ACDVs.

The Regional or Local DRRMOs must be guided accordingly and allocate and disburse funds in strict compliance with and accordance to Government accounting and auditing procedures.

CHAPTER VIII: ANNEX

NDRRMC Resolution No. 05 s. 2021: Resolution Approving the Accredited Community Disaster Volunteers Guidelines



REPUBLIC OF THE PHILIPPINES
NATIONAL DISASTER RISK REDUCTION AND MANAGEMENT COUNCIL
National Disaster Risk Reduction and Management Center, Camp Aguinaldo, Quezon City, Philippines

RESOLUTION APPROVING THE ACCREDITED COMMUNITY DISASTER VOLUNTEER GUIDELINES

NDRRMC RESOLUTION NO. 05, s. 2021

WHEREAS, the Philippine Disaster Risk Reduction and Management Act of 2010 or Republic Act No. 10121 adopts the policy that adhere to and adopt the universal norms, principles and standards of humanitarian assistance and the global effort on risk reduction as concrete expression of the country's commitment to overcome human sufferings due to recurring disasters;

WHEREAS, the National Disaster Risk Reduction and Management Council (NDRRMC), which is empowered with policy-making, coordination, integration, supervision, monitoring and evaluation functions, shall have the responsibilities as stipulated in Section 6 of Republic Act No. 10121 to include the development of the National DRRM Framework and Plan that provide for a comprehensive, all-hazards, multi-sectoral, inter-agency and community-based approach to DRRM efforts in the country;

WHEREAS, the Office of Civil Defense (OCD) having been mandated to administer a comprehensive national civil defense and disaster risk reduction and management program by providing leadership in the continuous development of strategic and systematic approaches as well as measures to reduce the vulnerabilities and risks to hazards and manage the consequences of disasters, shall have, among others, to prepare the criteria and procedure for the enlistment of accredited community disaster volunteers (ACDVs). It shall include a manual of operations for the volunteers which shall be developed by the OCD in consultation with various stakeholders;

WHEREAS, the drafting of the ACDV Guidelines started in 2017 through a series of Multi-Stakeholder Consultation Workshops which were conducted on a cluster basis, and was participated by RDRRMC-member agencies, selected Local DRRM Officers and local volunteers.


WHEREAS, on 11 May 2021, the Draft ACDV Guidelines was presented to, and duly approved by the NDRRMC Technical Working Group (TWG).

Telefax: NDRRMC Opcen (+632) 911-1406; 912-2665; 912-5668; NDRRMC Secretariat (+632) 912-0441; 912-5947;
Office of the Administrator, OCD (+632) 912-8675
Email: docen@ndrrmc.gov.ph Website: www.ndrrmc.gov.ph

WHEREAS, on 27 May 2021, the Draft ACDV Guidelines was presented to, and duly approved by the NDRRMC Technical Management Group (TMG).


NOW, THEREFORE, the NDRRMC **RESOLVES** as it is hereby **RESOLVED**, to approve the ACDV Guidelines, as presented to the Full Council on 08 June 2021.

Done this 8th day of June 2021 in Quezon City, Philippines.


SECRETARY DELFIN N. LORENZANA
Department of National Defense
NDRRMC Chairperson



NDRRMC Memorandum Circular No. 64 s. 2021: Guidelines on the Accreditation, Mobilization, and Protection of Community Disaster Volunteers Application Form

