

New Mexico Department of Health



Volunteer Management Plan ***Annex 2: Volunteer Deployment and*** ***Management Standard Operating Guidelines***

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Contents

I. Acronyms 2

II. Introduction 3

 A. Purpose 3

 B. Deployment of NM MRC Serves Volunteers 3

 1. State employees..... 3

 2. Junior MRC volunteers 3

 3. Deployment protocols for non-emergency events..... 3

 4. Deployment Protocols for an Emergency/Disaster 3

III. NM MRC Serves Database 6

 C. NM MRC Serves Pre-Deployment Considerations 6

 D. Responding to an Emergency Activation in State 7

 E. Onsite Volunteer Coordinator/MRC Unit Leader Responsibilities..... 8

 F. Responding to an Emergency Activation Out of State..... 8

 G. Volunteer tracking 8

 1. During Volunteer Deployment..... 8

 H. Resource Status and Equipment Return Policy..... 8

 1. Types of resource status-keeping systems 8

 2. Nonexpendable Resources 9

 3. Expendable Resources 9

 4. Demobilization 9

 I. Operational Guides 10

I. Acronyms

AR	Authorized Representative
ASPR	Assistant Secretary for Preparedness and Response
BHEM	Bureau of Health Emergency Management
CDC	Centers for Disease Control
DC	Designated Contact
DHS	Department of Homeland Security
DMAT	Disaster Medical Assistance Team
DMAT-AO	Disaster Medical Assistance Team Administrative Officer
DOC	Department Operations Center
DOH	Department of Health
EMAC	Emergency Medical Assistance Compacts
EOC	Emergency Operations Center
EOC-R	Emergency Operations Center-Representative
ESAR-VHP	Emergency System for Advance Registration of Volunteer Health Professionals
FEMA	Federal Emergency Management Agency
HHS	Department of Health and Human Services
HRSA	Health Resources and Services Administration ICS Incident Command System
MRC	Medical Reserve Corps
NCG	EMAC National Coordination Group
NCT	EMAC National Coordinating Team NIMS National Incident Management System
NMDOH	New Mexico Department of Health
NMVOAD	New Mexico Volunteer Organizations Active in Disaster
NRL	NM MRC Serves Registry Liaison
NRS	NM MRC Serves Registry Staff
PAHPA	Pandemic and All Hazards Preparedness Act
RCT	EMAC Regional Coordinating Team
SOG	Standard Operating Guide

II. Introduction

A. Purpose

This Volunteer Deployment and Management - Standard Operating Guide (SOG) has been developed for the NM MRC Serves registry – the New Mexico Department of Health’s (NMDOH) Statewide Emergency Systems for Advance Registration of Volunteer Health Professionals (ESAR-VHP) compliant volunteer registry. This SOG outlines the deployment procedures that occur before, during and after a public health emergency/disaster or in support of a public health initiative (i.e., administering flu vaccine); how to activate volunteers in Intermedix and how to manage spontaneous volunteers.

B. Deployment of NM MRC Serves Volunteers

NM MRC Serves employs generally accepted protocols when gathering deployment information; identifying and disseminating information to volunteers; processing and tracking deployed volunteers; and demobilization of volunteers.

1. State employees

State employees will need to obtain leave from work from their respective state government employer in order to provide volunteer services during work hours, sign an acknowledgement of terms and conditions and follow all applicable laws and policies from your government employer and State Personnel Office.

2. Junior MRC volunteers

Junior Medical Reserve Corps volunteers are allowed to register and volunteer through the ESAR-VHP registry, and are permitted the same TORT protections as our adult volunteers beginning at the age of 14. Applicant and parent must complete and notarize a parental consent form, comply with all requirements of the Bureau of Health Emergency Management (BHEM) concerning the applicant’s enrollment and any activities and stay within his/her scope of practice.

3. Deployment protocols for non-emergency events

Requests for NM MRC Serves registered volunteers to support community events, public health events such as health fairs, exercises, and immunization clinics will be made directly to the NMDOH State Volunteer Coordinator.

4. Deployment Protocols for an Emergency/Disaster

Deployment requests for NM MRC Serves volunteers could be local; intra- or interstate; or federal. All requests should be directed through the State EOC. If a request is received by the on-duty Department of Health Emergency

Operations Center Representative (EOCR), that individual will coordinate with the personnel at the EOC. Requests for deployment are handled as follows:

1. State EOC receives the initial request (via 308) for volunteers and notifies the Department of Health EOCR.
2. If the Department of Health EOCR receives the initial request (via 308) for volunteers, the State EOC is notified by the EOC-R.
3. In either case, the EOCR notifies the on-duty NM MRC Serves Registry Liaison (NRL) (State ESAR-VHP Coordinator), a NMDOH Department Operations Center (DOC) position under the Planning Section Resource Unit.

