New Mexico Department of Health

Volunteer Deployment Management Plan

Standard Operating Guide

May 2012

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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 NIMSNational 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

1. OVERVIEW

Recent natural and man-made catastrophic events have demonstrated the need for volunteer healthcare professionals and lay volunteers to supplement and enhance response and recovery capabilities during and after such events. Additionally, the potential for widespread consequences from these events often cross jurisdictional lines. As a result, public health preparedness initiatives that include pre-credentialed and pre-trained volunteers have been developed to address local, regional, multi-state and federal collaboration.

Congress passed the Public Health Security and Bioterrorism Preparedness and Response Act of 2002 to facilitate the effective use of volunteer health professionals during public health emergencies. Section 107 of the Act directs the Health and Human Services Secretary to "establish and maintain a system for the advance registration of health professionals for the purpose of verifying the credentials, licenses, accreditations, and hospital privileges of such professionals when, during public health emergencies, the professionals volunteer to provide health services.

The Health Resources and Services Administration (HRSA) of the United States Department of Health and Human Services (HHS) was delegated the responsibility for assisting each state in establishing a standardized state-wide registry of volunteer health professionals which would include readily available, verifiable, up-to-date information including identity, licensing, credentialing, accreditation, and privileging in hospitals or other facilities. As a result, the Emergency Systems for Advance Registration of Volunteer Health Professionals (ESAR-VHP) was implemented. In 2006, the Pandemic and All Hazards Preparedness Act (PAHPA) transferred the responsibility for ESAR- VHP to the Office of the Assistant Secretary for Preparedness and Response (ASPR).

Implementation of an ESAR-VHP program became a required ASPR Level One Sub- capability during the 2007 grant funding year. Compliance requirements for ESAR-VHP were included in the Centers for Disease Control (CDC) Program Announcement for the 2008 grant funding year. Eligibility for grant funds required participation in the ESAR-VHP program. As a recipient of federal funding from both CDC and ASPR, the New Mexico Department of Health (NMDOH), Bureau of Health Emergency Management (BHEM), implemented ***NMserves*** as the statewide ESAR-VHP compliant volunteer registry for the State of New Mexico.

In 2002, President George W. Bush's State of the Union address launched the Medical Reserve Corps (MRC) as a demonstration project. The MRC is a national initiative of the Department of Health and Human Services, is housed in the Office of the U.S. Surgeon General, and is a Citizen Corps program. The MRC is a national network of local groups of volunteers committed to improving the health, safety, and resiliency of their communities. The MRC organizes teams of medical and other volunteers to support public health activities in preparing for, responding to, and recovering from public health emergencies. While this is a community-based program focused on local needs, they are also a critical resource for regional, multi-state and federal collaboration. In 2003, the Albuquerque/University of New Mexico (UNM) MRC Unit became the first in New Mexico. Since then, the MRC has grown dramatically, with 13 units across the State.

In 2011, the New Mexico Medical Reserve Corps and NMserves announced that both organizations integrated to form a united organization known as NM MRC Serves, the sole registration and volunteer management system for health emergency response in New Mexico. This system is used by each Medical Reserve Corps unit statewide. The Medical Reserve Corps units have become the standard program for utilizing volunteers. NMServes (ESAR-VHP) and MRC integration to NM MRC Serves, develops a unified and systematic approach for local, state, and federal coordination of volunteer health professionals, in support of existing resources, to improve the health, safety and resilience of local communities, states and the nation in public health and medical emergency responses.

2. PURPOSE

This Volunteer Deployment Management Plan - 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).

The ESAR-VHP program is guided by five fundamental objectives to ensure the proper development and operation of each ESAR-VHP system. These objectives are:

1. Recruit and register medical and non-medical volunteers;
2. Apply ESAR-VHP emergency credentialing standards to registered volunteers;
3. Allow for the verification of the identity, credentials and qualifications of registered volunteers prior to an emergency or disaster;
4. Automatically notify and confirm the availability of registered health care professionals and lay volunteers at the beginning of an emergency/disaster event; and
5. Provide deployment information to available volunteers and track/document their service from deployment through demobilization.