	<p>REPUBLIC OF THE PHILIPPINES NATIONAL DISASTER RISK REDUCTION AND MANAGEMENT COUNCIL National Disaster Risk Reduction and Management Center, Camp Aguinaldo, Quezon City, Philippines</p>
<p>JUN 08 2021</p>	
<p>MEMORANDUM CIRCULAR No. <u>64</u> s. 2021</p>	
<p>TO :</p>	<p>ALL CHAIRPERSONS AND MEMBERS OF DISASTER RISK REDUCTION AND MANAGEMENT COUNCILS AT THE NATIONAL, REGIONAL, PROVINCIAL, CITY, MUNICIPAL LEVELS AND BARANGAY DISASTER RISK REDUCTION AND MANAGEMENT COMMITTEES, HEADS OF NATIONAL GOVERNMENT AGENCIES, CONSTITUTIONAL OFFICES, STATE UNIVERSITIES AND COLLEGES, GOVERNMENT-OWNED AND/OR CONTROLLED CORPORATIONS, LOCAL CIVIL SOCIETY ORGANIZATIONS, AND PRIVATE SECTORS</p>
<p>SUBJECT :</p>	<p>GUIDELINES ON THE ACCREDITATION, MOBILIZATION, AND PROTECTION OF COMMUNITY DISASTER VOLUNTEERS</p>
<p>I. BACKGROUND</p>	
<p>The Philippine Government has recognized the important role volunteerism play in nation-building. This is evidenced through several laws that have been promulgated and policies that have been adopted on the subject. Foremost among this is Republic Act No. 9418 or the Volunteer Act of 2007, which declared that: <i>"it shall be the policy of the State to promote the participation of various sectors of the Filipino society... in public and civic affairs, and adopt and strengthen the practice of volunteerism as a strategy in order to attain national development... The inculcation of volunteerism as a way of life shall rekindle in every Filipino the culture and time-honored tradition of 'Bayanihan' to foster social justice, solidarity, and sustainable development."</i></p>	
<p>The contribution of volunteers in Philippine society is especially evident with respect to disasters. Volunteers provide services in all key thematic areas of disaster risk reduction and management (DRRM), namely: (a) disaster prevention and mitigation; (b) disaster preparedness; (c) disaster response, and (d) disaster recovery and rehabilitation. Some activities in these areas include the conduct of information, education and communication (IEC) campaigns, and DRRM-related capacity development initiatives for disaster-prone communities; support to national and local government in relief assistance, as well as in the conduct of search and rescue operations; and in infrastructure rehabilitation or rebuilding.</p>	
<p>The following Policy Guidelines respond to the directive of R.A. 10121 and its corresponding Implementing Rules and Regulations (IRR) as these present the enabling policies needed to operationalize the accreditation, mobilization and protection of community disaster volunteers. Overall, the Guidelines respond to the call to promote, adopt and strengthen volunteerism among Filipinos, particularly in addressing disaster risk reduction and management.</p>	
<p>Telefax: NDRRMC Opcen (+632) 911-1406; 912-2665; 912-5668; NDRRMC Secretariat (+632) 912-0441; 912-5947; Office of the Administrator, OCD (+632) 912-6675 Email: dopecen@ndrrmc.gov.ph Website: www.ndrrmc.gov.ph</p>	
<p>Page 1 of 14</p>	

II. LEGAL REFERENCES

In recognition of the important role volunteers play in DRRM, Republic Act No. 10121 or the Philippine Disaster Risk Reduction and Management Act of 2010 declares that: *"it shall be the policy of the State to engage the participation of civil society organizations (CSOs), the private sector and volunteers in the government's disaster risk reduction programs towards complementation of resources and effective delivery of services to the citizenry".* R.A. 10121 mandates the Office of Civil Defense (OCD) to: *"create an enabling environment for substantial and sustainable participation of CSOs, private groups, volunteers and communities, and recognize their contributions in the government's disaster risk reduction efforts".*

R.A. 10121 also states that: *"The government agencies, CSOs, private sector, and LGUs may mobilize individuals or organized volunteers to augment their respective personnel complement and logistical requirements in the delivery of disaster risk reduction programs and activities. The (government) agencies, CSOs, private sector, and LGUs concerned shall take full responsibility for the enhancement, welfare and protection of volunteers, and shall submit the list of volunteers to the OCD, through the LDRRMOs, for accreditation and inclusion in the database of community disaster volunteers".* It further directs the OCD to: *"prepare the criteria and procedure for the enlistment of accredited community disaster volunteers or ACDVs. It shall include a manual of operations for the volunteers which shall be developed by the OCD in consultation with various stakeholders".*

III. ACCREDITATION, MOBILIZATION, AND PROTECTION OF COMMUNITY DISASTER VOLUNTEERS

R.A. 10121 states that processes have to be put in place for the effective accreditation and mobilization of community disaster volunteers. The law also indicates the need to establish necessary policies that will ensure the protection of the Accredited Community Disaster Volunteers (ACDVs). Its IRR further determines the responsibilities pertaining to the accreditation, mobilization and protection of volunteers.

In particular, Rule 9 of the IRR states that the government agencies, civil society organizations (CSOs), private sector, and LGUs may mobilize individuals or organized volunteers to augment their respective personnel complement and logistical requirements in the delivery of disaster risk reduction programs and activities; the same agencies and sectors, therefore, shall take full responsibility for the enhancement, welfare and protection of their volunteers.

For the purpose of the Guidelines, and in consideration of the role these agencies and organizations play in the accreditation, mobilization and protection of

ACDVs, the government agencies, CSOs, private sectors, and LGUs referred to in R.A. 10121 shall now be referred to as 'Volunteer Mobilizing Organizations' or 'VMOs'.

Further, the Guidelines mandate that to streamline the ACDV processes, accreditation of individuals and organized volunteers shall be coursed through the VMOs at the local level.

IV. PURPOSE

The Guidelines is issued to enable the institutionalization of mechanisms for the effective and efficient accreditation, mobilization and protection of individuals and organized volunteers in all cities and municipalities in the Philippines.

Specifically, the Guidelines aim to:

- a. define the minimum qualification criteria and set the general procedures for the accreditation of VMOs, and subsequently, the ACDVs;
- b. establish general guidelines for the protocols and procedures for the mobilization of ACDVs;
- c. set minimum standards on the protection and provision of compensatory benefits for ACDVs; and
- d. define the institutional arrangements needed for the accreditation, mobilization and protection of individuals and organized volunteers.