Requests for NM MRC Serves volunteers from within the state could originate from local/county/ state emergency managers, as well as the NMDOH Secretary of Health. Requests should be made via 308 and Attachment D. Requests from outside the state will be pursuant to the Emergency Medical Assistance Compact (EMAC) or a federal request for assistance. Figure 1 outlines the process for requesting NM MRC Serves volunteer(s).

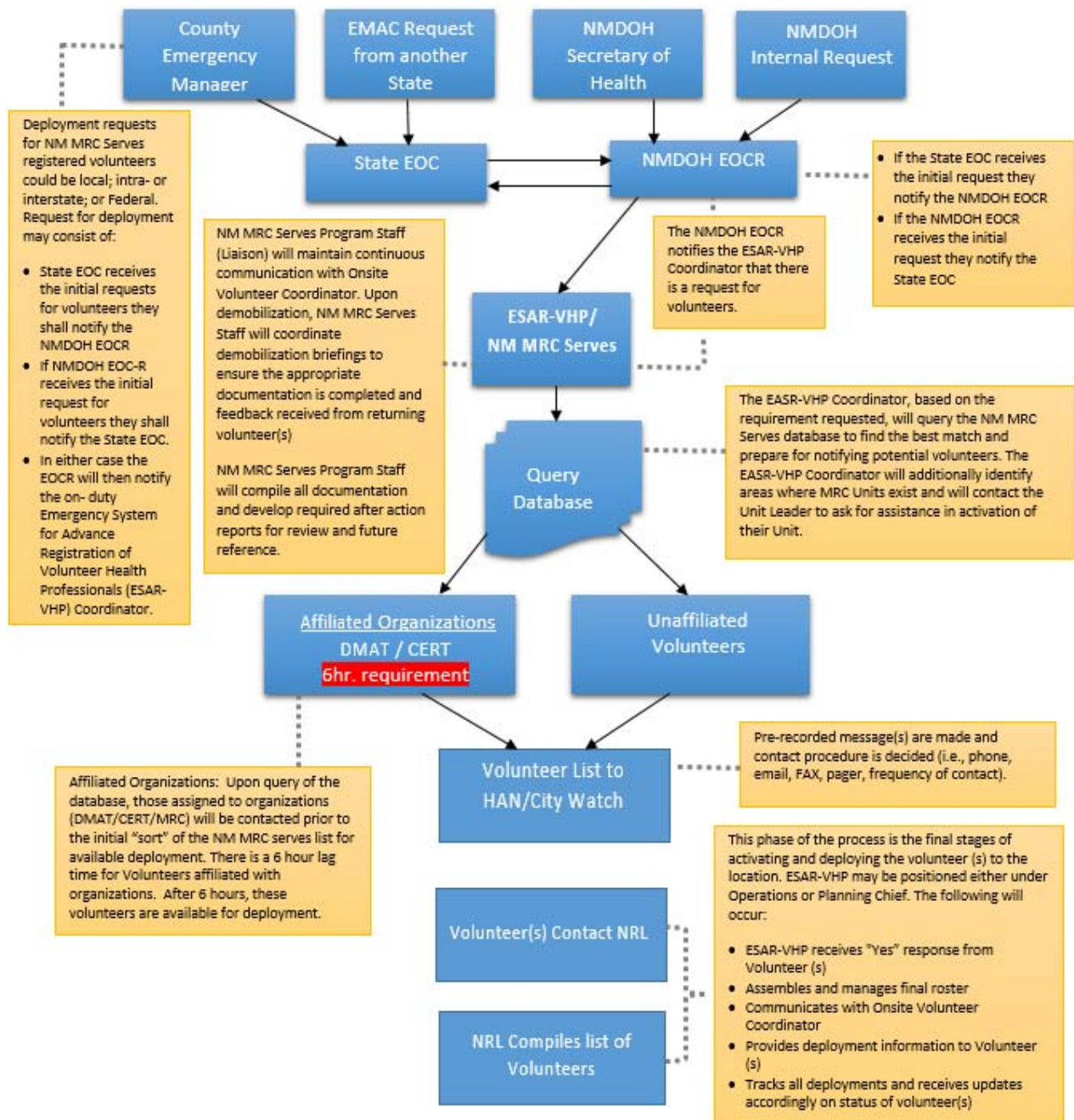


Figure 1: Requesting NM MRC Serves Volunteers

III. NM MRC Serves Database

In keeping with the ESAR-VHP requirements, upon receipt of a request for volunteers, NM MRC Serves registry staff will: (1) produce a list of requested volunteers within 2 hours of the request; (2) contact potential volunteers; (3) within 24 hours, provide the requestor with a verified list of volunteers for deployment.