This SOG provides the processes and protocols to address these fundamental goals and objectives. Additionally, it outlines roles and responsibilities for NM MRC Serves registry staff to implement preparedness initiatives for volunteers to better prepare themselves and their families in the event of deployment.

3. MISSION STATEMENT

The Mission of NM MRC Serves is:

"To augment local community health and medical services during a disaster, public health emergency or community public health event with pre-identified, trained and credentialed volunteers."

The NM MRC Serves goals are to:

- Ensure an adequate and competent volunteer force of healthcare professionals and lay volunteers
- Enable efficient and effective public health emergency operations
- Allow sharing of healthcare professionals and lay volunteers across state lines
- Provide guidance on the legal protections that are available to volunteer healthcare professionals and lay volunteers who serve through the registry
- Establish clear protections for health professionals and lay volunteers

4. 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.

4.1 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 ESAR-VHP Coordinator or the State MRC Coordinator.

4.2 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 (EOC-R), that individual will coordinate with the personnel at the EOC. Requests for deployment are handled as follows:

- State EOC receives the initial request for volunteers and notifies the Department of Health EOC-R
- If the Department of Health EOC-R receives the initial request for volunteers, the State EOC is notified by the EOC-R.
- In either case, the EOC-R 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 from outside the state will be pursuant to the Emergency Medical Assistance Compact (EMAC)[1] or a federal request for assistance. Figure 1 outlines the process for requesting NM MRC Serves volunteer

[1] EMAC, the Emergency Management Assistance Compact, is a congressionally ratified organization that provides form and structure for interstate mutual aid. Through EMAC, a disaster impacted state can request and receive assistance from other member states quickly and efficiently