V. SCOPE / COVERAGE

As mandated under R.A. 10121, the accreditation process is conducted at the local level, by the City or Municipality Local Disaster Risk Reduction and Management Councils (LDRRMCs), through the Local Disaster Risk Reduction and Management Offices or the LDRRMOs.

The Guidelines cover the processes and procedures involved in (a) the accreditation of the Volunteer Mobilizing Organizations (VMOs), and subsequently, (b) the accreditation of their respective individual community disaster volunteer members.

The Guidelines also pertain to the processes of (a) mobilization and protection of said ACDVs, including (b) the mobilization of graduates of the community-based National Service Reserve Corps (NSRC) in their capacity as ACDVs under the Cities, Municipalities, or Barangay, or through accredited CSOs or Private Sectors.

Only those Filipino community disaster volunteers, including the Resident Foreign Nationals, are covered by these Guidelines. Accreditation and mobilization of international or foreign volunteers are covered by separate laws and/or policies under

the Philippine National Volunteer Service Coordinating Agency (PNVSCA), or the Department of Foreign Affairs (DFA).

VI. GENERAL POLICY STATEMENT

The following policies shall guide the Regional and Local Disaster Risk Reduction and Management Councils (R/LDRRMCs), Local Disaster Risk Reduction and Management Offices (LDRRMOs), and other stakeholders concerning the accreditation, mobilization and protection of community disaster volunteers:

- a. Accreditation and mobilization of community disaster volunteers shall be undertaken through the Volunteer Mobilizing Organizations or 'VMOs', which can either be government agencies, CSOs, private sector, or LGUs. An individual community disaster volunteer shall register and become a member of a VMO for him/her to be accredited;
- b. These VMOs may mobilize individuals and/or organized volunteers to augment their respective personnel complement and logistical requirements in the delivery of disaster risk reduction and management programs and activities;
- c. VMOs shall be responsible for gathering, consolidating and submitting the details of individuals and organized volunteers for inclusion in the National Roster of Accredited Community Disaster Volunteers. This shall be done through the (City or Municipality) LDRRMOs;
- d. The mobilization, and protection of ACDVs, likewise, shall be the responsibility of the VMOs after having submitted the volunteers' respective details to the LDRRMOs;
- e. *Volunteer work* under the Guidelines includes activities undertaken within the four thematic areas of DRRM, i.e. (a) disaster prevention and mitigation; (b) disaster preparedness; (b) disaster response; (d) disaster rehabilitation and recovery. These DRRM activities shall pertain also to addressing both natural hazards and human-induced disasters;
- f. Any Filipino citizen of legal age, regardless of gender, ethnicity, religion or physical capability may be an accredited ACDV provided the qualification criteria that have been defined for the volunteer role he or she is applying to are met.

VII. DEFINITION OF TERMS

For this Guidelines, the following definitions apply:

Accreditation refers to the process of officially recognizing a Volunteer Mobilizing Organization (VMO) and its community disaster volunteer members as qualified to perform particular DRRM tasks or responsibilities.

Accredited Community Disaster Volunteers (ACDVs) (also referred to from time to time in this document as **Volunteers**) are individuals or organized volunteers who possess the requisite qualifications stipulated in these guidelines and whose names were submitted and officially included in the LDRRMC List of Community Disaster Volunteers, and/or the National Roster of ACDVs maintained by the Office of Civil Defense (OCD).

Bayanihan is a Filipino word derived from the word *bayan* meaning town, nation, or community in general. "*Bayanihan*" literally means, "*being in a bayan*," and is thus used to refer to a spirit of communal unity and cooperation. Although *bayanihan* can manifest itself in many forms, it is probably most clearly and impressively displayed in the old tradition of neighbors helping a relocating family by getting enough volunteers to carry the whole house, and literally moving it to its new location. It takes a fairly large number of people -- often 20 or more -- working together to carry the entire house. All this is done in a happy and festive mood.

Character Reference refers to a person or institution who is knowledgeable with, and who can vouch for, the work and/or expertise of a VMO or community disaster volunteer.

Civil Society Organizations (CSOs) are non-state actors whose aims are neither to generate profits nor to seek governing power; CSOs' mandate is to unite people to advance or promote shared goals and interests. CSOs include, but are not limited to, non-government organizations (NGOs), professional associations, foundations, independent research institutes, community-based organizations (CBOs), faith-based organizations, people's organizations, social movements, labor unions, housing, and neighborhood associations.

Code of Conduct pertains to the set of rules outlining social norms, proper practices, roles, and responsibilities of an individual or organized volunteer.

Community-Based National Service Reserve Corps Unit (CBNU) refers to established organizations of the graduates of the Civic Welfare Training Service (CWTS) or Literacy Training Service (LTS) components of the National Service Training Program (NSTP) who have graduated from their formal academic education under higher education institutions under CHED or technical-vocational education and training institutions under TESDA.

Compensatory Benefits refer to non-monetary compensation, which may come in the form of any or all of the following: insurance coverage, burial assistance, hospitalization, or medical support, among others, that are provided by an accredited VMO or Regional or LDRRMC to its ACDVs.