NM MRC Serves registered volunteers affiliated with other volunteer organizations, such as Disaster Medical Assistance Team (DMAT), will not be activated for 6 hours in the event such other volunteer organizations would need to roster a team for deployment. After the expiration of the 6 hour window, these volunteers are considered to have been released for deployment through.

The final roster of deployable NM MRC Serves registered volunteers will be managed by the NRL, who will manage the roster which includes deployment, tracking, and demobilization of NM MRC Serves registered volunteers during a particular incident or event.

C. NM MRC Serves Pre-Deployment Considerations

The NRL will collect as much available information regarding a request for volunteers prior to contacting NM MRC Serves volunteers to determine their availability to serve. However, volunteers should be aware that situations can rapidly change and that they should plan for worst case scenarios when considering volunteering for a deployment.

Issues to consider include:

- **Transportation:** Responsibility for transportation to the deployment location (and return) will be the responsibility of each NM MRC Serves registered volunteer unless otherwise specified.
- **Lodging:** Hotel accommodations cannot be guaranteed; therefore volunteers must be prepared to stay in shelter type conditions.
- **Meals:** At some locations, meals will be provided. At other locations, meals will be on your own.
- **Operational Hours:** Unless otherwise specified by the Incident Commander (IC) or the onsite volunteer coordinator, volunteers will work in 12 hour rotations with breaks every two (2) hours and one (1) hour for lunch, for a term of not more than 30 days.
- Deployment to an emergency or disaster site where there are limited resources and physical hardships may be more difficult for some than others. Volunteers will be asked to consider the following before agreeing to deployment:
 - Do you have children or adult dependents? Will you be able to arrange for their care while you are gone? Can these arrangements be easily extended if your assignment runs longer than anticipated?
 - Do you have pets? Will you be able to arrange for their care while you are gone? Can these arrangements be easily extended if your assignment runs longer than anticipated?
 - Is there someone who can take care of your home while you are gone

- (take in the mail and newspapers)? Are your bills (utilities, rent) paid and up-to-date?
- Are you taking any prescription medications that may impact your ability (causing drowsiness) to function in an emergency or disaster situation? Does your medication require strict administration times or need refrigeration?
 - Do you have a health condition such as significant mobility concerns or a heart condition that would prohibit your participation? Do you have difficulty bending or stooping? Can you sit or stand for extended periods of time?
 - Do you have allergies to medications, foods or insect bites?
 - Do you have a medical condition such as asthma or diabetes which could worsen due to the difficult conditions at an emergency or disaster site?
 - Do you have a psychological condition such as anxiety disorder or depression which may prohibit your participation in a disaster response?
 - Have you had a recent emotional or psychological event which would make you unable to participate effectively in a disaster response?
 - Do you have special dietary requirements which you may not be able to follow while at an emergency or disaster site?
 - Are there any other concerns that would make you unable to participate effectively in an emergency or disaster response at this time?

D. Responding to an Emergency Activation in State

In the event of a public health emergency in the State, the State Volunteer Coordinator will notify NM MRC Serves volunteers via the City Watch/Health Alert Network (HAN) and email. Notification will include all pertinent information such as the nature of the emergency; sleeping, eating and travel arrangements; and expectations of the length of deployment and hours of operation. Volunteers will also be provided with an NM MRC Serves/MRC deployment packet which consists of Attachments E through Q. Volunteers will follow these procedures:

- Volunteers will report to the designated staging area specified by the State Volunteer Coordinator and present their deployment papers to the onsite volunteer coordinator.
- Once a volunteer arrives at the staging area they will log in; fill out all necessary paper work; receive deployment papers and briefing; and receive assignment to a position and work location. Volunteers without an NM MRC Serves identification badge will be issued a new one. *(Only volunteers holding an NM MRC Serves badge and that are able to show proof of deployment will be allowed on the site.)*
- Once a volunteer arrives at the site of deployment, additional paperwork may be required to receive assignment to an area Supervisor. The Supervisor will give the volunteer further instructions. It is very important for every volunteer to sign in and out each day (including lunch) and keep track of all hours worked on the required form that must be signed by the Supervisor.

