Kentucky Department for Public Health

Volunteer Deployment

Manual

May 2015

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Definitions and Acronyms

Definitions:

Activate – When an Agency alerts their volunteers and the volunteers are directed to report to a response site. When volunteers are being utilized from another unit the sending agency is the activating agency.

Deploy –When an Agency utilizes the MRC volunteers for an event or disaster. When MRC volunteers are being used from another unit the agency receiving the volunteers for the event or disaster is the deploying agency.

Disaster - An unexpected emergency event that occurs suddenly and can cause great loss of life, damage, and/or hardship.

Event – A planned exercise, Public Health Initiative, clinic or other activity.

Hot Wash- A semi-formal meeting held post-exercise or event to get participants initial feedback to discuss what went well and what improvements are needed to improve future response.

Local Response- Activation and deployment of MRC volunteers within the unit's jurisdiction; the local MRC unit is both the activating and deploying agency.

Local MRC Unit- an MRC unit that is nationally registered with the DCVMRC, is locally sponsored by a health department or other agency, that may receive federal funding from the state for capacity building, and uses K HELPS to credential, track, and deploy volunteers.

Non-Local Response- Activation and deployment of MRC volunteers outside the unit's jurisdiction; the sending unit will activate the volunteers and the receiving unit will deploy the volunteers.

Public Health Initiative- Activity or event with the focus on improving the health of the community through education or activity, that promotes healthy lifestyles, behaviors, and/or injury prevention.

Response Site- The place where the volunteer is being sent for assembly and assignment.

Acronyms:

DCVMRC   Division of Civilian Volunteers Medical Reserve Corps

EM   Emergency Management

EOC   Emergency Operations Center

ESAR-VHP   Emergency System for Advance Registration of Volunteer

                  Health Professionals

HAN   Health Alert Network

KDPH   Kentucky Department for Public Health

K HELPS   Kentucky Health Emergency Listing of Professionals for Surge

KYEM   Kentucky Emergency Management

LHD   Local Health Department

MRC   Medical Reserve Corps

PPE   Personal Protective Equipment

RPC   Regional Preparedness Coordinator

SHOC   State Health Operations Center

Purpose

The purpose of the Volunteer Deployment Manual is to provide a clear and concise process for deploying MRC volunteers within the state of Kentucky. This manual provides a process for local MRC units to activate, deploy, and track volunteers to respond to an event or disaster.

Assumptions

- All MRC responses to incident/response are within the state of Kentucky.
- This document was created by KDPH for the use by local MRC units, all deployment of volunteers are by local MRC units never by KDPH.
- Any agency receiving and deploying MRC volunteers other than their own, for a incident/response should make a request through the KDPH State Health Operations Center (SHOC).
- The agency deploying should provide a staff member to oversee the volunteer response for the duration of the incident/response.
- The agency deploying is responsible for the welfare of MRC volunteers during the entire length of MRC service.
- The agency deploying should assure professional liability coverage and workers' compensation for the MRC volunteers.
- MRC volunteers will have credentials and background check per ESAR-VHP guidelines and not be asked to work outside their scope of practice.
- Volunteers are not officially considered deployed until they sign-in at the event response site.

Local Deployment of MRC Volunteers

Request for Volunteers

- MRC unit leader receives a request for volunteer support
  - Record the following information:
    - Times/ shifts
    - Duration of deployment
    - Number of volunteers needed
    - Duties
    - Type of volunteers needed
    - Special skills or credentials needed

Activation

- MRC unit leader will obtain Kentucky Emergency Management (KYEM) incident number. The number is needed to assure workers' compensation coverage to the volunteer while on assignment.
  - Incident
    - Call KYEM Duty Officer (800-255-2587) to request incident number.
    - Record number on deployment documents.
  - Response (disaster)
    - Obtain incident number from Local Health Department (LHD) or Local Emergency Management (EM).
    - Record number on deployment documents.
- MRC unit leader will send K HELPS alert
  - Send alert to all MRC volunteers meeting requested criteria.
  - Record volunteer responses and availability.
- MRC unit leader will schedule volunteers for needed shifts.
  - Schedule volunteers in accordance with request needs and volunteer availability.
  - Obtain approval from Incident Commander or Section Chief if necessary.
- MRC unit leader will notify volunteers of the following:
  - Schedule including start and end times
  - Deployment location
  - Transportation
  - Care and feeding plan
  - Equipment needed
  - Personal Protective Equipment (PPE) needed

Deployment

- MRC unit leader will ensure that volunteers sign in when they arrive to response site.
- MRC unit leaders will ensure volunteers have equipment and PPE.
    - Provide proper equipment and PPE if needed
- MRC unit leader will obtain any other volunteer information needed.
- MRC unit leader will provide briefing:
    - Operational period brief
    - Assignment
    - Chain of Command
    - Safety Information
- MRC unit leader will provide just-in-time training as needed.