Mobilization refers to the act of assembling and deploying ACDVs to support DRRM-related activities.

Mobilization Order refers to verbal or written instruction coming from the (City or Municipal) LDRRMO, (Provincial) LDRRMO, or the OCD Regional Director requesting a VMO to mobilize its volunteers for DRRM-related activities.

National Service Reserve Corps (NSRC) refers to an organization composed of graduates of Civic Welfare Training Service (CWTS) and Literacy Training Service (LTS) components of the National Service Training Program (NSTP) as mandated by Republic Act 9163 (NSTP Act of 2001)

Personal Protective Equipment (PPE) refers to protective clothing, helmets, goggles, or other garments, equipment, and gear designed to protect and safeguard the wearer's body from injury or harm.

Private Sector refers to the key sector in the realm of the economy where the central social concern and process are the mutually beneficial production and distribution of goods and services to meet the physical needs of human beings. The private sector referred to in this policy includes private corporations, business chambers or councils, private schools or academic institutions, as well as micro to small and medium enterprises or MSMEs.

Protection refers to a system of measures established in ensuring the safety and well-being of volunteers, including insurance coverage and other accidental death benefits, among others.

Registration refers to the action or process of submitting oneself for voluntary service with a VMO for inclusion in the LDRRMO's List of Community Disaster Volunteers, and/or the National Roster of Accredited Community Disaster Volunteers.

Resident Foreign National also referred to as "*Resident Alien*" refers to any person not citizen of the Philippines but given the immigrant status under section 13 of Commonwealth Act No. 613, as amended, Law Instruction No. 33, Republic Act No. 7919 or the Alien Social Integration Act of 1995, and other special laws. As such, the individual has been given, among others, the right and privilege to live in the Philippines.

School-Based National Service Reserve Corps Unit (SBNU) refers to the established organization of students or graduates of the CWTS or LTS components of the NSTP who are still enrolled in colleges/universities.

Task Category refers to the specific DRRM-related task or activity that a VMO or individual volunteer agrees to perform, based on their experience, skill, or expertise.

Volunteer Mobilizing Organization refers to organizations, such as government agencies, local government units including barangays, civil society organizations (CSOs), private sector groups, volunteer groups organized by a

City or Municipality, Community-Based NSRC Units, which CDVs are members. VMOs are responsible for the registration and submission of accreditation requirements, mobilization, and protection of their community disaster volunteers.

VIII. SPECIFIC GUIDELINES

The following section provides the specific guidelines that must be followed with regards to the accreditation, mobilization and protection of ACDVs:

A. Accreditation

1. As stipulated in R.A. 10121, accreditation shall be done at the City or Municipal level, through the LDRRMCs who shall accredit VMOs and subsequently, the community disaster volunteers.
2. The LDRRMCs, through a resolution, shall adopt qualification criteria for the accreditation of VMOs, particularly for those organizations that are either CSOs or the private sector, using the minimum standards and requirements set forth in these guidelines.
3. An individual NSRC may register as a member of CBNU or at any barangay where he/she resides or works and be accredited at the city/municipality for him/her to be an ACDV. The CBNU or barangay that the individual NSRC has registered at shall now apply for accreditation as VMOs at their respective localities.
4. Community-Based NSRC Units (CBNUs) established in LGUs shall apply for accreditation as VMOs in cities and municipalities for their members to be ACDVs. School-based National Service Reserve Corps Units (SBNUs), which are under the control, administration, and supervision of colleges/universities under CHED or TESDA, shall not qualify as ACDVs.
5. Accreditation as VMOs:
 - a. Minimum Requirements:
 - i. Civil society organizations (CSOs) or the private sector, must submit the following accreditation requirements to the LDRRMOs where they intend to operate:
 - Completed Application Form for Accreditation, which includes a list of current officers, members and/or volunteers of the VMOs. It should also indicate the DRRM thematic area/s they are applying for;
 - Certification from any one of the following: the Securities and Exchange Commission (SEC), Cooperative Development Authority (CDA), Department of Labor and Employment (DOLE), Department

of Social Welfare and Development (DSWD), or any national or local government agency that is empowered by law or policy to accredit people's organizations, associations, non-government organizations or private sector groups;