- Before leaving the site, volunteers will brief replacement volunteers on all pertinent information needed to perform the job and continue smooth operations.
- After demobilization, volunteers will be asked to report back to the check-in area to log out, turn in a Volunteer Feedback Form and return any assigned equipment.

E. Onsite Volunteer Coordinator/MRC Unit Leader Responsibilities

Onsite volunteer coordinators/MRC Unit Leaders play a very important role in managing volunteers. These responsibilities include, but are not limited to:

- Processing incoming/outgoing volunteers
- Conducting/providing “Just-in-Time” training as necessary or required
- Assigning volunteers to positions commensurate with their skills and training
- Maintaining emergency/disaster volunteer records
- Administrative assistance as required

Attachments F, G and H provide an outline of the responsibilities for the activation, deployment, receipt and demobilization of NM MRC Serves volunteers.

F. Responding to an Emergency Activation Out of State

NM MRC Serves will follow the same protocols for in and out of state deployments. The only difference is that an official request will flow through the EMAC system or federal deployment protocols. Attachment C provides additional information on how the EMAC coordination system operates among states.

G. Volunteer tracking

1. During Volunteer Deployment

Volunteers who are deployed must be accounted for from the initiation of assignments through demobilization. Depending on the situation, reporting protocols will be established for either “once a day” or “every 12 hours”. The State Volunteer Coordinator will coordinate the required tracking mechanisms with the onsite volunteer coordinator at the duty station.

H. Resource Status and Equipment Return Policy

During an event or incident it is required that a resource tracking system will be in place under the direction of the Unit Leader or the Onsite Volunteer Manager or designee, i.e. Logistics Chief. There are many resource-tracking systems, ranging from simple status sheets to sophisticated computer-based systems.

1. Types of resource status-keeping systems

- **Manual Recordkeeping on Forms.** The following ICS forms can be

used for resource tracking: the resources summary of the Incident Briefing (ICS Form 201), Check-In List (ICS Form 211), and Assignment List (ICS Form 204) if not available to you on site, you may locate them on the FEMA website.

- **Card Systems.** Several versions are available that allow for maintaining status of resources on cards. One of these systems has different-colored T-shaped cards for each kind of resource. The cards are formatted to record various kinds of information about the resource. The cards are filed in racks by current location.
- **Magnetic Symbols on Maps or Status Boards.** Symbols can be prepared in different shapes, sizes, and colors with space to add a resource designator. The symbols are placed on maps or on boards indicating locations designated to match the incident.
- **Computer Systems.** A laptop computer can be used with a simple file management or spreadsheet program to maintain information on resources. These systems can be used to compile check-in information and then be maintained to reflect current resource status.

2. Nonexpendable Resources

Nonexpendable resources (such as personnel and durable equipment) must be fully accounted for both during the incident and when they are returned to the providing organization. Broken or lost items should be replaced through the appropriate resupply process, by the organization with invoicing responsibility for the incident, or as defined in existing agreements. It is critical that fixed-facility resources also be restored to their full functional capability in order to ensure readiness for the next mobilization.

3. Expendable Resources

Expendable resources (such as water, food, and other one-time-use supplies) must be fully accounted for. The incident management organization bears the costs of expendable resources, as authorized in financial agreements executed by preparedness organizations.

All resources used to respond to an event or an incident that do not belong to MRC volunteers, i.e. radios, hard hats, medical supplies, etc., must be returned immediately following an event or incident. The final disposition of all resources, including those located at the incident site and at fixed facilities will be directed by the Unit Leader or the Onsite Volunteer Manager. Resources will then be rehabilitated, replenished, disposed of, and/or retrograded

4. Demobilization

Volunteer deployment protocols will be communicated by the onsite volunteer coordinator or designated representative. The State Volunteer Coordinator will

coordinate with the onsite volunteer coordinator to determine when NM MRC Serves volunteers have been deactivated. The NRS will:

- Contact the volunteer to assure return to their home base
- Provide the volunteer with an NM MRC Serves Volunteer Feedback Form and Post Deployment Assessment to complete and return (see Attachments P and Q).
- The State Volunteer Coordinator will ensure the volunteers service is recorded in the NM MRC Serves registry.

IV. Operational Guides

- Intermedix Volunteer Deployment Operational Guide
- NM MRC Serves Spontaneous Volunteer Reception Operational Guide.