Tracking

- MRC unit leader will determine and convey the following once the volunteer has signed in
    - Immediate supervisor
    - Shift assignment
    - Work location
    - Duration of deployed status
    - Housing location if needed
    - Care and feed plan
- MRC unit leader will provide just-in-time training on accountability, to include the following:
    - Ensuring immediate supervisor knows volunteer's location at all times
    - Only performing assigned duties
    - Checking in and out with each shift

Demobilization / Volunteer Responsibilities

- MRC volunteer will return equipment issued.
    - Ensure equipment is returned
    - If hand receipted sign back over
    - If PPE ensure proper disposal or cleaning
- MRC volunteer will report any issues, injuries, or damaged equipment
    - Physical injuries that occurred during deployment
    - Mental stress or traumatic stress
    - Damaged equipment
- MRC volunteer will solicit feedback
    - Fill out feedback forms if applicable
    - Participate in debriefings if applicable

- o Participate in hotwash if applicable
- MRC volunteer will sign out.

Non-Local Deployment of MRC Volunteers

Request
- Agency in need sends request for additional volunteers to the KDPH SHOC.
  - o Provide the following information:
    - ▪ KYEM Incident Number/Workers Comp
    - ▪ Times/Shifts needed
    - ▪ Duration of deployment
    - ▪ Number of volunteers needed
    - ▪ Duties
    - ▪ Type of volunteers needed
    - ▪ Special skills of credentials needed
    - ▪ Situation of the event
    - ▪ Deployment location
    - ▪ Transportation
    - ▪ Care and feeding plan(if applicable)
    - ▪ Equipment needed
    - ▪ PPE needed
    - ▪ Assurances for professional liability coverage and workers' compensation
- KDPH SHOC manager will notify the Resource Unit Leader or the MRC State Coordinator about the need for additional volunteers.
- KDPH SHOC Resource Unit Leader or KDPH MRC Coordinator will send out a Health Alert Network (HAN) notification to all MRC unit leaders.
  - o Notification will include all information that the agency requesting MRC volunteers provided
  - o Notification will request MRC unit leaders to alert all volunteers using K HELPS
  - o Notification will include a volunteer spreadsheet for the agency sending MRC volunteers to complete and return to KDPH SHOC

Activation
- Agency sending MRC volunteers will receive approval from health department director or sponsoring agency director before alerting MRC volunteers.
- Agency sending MRC volunteers will alert volunteers through K HELPS.
  - o The following information needs to be in the alert:
    - ▪ Type of volunteer needed

- Skills needed
- Time/shifts needed
- Duration
- Deployment location
- Situation of event

- Agency sending MRC volunteers will verify that the following has been completed.
  - Volunteer's credentials are up-to-date and adhere to ESAR-VHP guidelines.
  - Volunteers have an up-to-date MRC ID badge for check in at event site
  - Volunteers must have a completed KYEM 50 form (worker's compensation form)
- Agency sending MRC volunteers will complete volunteer spreadsheet with all information required about the available volunteers and send to KDPH SHOC
- KDPH SHOC will collect spreadsheets and share with agency deploying MRC Volunteers:
  - KDPH SHOC will assist in contacting available volunteers and assigning them to the proper shifts
  - KDPH SHOC will notify any unneeded volunteers
- Agency sending MRC volunteers will maintain follow-up communication with the Agency Receiving MRC volunteers and KDPH SHOC about which volunteers arrived to the response site.

Deployment

- Agency receiving MRC volunteers will
  - Ensure that volunteers sign in when they arrive to event site.
  - Ensure volunteers have equipment and PPE
  - Provide proper equipment and PPE if needed
- Agency receiving volunteers will obtain any other volunteer information needed
- Agency receiving volunteers will provide briefing:
  - Operational period brief
  - Assignment
  - Chain of Command
  - Safety Information
- Agency receiving volunteers will provide just-in-time training as needed

Tracking

- Accountability of volunteers starts when a volunteer signs in. Agency receiving volunteers will
  - Determine immediate supervisor
  - Determine shift assignment
  - Determine shift location

- o Determine duration of deployed status
- o Determine housing location if needed
- Agency receiving volunteers will provide just-in-time training on accountability
  - o Ensuring immediate supervisor knows volunteers location at all times
  - o Only performing assigned duties
  - o Checking in and out with each shift

Demobilization / Volunteer Responsibilities

- MRC volunteers will return equipment issued
  - o Return equipment to team leader
  - o If hand receipted sign back over
  - o If PPE ensure proper disposal or cleaning
- MRC volunteer will report any issue injuries or damaged equipment
  - o Report physical injuries that occurred during deployment
  - o Report mental stress or traumatic stress
  - o Report damaged equipment
- MRC volunteer will provide feedback
  - o Fill out feedback forms if applicable
  - o Participate in debriefings if applicable
  - o Participate in hotwash if applicable
- MRC Volunteer will sign out