- Financial statement of the preceding year of their application, signed by its executive officers and indicating, among others, the sources and status of funds of the organizations; and
 - List of community disaster volunteers, indicating their area/s of specialization or expertise, and qualifications, permanent residence addresses, and contact information (i.e. telephone number, email address). The list must be accompanied by individual volunteer information sheets.
- ii. For VMOs that are government agencies, local government units including barangays, or CBNUs, they must submit the following requirements:
- Completed Application Form for Accreditation, which includes a list of current officers, staff members, and/or volunteers. It should also indicate the DRRM thematic area/s they are applying for.
 - List of community disaster volunteers, indicating their area/s of specialization or expertise, and qualifications, permanent residence addresses, and contact information (i.e. telephone number, email address). The list must be accompanied by individual volunteer information sheets.
- b. Minimum qualification criteria:
- i. For individuals:
- Filipino citizen, at least 18 years old, verifiable through the submission of a certified true copy of Birth or Baptismal certificate or Philippine National ID;
 - For resident foreign nationals, in addition to the requirements for Filipino Citizen, submission of Alien Certificate of Registration Identity Card (ACR I-Card) issued by the Bureau of Immigration of the Philippines will be required;
 - No pending criminal liability, verifiable through the submission of a valid NBI or Police Clearance; and
 - Volunteers below 21 years old must submit duly signed parental consent.
- ii. For CSOs and private sectors:
- Must be able to demonstrate or provide evidence that disaster risk reduction and management is one of their primary activities;
 - With at least two years of experience in DRRM-related activities, verifiable through certification/s from organizations and/or institutions to which their services were rendered; and

- With proven experience, skills or relevant training of officers, staff members or volunteers in DRRM-related activities or services.
- iii. For volunteer tasks or roles requiring special skills or qualifications and/or experience, the volunteer must meet additional minimum requirements, such as:
 - With at least one-year cumulative work or volunteer experience or related learning experience relevant to the volunteer task category he or she is applying for, verifiable through the submission of a certificate of employment and/or participation from an employer or organization, or relevant documents that indicate the inclusive dates of engagement or training; and
 - Must be physically fit to undertake the volunteer tasks and role he or she is applying for, verifiable through the submission of a medical certificate issued within the past six months by a licensed physician.
- 6. The LDRRMCs may adopt their qualification criteria based on the disaster risk profile and capacity needs in their respective city or municipality. However, they must adhere to the minimum qualifications set forth in section VIII, par. A, subparagraph 5 (b) of this policy.
- 7. Upon receipt of the complete accreditation requirements, the LDRRMO shall review and evaluate the VMO's application for accreditation against the approved qualification criteria. The LDRRMO shall then endorse its evaluation to the LDRRMC for review and appropriate action.
- 8. These documentary requirements, including its processing upon submission by the VMOs, shall be pursuant to Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.
- 9. The LDRRMC shall be responsible for the accreditation of a VMO. Upon receipt of the evaluation and endorsement from the LDRRMO, the LDRRMC must review the endorsement and approve or disapprove the accreditation application accordingly. The LDRRMC may do this as a council or delegate the responsibility to council members.
- 10. As accreditation is a continuing process, a VMO may apply and obtain accreditation at any time. Applications for accreditation shall be tabled by the LDRRMC as part of the agenda of its regular council meetings.
- 11. The LDRRMO may request for a special meeting of the LDRRMC for the purpose of accreditation. Any request for a special meeting will be coursed through the Local Chief Executive as Chairperson of the LDRRMC.
- 12. Certificate of Accreditation that is renewable every five years shall be issued to the accredited VMO by the LDRRMC. This may be revoked at any time by the LDRRMC should the VMO be later found to have committed fraud in its

application or is performing other activities that are contrary to law. Other sanctions, including the filing of administrative cases against the VMO, may be undertaken depending on the gravity of the breach or violation.

13. To keep its accreditation active, the VMO is further required to submit to its respective LDRRMO an annual accomplishment report that includes an updated list of its community disaster volunteers, an updated Asset Register if applicable, and the organization's updated Mayor's Permit (if applicable). All these must be completed on or before the 31st of January every year.
14. VMOs shall be responsible for vetting their volunteers. They shall ensure that their volunteers meet the minimum qualification criteria and are qualified to undertake their proposed task/role. The Certificate of Accreditation of VMOs may be revoked by the LDRRMCs if they fail to properly vet and assess their volunteers' qualifications.
15. Accredited VMOs shall annually update their list of volunteers as part of the annual reporting process. This shall then be submitted to the LDRRMOs.
16. Through their VMOs, accredited community disaster volunteers shall be required to sign a Code of Conduct Policy and will be asked to sign a Data Privacy Consent Form that will allow their VMOs and LDRRMOs to process their information. Breach of the Code of Conduct Policy can be grounds for termination of the volunteer's accreditation, including the filing of criminal or administrative sanctions, where warranted by either the VMO or the LDRRMO.

B. Mobilization

1. The VMOs shall be responsible for the mobilization of their respective ACDVs. A 'mobilization order' shall be issued by the LDRRMOs instructing VMOs to mobilize their volunteers for DRRM-related activities.
2. Costs related to the mobilization of the volunteers will be primarily borne by the VMOs. These include, but are not limited to transportation, equipment, supplies and materials, rations, and shelter.
3. In the event of a large-scale disaster, the Provincial DRRM Officer (PDRRMO) or the OCD Regional Director may issue the 'mobilization order' to accredited VMOs requesting them to mobilize their ACDVs. This shall be done in close coordination with the accrediting LDRRMOs. The PDRRMO or OCD Regional Director, in coordination with the accrediting LDRRMO, may deploy ACDVs coming from any City or Municipality in the region to affected areas within their jurisdiction.
4. RDRRMCs may request for volunteer support from other RDRRMCs; accredited VMOs may also be requested to assist in other regions, especially

during disaster response. Proper coordination processes and protocols, however, shall have to be ensured with the VMOs' accrediting LDRRMOs.

