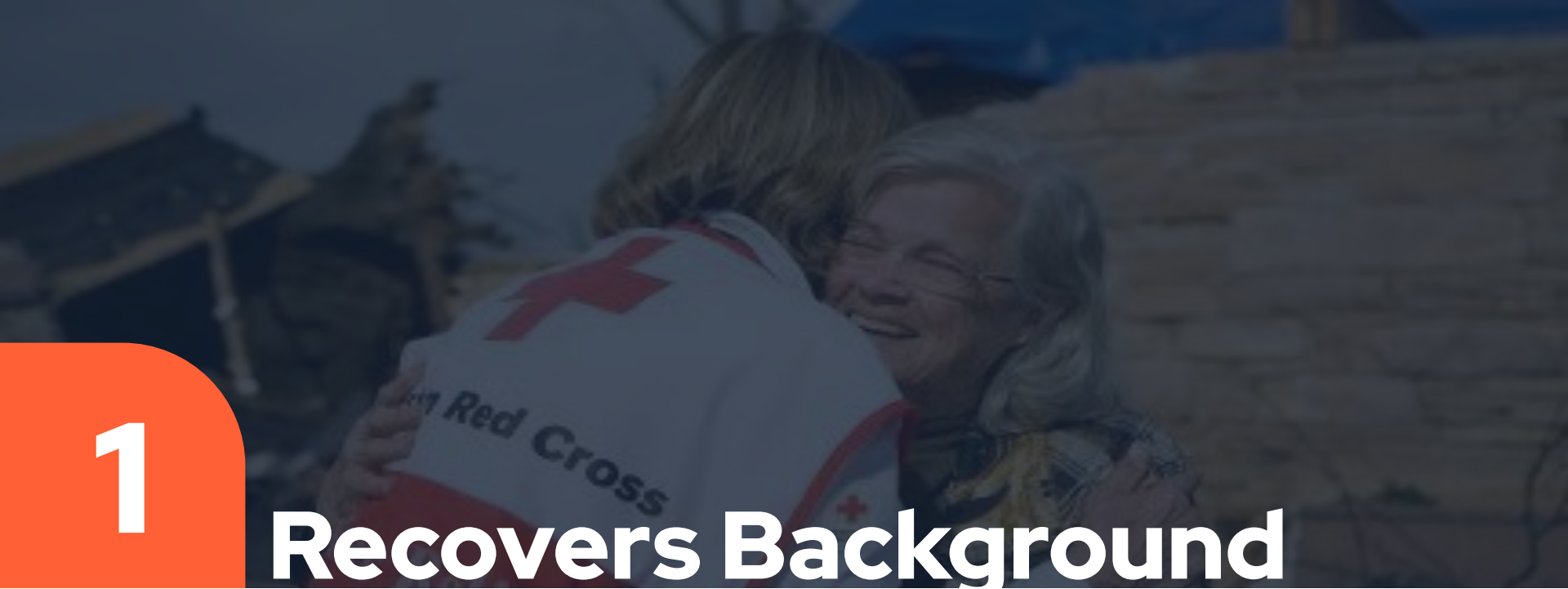# Organizer Orientation

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

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.
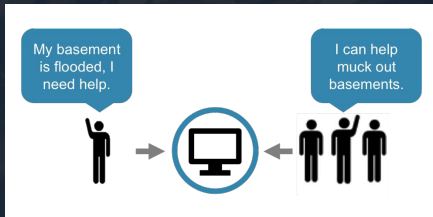
Vision of Recovers

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).
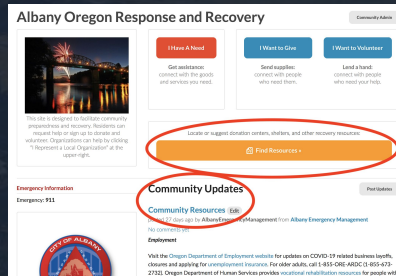
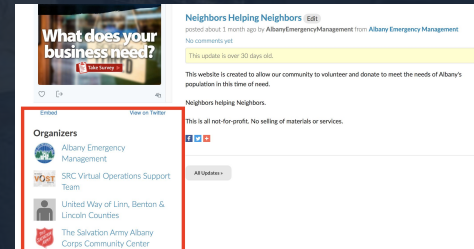# Platform's Purpose

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.
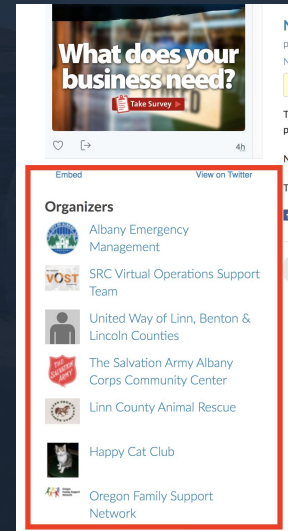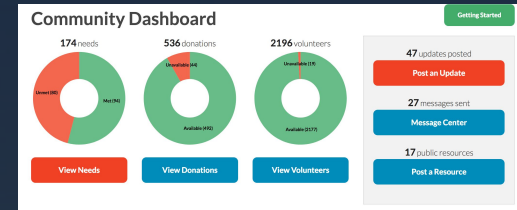
Organizers: Your Role

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
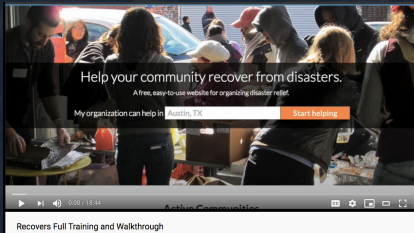
Organizer Access:

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.
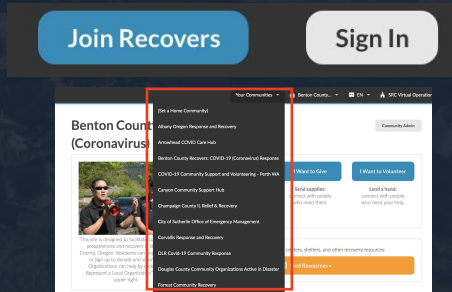
Next Steps

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

1. Watch this <u>video</u> to familiarize with the platform and its functionality.

2. Log into Recovers. 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.
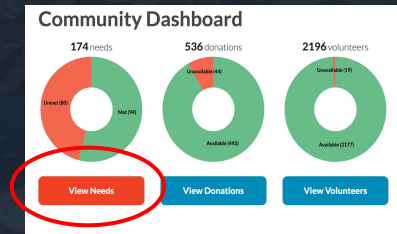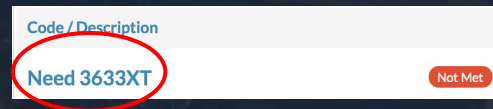
2

Site Usage Guidelines
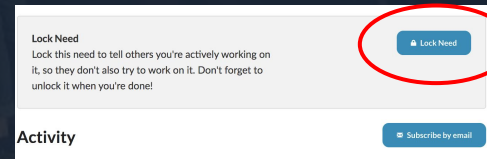
To Match Needs:

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

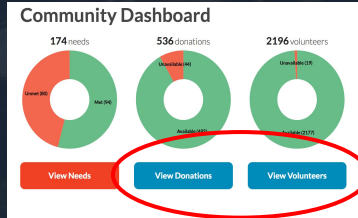**2.** Click the case number of the need. This is the word "Need" followed by a alphanumeric code.

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.
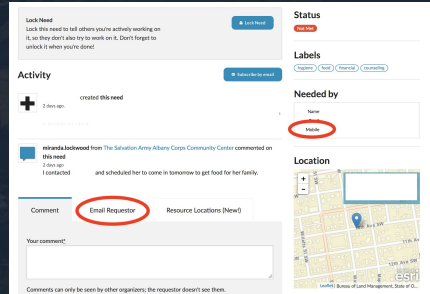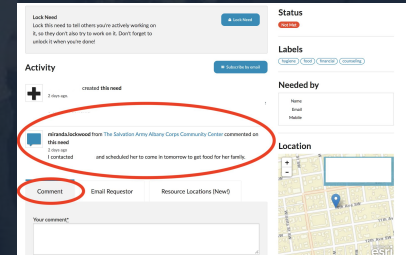
To Match Needs (cont'd):

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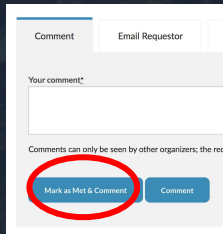
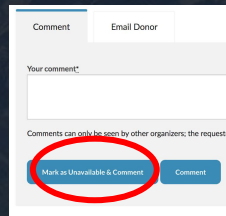**6.** Leave detailed "Comments" with every action you take (and outcomes)

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
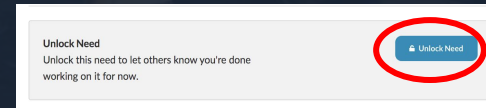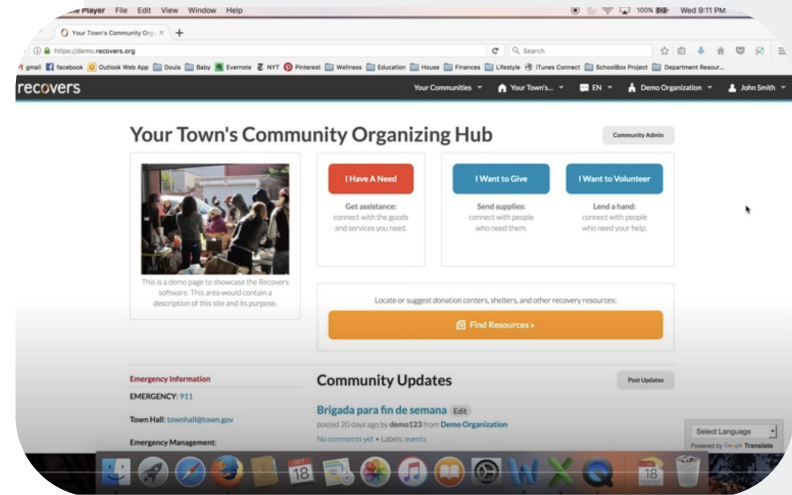

8. Be sure to "Unlock" needs that you don't intend on following up with and "Comment" as to why it was unlocked

To Match Needs: Video Demo
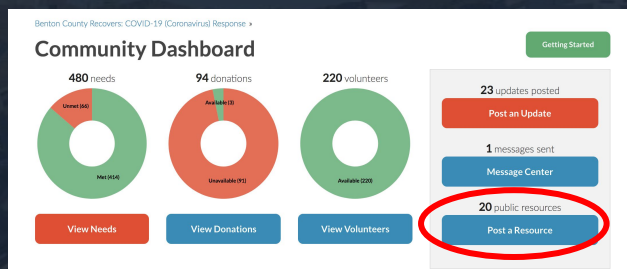
Please take a few minutes to watch this short video demonstration on how to match needs.

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.