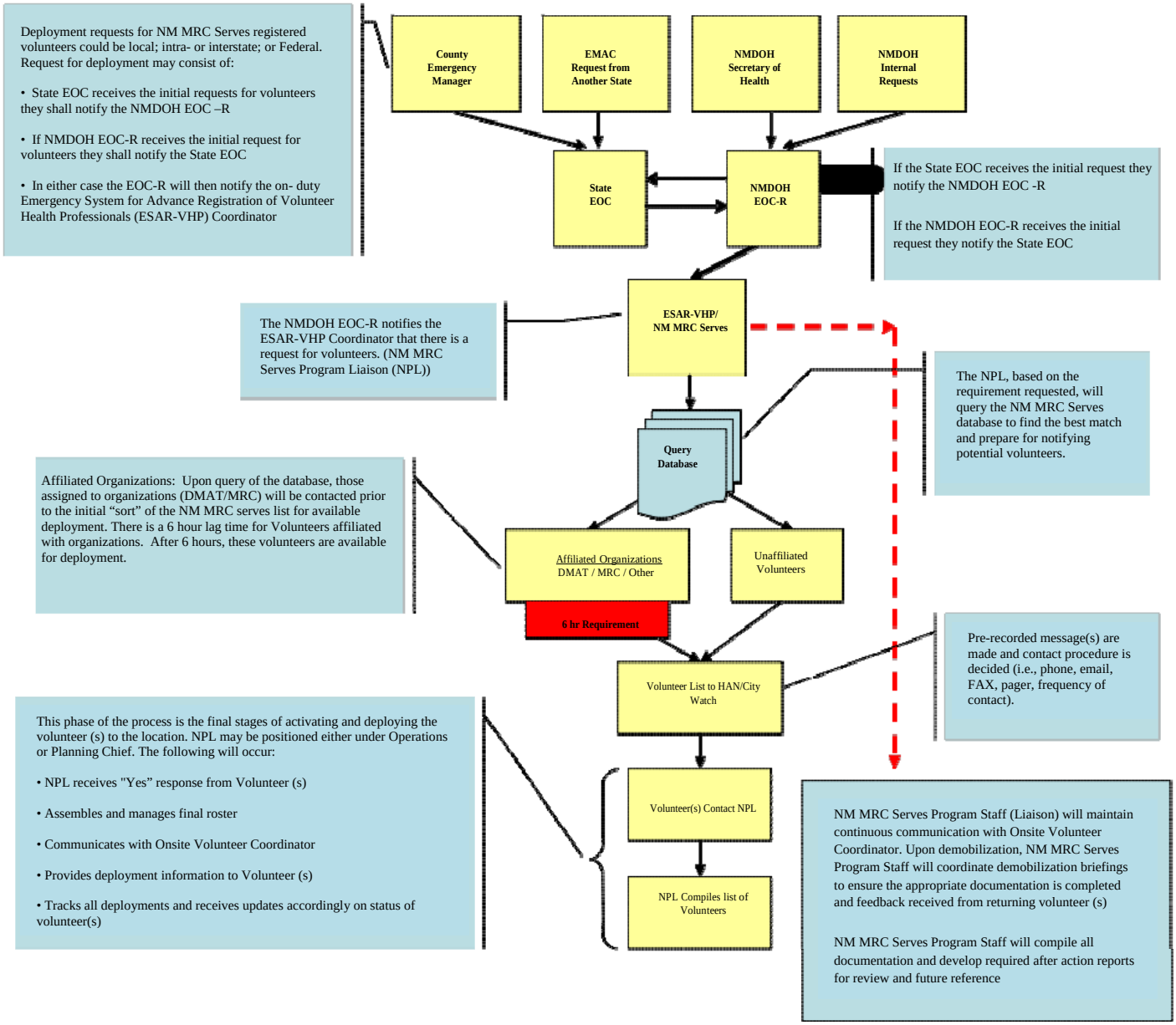


Figure 1: Requesting NM MRC Serves Volunteers

Upon receipt of an official request for volunteers, the NRL will search the NM MRC Serves registry for the types of volunteers being requested. The NM MRC Serves registry database may be searched using different criteria such as profession, professional license, or geographic location (see Figure 2, NM MRC Serves Database)