5. Costs related to the inter-regional deployment of ACDVs may be covered through the budget of either the RDRRMC, LDRRMO, or both, subject to the availability of funds.
6. The National, Regional or Local DRRMC may provide and conduct capacity-building activities, e.g. training for ACDVs. ACDVs may also be invited to participate in training activities through their VMOs.
7. Pre-deployment briefings shall be conducted by the respective LDRRMOs before deployment of the volunteers. The Incident Command System (ICS) protocols shall be followed in the mobilization of ACDVs.
8. VMOs must ensure that ACDVs who are mobilized during disaster response events are properly equipped and self-sustaining for the next 72 hours.
9. VMOs must facilitate the conduct of post-deployment debriefing sessions for their volunteers. They may seek the support of their LDRRMOs in case they would require professional counsellors.
10. VMOs shall submit post-activity reports to their respective LDRRMOs within seven days after their volunteers complete their DRRM-related activities.

C. Protection

1. VMOs are primarily responsible for the safety and welfare of all their volunteers.
2. VMOs are responsible for providing their ACDVs with personal accident insurance with a minimum coverage of P100,000.00; at a minimum, this insurance must include coverage for accidental death or dismemberment, permanent disability and hospitalization cost reimbursement.
3. For those VMOs that are either CSOs or the private sector, the full or partial cost of insurance for their ACDVs may be covered by their accrediting LDRRMCs, if agreed upon by the latter with the VMOs. This arrangement may be considered on a case-by-case basis and shall be at the discretion of the LDRRMC.
4. On the other hand, Regional and Local DRRMCs shall extend the following compensatory benefits to ACDVs:
 - a. burial assistance, in case of death of a volunteer;
 - b. free medical service and/or hospitalization in a government hospital for mission-acquired illness or injury;

- c. access to counselling, post-trauma stress debriefing, or psychosocial support services; and
 - d. other benefits or assistance such as legal services that the Regional and LDRRMCs may be able to provide.
5. Volunteers must be included in the LDRRMO's official list of ACDVs to be entitled to insurance and compensatory benefits.
 6. Regional and LDRRMCs may preposition or donate PPEs to accredited VMOs for the use of their ACDVs. PPEs may include, but are not limited to protective headgear, earplugs, boots, gloves, masks, safety goggles, first aid kits. Other equipment may also be provided to VMOs, including communication equipment, search and rescue equipment, life jackets, etc.

D. Enlistment in ACDV National Roster Database and Issuance of National ID

1. The (City or Municipal) LDRRMOs shall submit the details of all accredited VMOs and ACDVs at least annually to the RDRRMC for inclusion in the National Roster of ACDVs that shall be maintained by OCD through the Response and Operational Coordination Division – Operations Service (ROCD-OS).
2. Once a volunteer's name has been included in the National Roster of ACDVs and a unique personal identification number has been issued, the (City or Municipal) LDRRMO shall issue an identification (ID) card to the ACDV.

IX. FUNDING

Following are specific guidelines on allocation of funds or budget related to the accreditation, mobilization and protection of ACDVs:

1. LDRRMCs are authorized under COA Circular No. 2012-002 to allocate a portion of their Local DRRM Funds for disaster risk management activities particularly as payment of insurance premiums on personal accident insurance of ACDVs. LDRRMCs are allowed to utilize either the seventy percent (70%) allocated for pre-disaster preparedness programs or the thirty percent (30%) Quick Response Fund of their LDRRMF for ACDV insurance, as applicable, classified as MOOE. Provided that when using the QRF, it shall be supported by a resolution by the local *sanggunian* declaring the LGU under the state of calamity or a presidential declaration of a state of calamity upon the recommendation of the NDRRMC.
2. LGUs may set the maximum insurance budget annually depending on their financial capabilities and allocated funds as stated in their LDRRM Plans for volunteer insurance.
3. LGUs may engage either government or private insurance companies for the insurance coverage of their ACDVs. ACDV insurance program shall

undergo the government procurement process in compliance to the 2016 Revised IRR of R.A. 9184. If deemed advantageous to the government, LGUs may adopt a Framework Agreement in the procurement of ACDV insurance for the insurance coverage of undetermined number of ACDVs to be deployed immediately after the occurrence of a disaster.

