

The background image shows a scene of destruction, likely after a natural disaster. In the foreground, there is a large pile of debris, including wooden planks, beams, and other building materials. Several people wearing bright yellow safety vests are visible, some standing and some working. In the background, there are damaged houses with missing roofs and walls. The overall atmosphere is one of a busy, active disaster site.

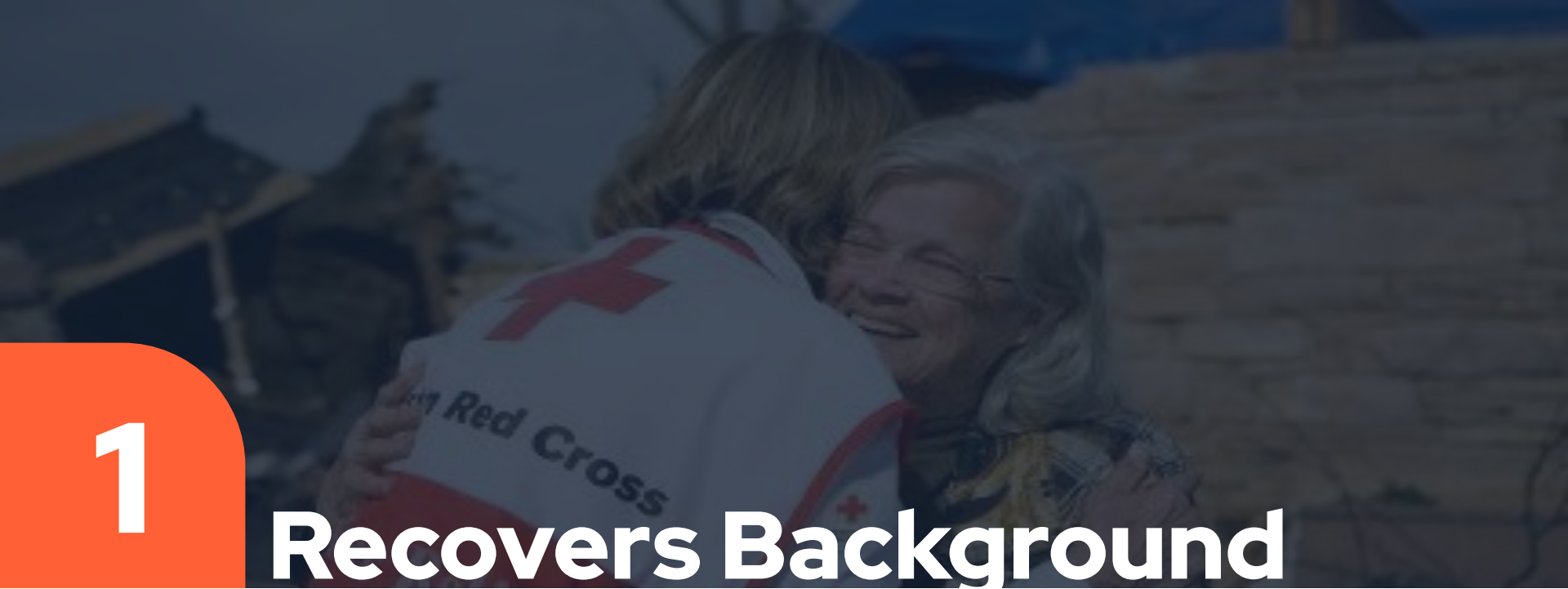
Organizer Orientation

Welcome to Recovers.org!

Thank you for volunteering
to uplift our community
during these difficult times.


In this presentation, we'll
discuss:

- 1) Recovers Background
- 2) Site Usage Guidelines



1

Recovers Background

A photograph of a disaster relief site. In the foreground, there are stacks of supplies, including blue water jugs and white bags. A sign in the background reads "Recovers.org" and "Homeless Relief". To the left, there is a white emergency ice storage chest with the text "EMERGENCY ICE WE SAVE YOUR CAR METRO 972-988-0577". The background shows a large building with a "clif" logo and a utility pole. The overall scene is dimly lit, suggesting dusk or dawn.

Recovers.org is a trilingual platform with 40+ (and growing) communities with committed organizers on the back-end who are actively matching needs to resources in real-time in seconds as they are made in our community. The national Recovers.org platform empowers organizations, local government and residents to work together in disaster relief to meet the needs of the community.

Vision of Recovers

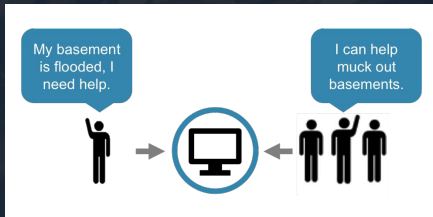
The Recovers platform was created to enable community recovery through collective action.

For the full background, please watch this video (click on image for video link).