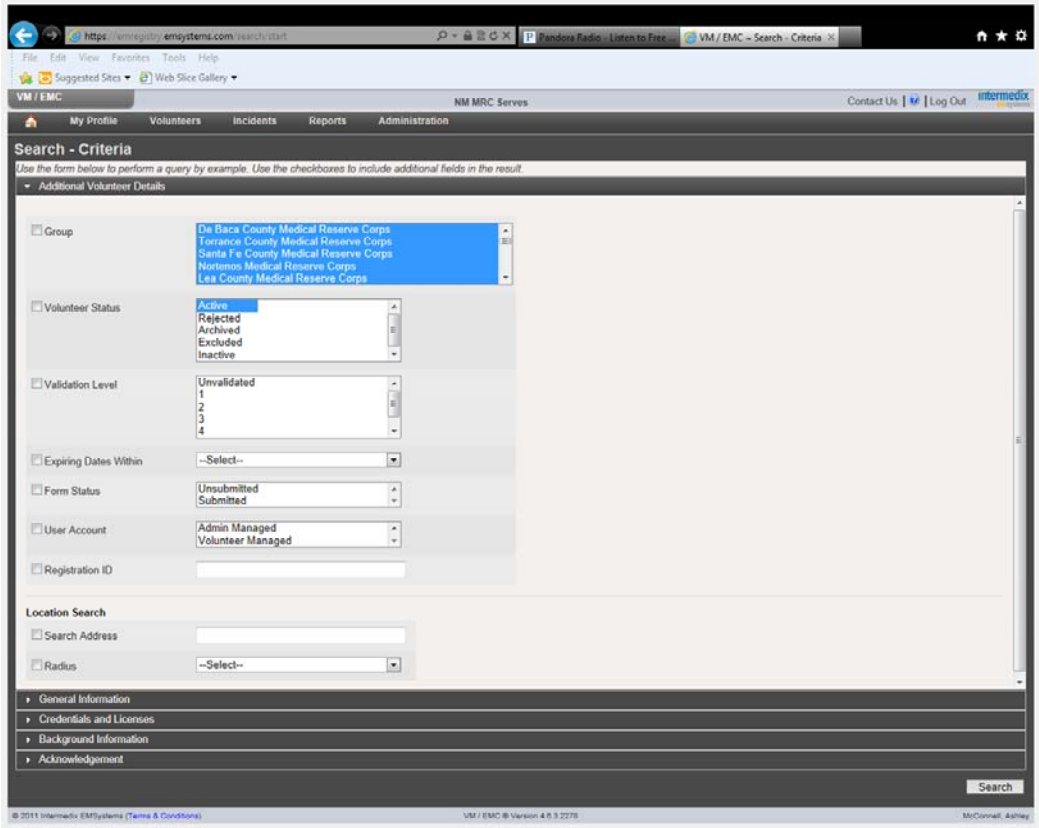


Figure 2: NM MRC Serves Database

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 12 hours, respond with an initial list of volunteers available to deploy; and (4) 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.

4.3 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?

4.4 Responding to an Emergency Activation in State

In the event of a public health emergency in the State, the NRL 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 (see Appendix E). Volunteers will follow these procedures:

- Volunteers will report to the designated staging area specified by the NRL 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.

4.5 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. Appendix A provides additional information on how the EMAC coordination system operates among states.

4.6 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

Appendix B, C and D provide an outline of the responsibilities for the activation, deployment, receipt and demobilization of NM MRC Serves volunteers.

5. VOLUNTEER TRACKING

5.1 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 NRL will coordinate the required tracking mechanisms with the onsite volunteer coordinator at the duty station.

6. 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.

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).
- **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.

6.1 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.

6.2 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

7. DEMOBILIZATION

Volunteer deployment protocols will be communicated by the onsite volunteer coordinator or designated representative. NM MRC Serves registry staff (NRS) 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- Activation/Deployment to complete and return (see Appendix D)
- The NRS will ensure the volunteers service is recorded in the NM MRC Serves registry

VOLUNTEER DEPLOYMENT MANAGEMENT PLAN APPENDICES

Appendix A: Emergency Management Assistance Compact

Appendix B: Volunteer Deployment - Sending

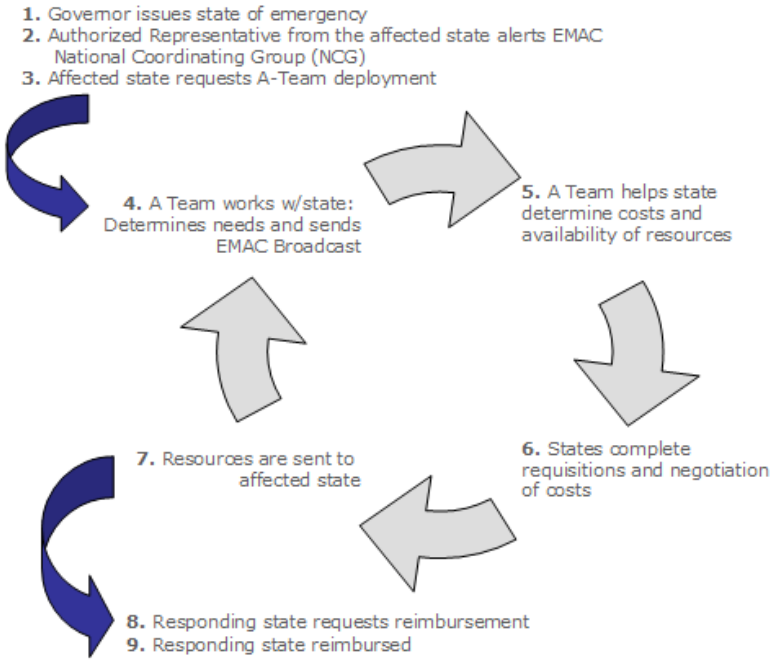
Appendix C: Volunteer Deployment Receiving