4. RDRRMC member agencies may allocate or program in their Annual Program of Budget (APB) Regular Fund the payment for insurance premiums of ACDVs to be deployed during response operations to cover those LGUs that cannot afford to pay insurance. Burial assistance, in case of death of a volunteer during response phase operations, and free medical service and/or hospitalization in a government hospital for mission-acquired illness or injury during disaster response operations may be charged to Quick Response Fund (QRF).
5. Regional DRRMC member agencies and Local DRRMCs, through the LDRRMOs, may allocate funds from their APBs and Local Disaster Risk Reduction and Management Funds (LDRRMFs), respectively, for the conduct of training or capacity building activities for VMOs and ACDVs.
6. Subject to the availability of funds, the accrediting LDRRMCs may allocate a portion of their LDRRMF to partially cover the mobilization cost of ACDVs.
7. Based on their local risk profile and depending on their financial capabilities, Local DRRMCs may procure DRR tools, equipment, accessories, and PPE for use by accredited VMOs vis-à-vis ACDVs as specified in these guidelines. Procurement of these items shall be programmed in their respective Annual Investment Program (AIP), consistent with R.A. 10121, the DILG-DBM Joint Memorandum Circular 2011-1, and the 2016 Revised IRR of R.A. 9184.
8. For this year, government agencies may not be able to utilize funds as provided for in these guidelines. However, by 2022, it shall be included in their budget proposal for the fiscal year 2023.

X. SEPARABILITY CLAUSE

In case any provision in these guidelines shall be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

XI. REPEALING CLAUSE

All existing issuances inconsistent with these guidelines are hereby repealed or modified accordingly. Specifically, the NDRRMC-DBM-DILG Joint Memorandum Circular No. 2013-1 entitled Allocation and Utilization of Local Disaster Risk Reduction and Management Fund (LDRRMF) is hereby amended, allowing utilization of

LDRRMF for ACDV insurance and other compensatory benefits as specified under these guidelines.

XII. SAVING CLAUSE

This policy guideline shall not in any manner adversely affect the rights, obligations, and benefits of LGUs under existing laws, rules and regulations.

XIII. EFFECTIVITY

These Guidelines shall take effect upon approval by the National Disaster Risk Reduction and Management Council (NDRRMC), as evidenced by the signature of its Chairman, and the issuance of its Manual of Operations to be issued by the NDRRMC through the Office of Civil Defense (OCD).

SECRETARY DELFIN N. LORENZANA
Department of National Defense
NDRRMC Chairperson



Accreditation of Community Disaster Volunteers Dashboard

(<https://volunteers.ndrrmc.gov.ph>)



ACCREDITATION OF COMMUNITY DISASTER VOLUNTEERS

Home
to
Use

How
to
Use

Login

Register

Welcome Disaster Volunteer Organizations!

This site provides the online platform for the accreditation of community disaster volunteers, with reference to Republic Act 10121. It is intended for use by Volunteer Organizations and Local Government Units as authorized Accrediting Bodies.


Note: Individual volunteers must be affiliated formally to an organization in order to become accredited.



REGISTER

LOGIN



Developed and powered by the Office of Civil Defense



Administrator Account





Dashboard

Dashboard



Accreditation of Community Disaster Volunteers

Welcome Administrator Account

 Regional Admin Accounts	18	 Pending Volunteer Organizations	168
 Pending Accrediting Bodies	72	 Approved Volunteer Organizations	21

**APPLICATION FORM
FOR VOLUNTEER MOBILIZING ORGANIZATIONS**

Organizational Profile	
Name of Organization	
Address	
Type	<input type="checkbox"/> Civil Society Organization <input type="checkbox"/> Private Sector <input type="checkbox"/> National/Regional Government <input type="checkbox"/> Local Government Unit <input type="checkbox"/> Community-based NSRC Unit
Brief Description of Organization	
Landline Number	
Mobile Number	
Email Address	
DRRM Thematic Area/s being applied for	<input type="checkbox"/> Disaster Prevention and Mitigation <input type="checkbox"/> Disaster Preparedness <input type="checkbox"/> Disaster Response and Early Recovery <input type="checkbox"/> Disaster Rehabilitation and Recovery
Services Offered	<input type="checkbox"/> Planning/Writing <input type="checkbox"/> Communications <input type="checkbox"/> Coordination <input type="checkbox"/> Management/Administrative <input type="checkbox"/> Assessment <input type="checkbox"/> Search <input type="checkbox"/> Rescue <input type="checkbox"/> Relief <input type="checkbox"/> Medical <input type="checkbox"/> Security <input type="checkbox"/> Social / Community Service <input type="checkbox"/> Others (please specify)

Notes:

1. The form just presents the minimum basic information.
2. The City or Municipal DRRMOs may customize the form as necessary.
3. Additional sheets may be required, especially for the Member's Profile.
4. The form shall be accompanied with all the documentary requirements.

VOLUNTEER INFORMATION SHEET FOR COMMUNITY DISASTER VOLUNTEERS

Photo	Members Profile	
	Last Name	
	First Name	
	Middle Name	
	Age	
	Birthday	
	Address	
	Landline Number	
	Mobile Number	

Training Courses Completed

Notes:

1. The form just presents the minimum basic information.
2. The City or Municipal DRRMOs may customize the form as necessary.
3. Additional sheets may be required, especially for the Member's Profile.
4. The form shall be accompanied with all the documentary requirements.

