

## **ABSTRACT**

Volunteering in emergency situations requires comprehensive knowledge of the context of these situations: crisis management issues, including legislation, involving of NNO in the integrated rescue system and cooperation with a local government, the principle of access to those who are affected; including first aid, teamwork and self-care. The training of volunteers is very important for both, the quality of volunteer work and for volunteers themselves and humanitarian organizations pay special attention to it. The aim of this work is to summarize the findings from the literature, to prepare them for the use of volunteers and to map the training system of volunteers and members of the Czech Red Cross in general, and on the specific example of regional associations in the South Bohemian region. To achieve the objective, an analysis and summary of the domestic literature on training volunteers in emergencies was realised. Furthermore, the case study, using data from secondary sources, internal documents and from expert interviews was compiled. Attachments now contain information useful for training volunteers as a separated document. The conclusion of this work summarizes the findings and defines recommendations for a practical use.

### **Key words**

Volunteering, volunteer management, disaster, humanitarian aid, Czech red cross, crisis management