Appendix D: Volunteer Demobilization

Appendix E: NM MRC Serves Deployment Package

APPENDIX A: EMERGENCY MANAGEMENT ASSISTANCE COMPACT

In the simplest of terms, EMAC works as follows:



There are 8 key players in EMAC operations:

- **Requesting State**- any EMAC member state that is asking for interstate assistance under the Compact. The governor must declare a state of emergency before the EMAC process can be initiated
- **Assisting State** - any EMAC member state responding to a request for assistance from and providing resources to another EMAC member state through the Compact
- **Authorized Representative (AR)** - the person within a member state empowered to obligate state resources (provide assistance) and expend state funds (request assistance) under EMAC. In a Requesting State, the AR is the person who can legally initiate a request for assistance under EMAC. In an Assisting State, the AR is the person who can legally approve the response to a request for assistance. State Emergency Management Directors are automatically ARs. The director may delegate authority to other emergency management officials in organization, as long as they possess the same obligating authority as the director
- **Designated Contact (DC)** - is a person within a member state who is very familiar with the EMAC process. The DC serves as the point of contact for EMAC in his or her state and can discuss the details of a request for assistance. This person is not usually legally empowered to initiate an EMAC request or authorize EMAC assistance without direction from the AR. A list of DCs is found in Appendix E in Section V of the *EMAC Operations Manual*
- **EMAC National Coordination Group (NCG)** - is the nationwide EMAC point of contact during normal day-to-day, nonevent periods. The NCG is prepared to activate EMAC on short notice by coordinating with the ARs and DCs of the EMAC member

states when an emergency or disaster is anticipated or occurs. The NCG is collocated with the current Chair of the EMAC Operations Subcommittee and Executive Task Force. Because the Chair of the EMAC Operations Subcommittee changes every year, so does the NCG

- **EMAC National Coordinating Team (NCT) -** If DHS/FEMA activates the National Response Coordination Center to coordinate the federal response and recovery operations during an emergency or disaster, DHS/FEMA may request a coordination element from EMAC. The EMAC NCT is the EMAC team that is deployed to serve as a liaison at the NRCC, located in Washington, D.C. From the NRCC, the EMAC NCT coordinates with the deployed EMAC components responding to the emergency or disaster and is the liaison between the EMAC assistance efforts and the federally provided assistance efforts. The costs for deploying and maintaining an EMAC NCT at the NEOC are reimbursed by DHS/FEMA through NEMA/CSG
- **EMAC Regional Coordinating Team (RCT) -** If DHS/FEMA activates a Regional Coordination Center (RRCC) to coordinate the regional response and recovery operations during an emergency or disaster, DHS/FEMA may request a coordination element from EMAC. The EMAC RCT is the EMAC team that is deployed to serve as a liaison at the RRCC. From the RRCC, the EMAC RCT coordinates with deployed EMAC components responding to the emergency in states within the region, and is the liaison between the EMAC assistance efforts and the federally provided assistance efforts
- **Member states**

All **Member States** have the following responsibilities:

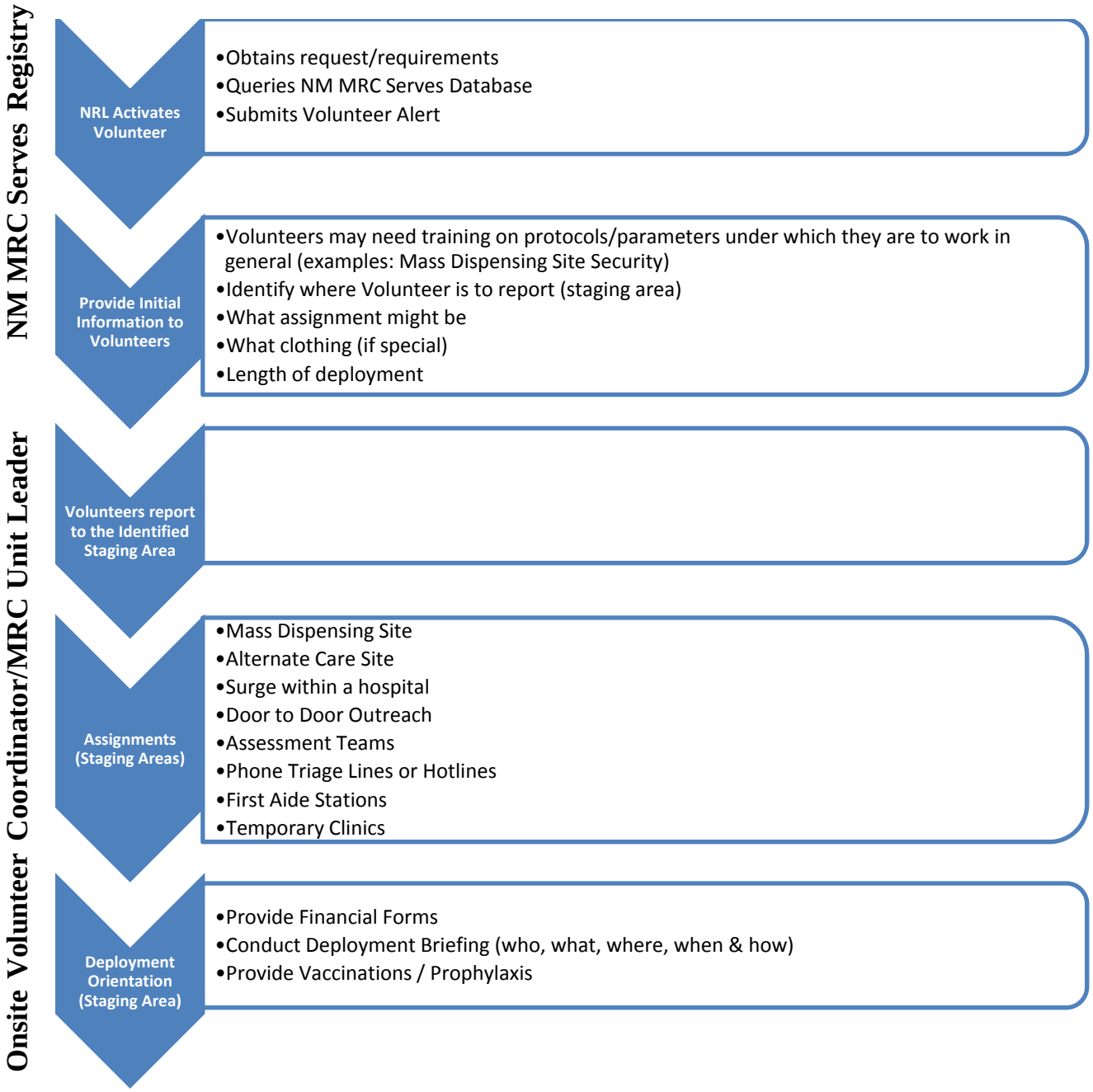
- To be familiar with possible joint member situations
- To be familiar with other states' emergency plans
- To Develop an emergency plan and procedures for managing and provisioning assistance
- Assist in warnings
- Protect and ensure uninterrupted delivery of services, medicine, water, food, energy and fuel, search and rescue, and critical lifeline equipment, services, and resources
- Inventory and set procedures for interstate loan and delivery of human and material resources, including procedures for reimbursement or forgiveness
- Provide for the temporary suspension of any statutes or ordinances that restrict implementation

EMAC can be used for ANY capability one member state has that can be shared with another member state. So long as there is a governor declared state of emergency, EMAC can be called to action and used. [2]

Emergency Management Assistance Compact information can be located at http://www.emacweb.org/