CODE OF CONDUCT FORM

This Code of Conduct clarifies the expectations set between the Local Government of [name of City or Municipality] and [Name of Volunteer Organization]. This to ensure commitment and professionalism and allow the volunteers to have a meaningful working experience.

By signing this Code of Conduct, all members of [Name of Volunteer Organization], shall commit to abide by the rules provided for in this document.

Volunteers have the right:

- To be treated with respect, dignity, and courtesy at all times.
- To receive an adequate orientation, capacity building, and training wherever appropriate.
- To operate in a safe, friendly, and work-conducive environment.
- To have the freedom to inform concerns or opportunities for improvement.
- To have access to information relevant to the performance of volunteer work.

Volunteers shall commit to:

- To fulfil the duties and responsibilities as specified and agreed with the Local Government of [name of City or Municipality]
- To follow the policies, regulations, restrictions, and other issuances set by the Local Government of [name of City or Municipality]
- To demonstrate respect and consideration at all times for fellow volunteers
- To work collaboratively with the authorities and community members of the Local Government of [name of City or Municipality]

Volunteer's Full Name : _____
Position : _____
Signature : _____
Date : _____

Volunteer's Full Name : _____
Position : _____
Signature : _____
Date : _____

Volunteer's Full Name : _____
Position : _____
Signature : _____
Date : _____

Notes:

1. The Code of Conduct is just an example. The City or Municipal DRRMOs may customize as necessary.
2. Additional sheets may be required.

DATA PRIVACY CONSENT FORM

Please read these Terms for Data Privacy carefully. Your acceptance as accredited volunteer of Local Government of [name of City or Municipality] is conditioned on your acceptance and compliance with these Terms. By affixing your signature, you agree to be bound by these Terms. If you disagree with any part of the Terms, then your accreditation status will have to be revoked.

No Accreditation Charges

All services for the processing of accreditation are free of charge. You will not be charged any monetary expenses. However, you will be shouldering the expenses for the processing of your respective personal documents.

Personal Information

You will be asked to provide your personal information such as names and contact numbers. These will be used exclusively for profiling and reference for mobilization, when needed.

Privacy Policy

All information will be treated in a sensitive manner and with utmost confidentiality. The said information will be used for databasing and monitoring purposes and they will not, in any way, be made known to and accessed by the general public.

Changes

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. Said changes can be made without prior notice.

Volunteer's Full Name : _____
Position : _____
Signature : _____
Date : _____

Volunteer's Full Name : _____
Position : _____
Signature : _____
Date : _____

Notes:

1. The Data Privacy Consent Form is just an example.
2. The City or Municipal DRRMOs may customize as necessary.
3. Additional sheets may be required.

CERTIFICATE OF ACCREDITATION

ORGANIZATION_REGION_6_092022_2	
	← [PLACE LDRRMC LOGO HERE]
CERTIFICATION	
This is to certify that	
Barangay Rescue Volunteers	
has completed all the necessary requirements pursuant to NDRRMC Memorandum Circular No. 64, s. 2021: Guidelines on the Accreditation, Mobilization and Protection of Community Disaster Volunteers and is now officially an	
Accredited Community Disaster Volunteer	
Accredited under Region 6	
	
This Certification is issued on September 01, 2022 and will remain valid until September 01, 2027	

VOLUNTEERS IDENTIFICATION CARD

[PLACE LDRRMC LOGO HERE]	
	National Disaster Risk Reduction and Management Council Accredited Community Disaster Volunteer
Juan Dela Cruz	
Barangay Rescue Volunteers Accredited by	
<small>This ID Card is issued on September 08, 2022 and will remain valid until September 08, 2027. This ID Card will only be used as reference in conjunction with the official mobilization order issued by the City/Municipal DRRMO for disaster operations.</small>	

POST-ACTIVITY REPORT

Name of Organization	
Incident/Event	
Dates Covered	
Location/Area of Operations	
Members Involved	
Highlights of Operations	
Issues and Concerns	
Recommendations	
Photo Documentation	

Prepared by:

Volunteer's Full Name : _____
Position : _____
Signature : _____
Date : _____

Notes:

1. The Post-Activity Report is just an example.
2. The City or Municipal DRRMOs may customize as necessary.
3. Additional sheets may be required.

ANNUAL ACCOMPLISHMENT REPORT

Name of Organization	
Members and Trainings Attended	
Year Covered	
List of Members Mobilized	
Summary of Resources/ Assets Used	
Highlights of Accomplishments (Per Month)	
Consolidated Issues and Concerns	
Recommendations	
Photo Documentation	

Prepared by:

Volunteer's Full Name : _____
Position : _____
Signature : _____
Date : _____

Notes:

1. The Annual Accomplishment Report is just an example.
2. The City or Municipal DRRMOs may customize as necessary.
3. Additional sheets may be required.