

Volunteers Manual for the Kerala Flood Rescue Operations

What do we need help with?

KeralaRescue.in is being used to collect information on people who need rescuing and other urgent help. The information on KeralaRescue.in is being crowd-sourced. Volunteers are required to verify the data that has been crowd-sourced by calling. Once the verification is done, all the information (including urgency of the request) is passed on to the Kerala government and the volunteers on the ground.

How can you help?

1. Go to <http://volunteers.keralarescue.in> and click on sign up to create the volunteer's account.
2. Log in with the username and password you just created.
3. On the left side, you'll see an icon called "Data". Click on that to go to <http://volunteers.keralarescue.in/view/data>
4. On the left side, you'll see the latest requests for help in a list. Click on any of the requests, and then click on yellow "**EDIT**" button that appears on the right side.
5. Check the "**Initial Call Note**" at the bottom to see if they have already been called, if there are any notes about the person's language preference.
6. DO NOT DELETE ANY REQUEST unnecessarily or EDIT ANY FIELDS WITHOUT ANY CONFIRMATION from the person listed in the request.
7. We need to verify and update the details if possible, and update the "Initial Call Note" field at the bottom of the entry. For this, please call the phone number:

a. If the data is obviously junk.	Mark as spam.
b. If you can't get through to the phone number	Please make a note in the "Initial Call Note": date and time of your call (in YYYY-MM-DD HH:MM format), and call attempt number. E.g., "2018-08-18 15:56 / Call attempt number 3."
c. If the phone number provided is invalid	Make a note in the "Initial Call Note": "Phone number is invalid".
d. If you can't understand her/his language	Ask: In Malayalam: "Hindi/Tamil/English/<your language> ariyumo?" In Tamil: "Malayalam/Hindi theruyuma?" In Hindi: "Aapko Malayam/Tamil/<your language> aatha hai?" (Hindi). Make a note in "Initial Call Note" of the language the person prefers.

8. If you can speak a language the person is comfortable with:
 - a. Introduce yourself as a volunteer working with KeralaRescue.in, and state that you are trying to verify information KR has received, to pass it on to the government.
 - b. Check if the following details are correct:
District, Name, Location, Address
 - c. Get more accurate and specific details:
 - i. Needs Rescue, Water, Food, Clothing, Medical Needs, Kitchen Utensils, Toiletries.
 - ii. Note the details for the above, i.e., quantities needed, how many more days they have supplies for, if they know certain modes of rescue aren't available, and other specifics.
 - iii. Number of people who are stuck, including specifics on the number of elderly people, pregnant women, babies, medical patients, etc. Follow the format:
Pregnant Women: <No.> Kids: <No.> Elderly: <No.>
 - iv. Any other relevant information that they provide can be added (Eg., how many days they have been stranded, etc.).
9. Finish the call on a reaffirming note. Standard reply can be something like "We will make sure the government and volunteers get this information. We are doing our best to help. Thank you!"
10. On the basis of the information you've received, decide if this request is of a heightened priority level. If they aren't in danger for the next two days, and the case is new, then mark it as "new". If they will be in danger over the next two days, mark it as "priority". If they are in immediate danger, please mark it "urgent".

Status	Description	Example
New	Default option	
Priority	Requires quick action	They only have supplies to last for 2 days.
Urgent	Require <i>immediate</i> action	A pregnant woman is stuck in a house
Spam	Data are not real, address, phone. Mark like a spam. DO NOT DELETE	

11. Add additional information, if any, in the "Initial Call Notes" section at the bottom:
 - a. Please note date and time of your call (in YYYY-MM-DD HH:MM format)
 - b. Language spoken: Malayalam/Hindi/Tamil/English
12. Go to the LHS top section and click on the "Under Review" drop-down button in the upper-right. and click "Published" in the drop-down menu.
13. **PLEASE SAVE THE REQUEST** using the yellow "SAVE" button in the upper-right.
14. Please add NEW Request in case the person you are contacting gives any information about an unreported case(which is less than 200 meter radius)