APPENDIX B: VOLUNTEER DEPLOYMENT– SENDING LOCATION

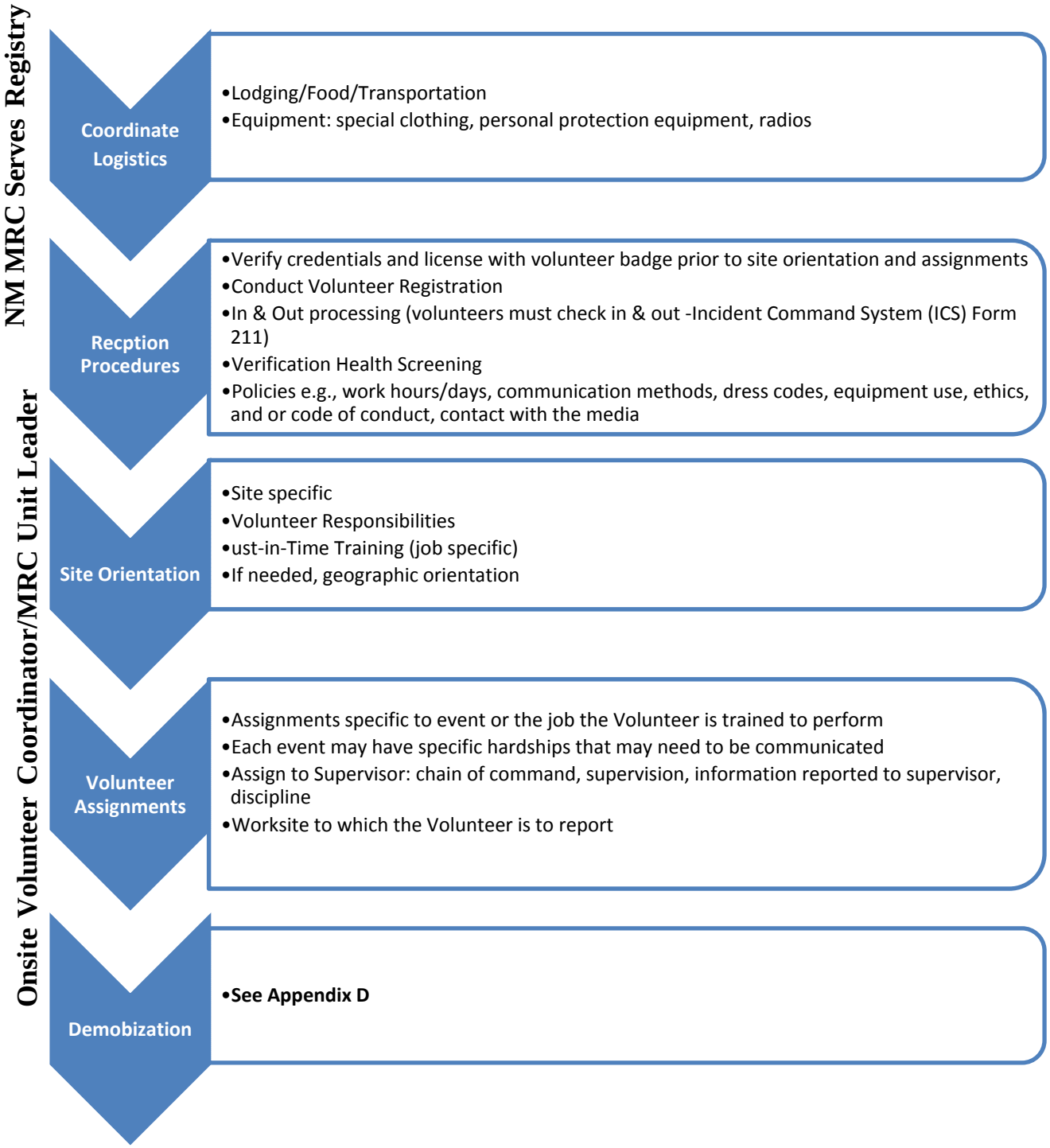
VOLUNTEER DEPLOYMENT - NM MRC SERVES REGISTRY LIAISON & ONSITE MRC UNIT LEADER - The Onsite Volunteer Coordinator role should be filled by the MRC Unit Leader when possible.