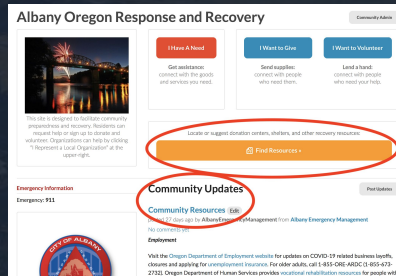


Platform's Purpose

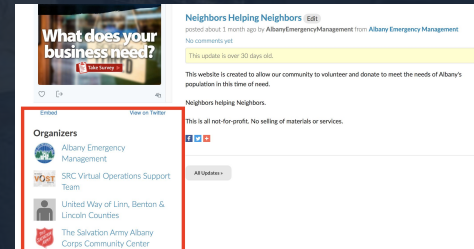
1. Log and match resources to needs, resources and volunteers



2. Give our community an up to date visual of the relief efforts and progress.



3. Add Community organizations to lead organizing and matching efforts.



Organizers: Your Role

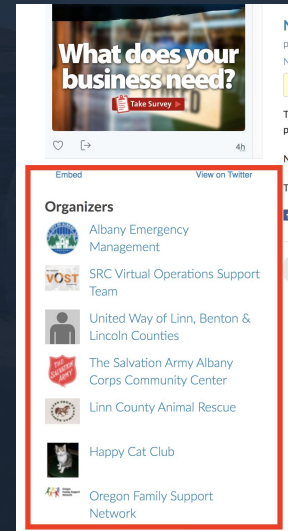
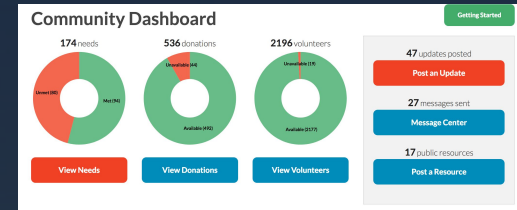
As an organizer, you have access to the Community Dashboard.

Types of Organizers:

- The Community Organizations associated with the site (listed on the left side of the site's homepage)
- The site administrator

Organizer Access:

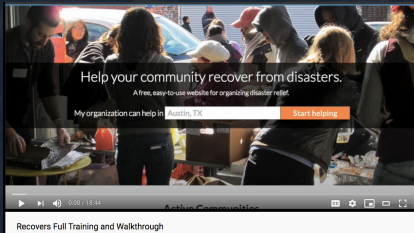
To protect the privacy and safety of the site users, only organizers have back-end access (Community Dashboard) to the site. General site users (ex: those who submit a need, donation, or register as volunteers) do not.



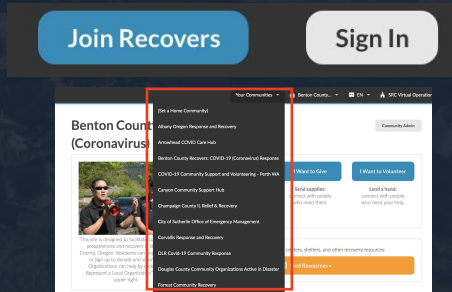
Next Steps

After you accept the invitation email to join, please follow these steps:

1. Watch this [video](#) to familiarize with the platform and its functionality.



2. Log into Recover. In the top menu bar, hover over "Your Communities" and select your community.



3. Click the grey button that says "community admin" to display your Community Dashboard.



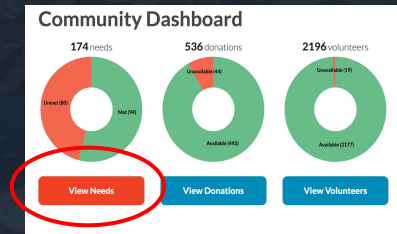


2

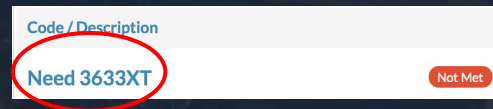
Site Usage Guidelines

To Match Needs:

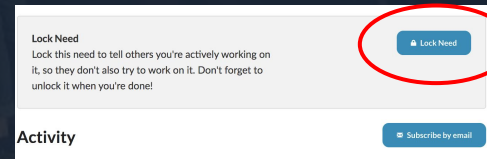
1. Click on the red "View Needs" button on your dashboard



2. Click the case number of the need. This is the word "Need" followed by an alphanumeric code.

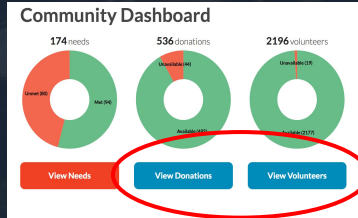


3. Once you understand the need, "Lock" the need with the small blue lock button, so that no other users will try to resolve it, then return to the dashboard screen.

