



## Post Deployment Hotwash

*Organizing a post deployment hotwash session provides opportunities for volunteers to share stories/experiences and provide feedback. The session may also serve as an opportunity to recognize efforts of volunteers. When organizing a post deployment hotwash, organizations may wish to consider the following fundamentals.*

### Goals:

- Provide opportunity for volunteers to share stories/experiences
- Provide stress management information to volunteers
- Provide resource information regarding mental health support services
- Provide volunteers opportunity to share feedback
- Aid in retention of volunteers by conveying the importance of their feedback in the overall success and improvement of the volunteer agency.
- Strengthen volunteer deployment plans by gathering and incorporating feedback received from volunteers.
- Provide information/guidance on post deployment sharing w/employers of volunteers.

### Timing:

- The hotwash should occur within a few days to a couple of weeks following the completion of the deployment.

### Structure:

- The session may be organized in any one of the following ways:
  - an informal gathering of responders/volunteers with volunteer agency coordinator/staff present
  - A more formal session with mental health professionals in attendance.
  - One-on-one session between individual volunteers and volunteer organization staff member
- Feedback may be gathered either through remote means (email or paper survey) and/or a face-to-face discussion, using the written feedback forms as guides.

### Process:

- Contact volunteers within 1-2 days of response to schedule group gathering.
- Provide non-threatening atmosphere for volunteers to speak about their experiences. If someone wants to speak, she/he may. No one should be forced to participate in group discussion.
- Send evaluation form out via email or paper copy. Provide clear instructions on how to respond (for example, fax, email or mail).