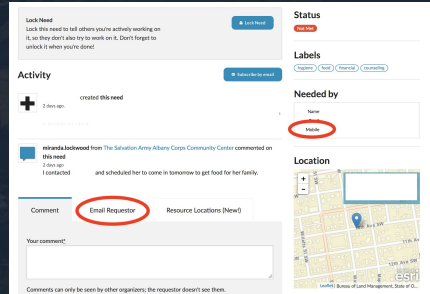


To Match Needs (cont'd):

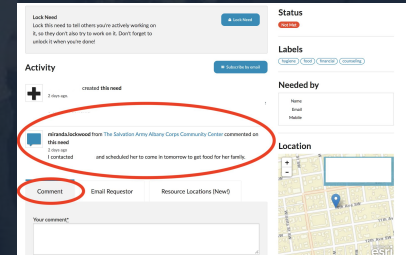
4. Click either the **“View Donations”** or **“View Volunteers”** buttons depending on the resource you need to find.



5. Make the connection by email or phone.

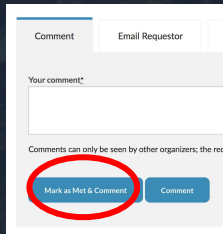


6. Leave detailed **“Comments”** with every action you take (and outcomes)

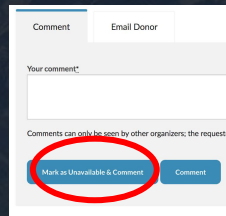


To Match Needs (cont'd):

7. Mark the need as "Met" and the resource as "Unavailable." only after you verify with the requestor that the need is Met OR if your organization is committed to taking over case management of need

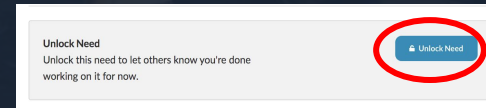


This screenshot shows a form with a 'Comment' tab and an 'Email Requestor' button. Below a text area labeled 'Your comment*', there is a blue button labeled 'Mark as Met & Comment' which is circled in red, and a smaller blue button labeled 'Comment'.



This screenshot shows a form with a 'Comment' tab and an 'Email Donor' button. Below a text area labeled 'Your comment*', there is a blue button labeled 'Mark as Unavailable & Comment' which is circled in red, and a smaller blue button labeled 'Comment'.

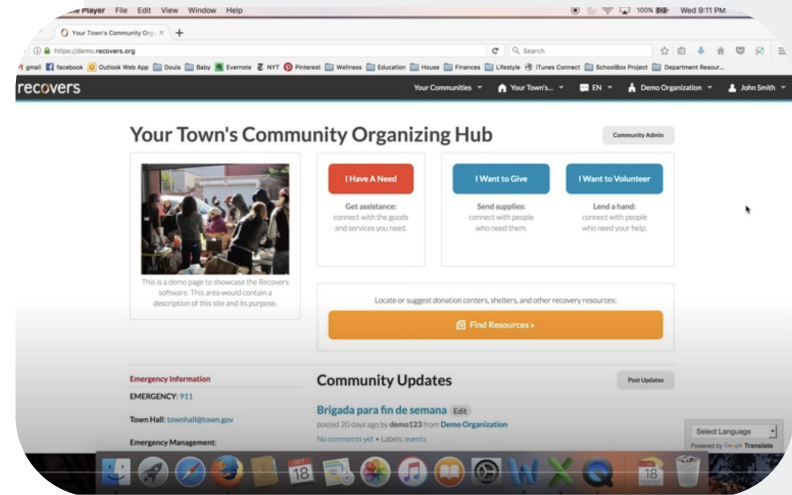
8. Be sure to "Unlock" needs that you don't intend on following up with and "Comment" as to why it was unlocked



This screenshot shows a form with the text 'Unlock Need' and 'Unlock this need to let others know you're done working on it for now.' To the right of this text is a blue button labeled 'Unlock Need' which is circled in red.

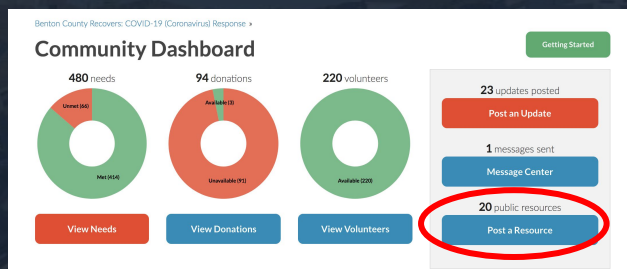
To Match Needs: Video Demo

Please take a few minutes to watch this [short video demonstration](#) on how to match needs.



Resources

Organizations can add Resources as needed. In the Community Dashboard, click on the button “Post a Resource” and fill out the required information.



If an external user (non-vetted organization) submits a suggested resource, they must reach out to support@recovers.org for approval.

Important reminders:

- Always lock needs that you are working on
- Only work on one need at a time. Please don't move on until you are able to meet the need you are working on. If you are not able to meet the need and need someone else to address it, please be sure to unlock it.
- If you meet a need or lock a need, please use the comment tool.
- Always reach out personally to the requestor to let them know you are working on their need. Make sure they are ok and let them know they aren't being ignored.
- Please never, ever advertise paid products or services. The purpose of this platform is to move free donations and services to survivors as quickly and efficiently as possible.