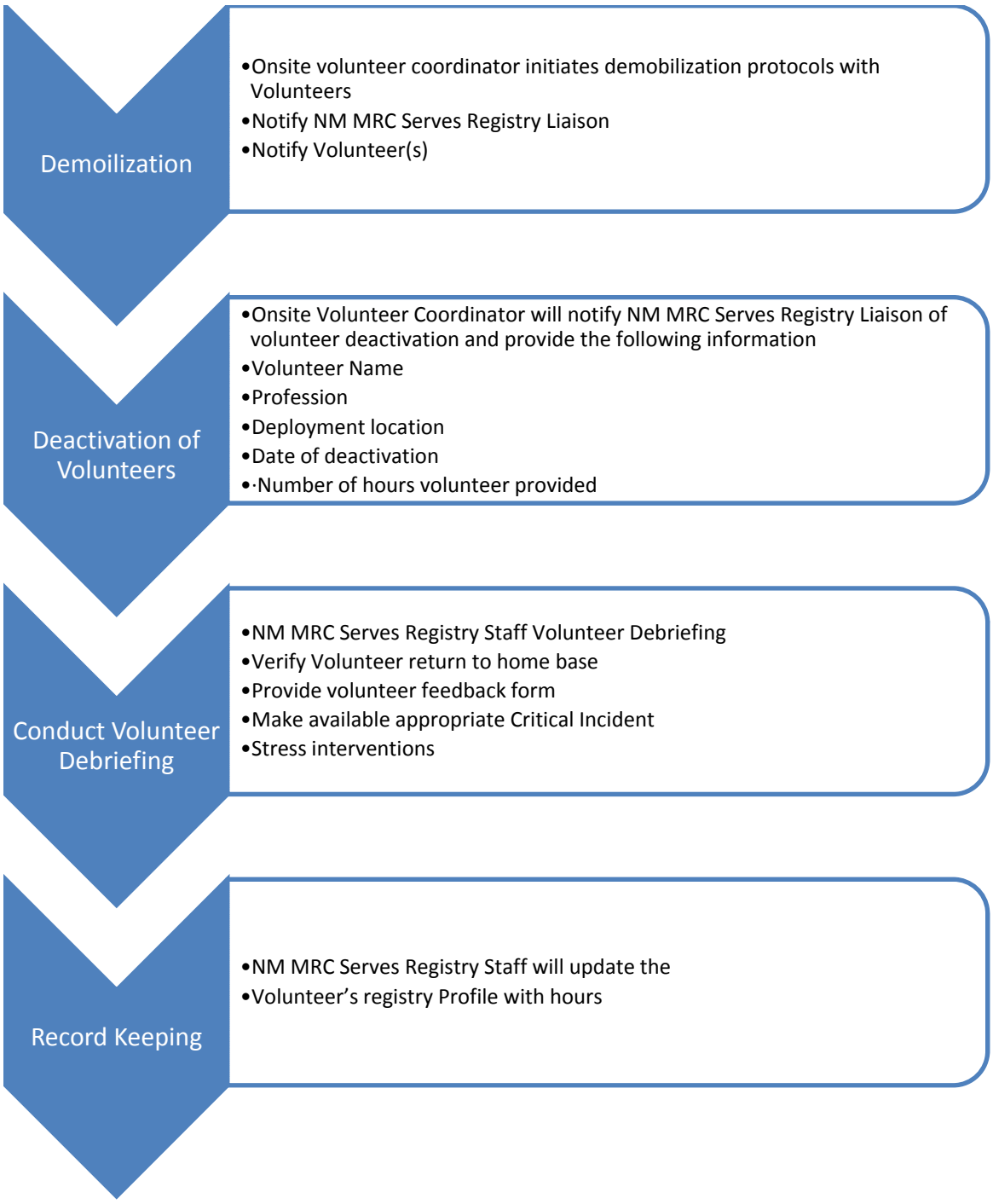
APPENDIX C: VOLUNTEER DEPLOYMENT – RECEIVING LOCATION

APPENDIX C: VOLUNTEER DEPLOYMENT – RECEIVING LOCATION

ONSITE VOLUNTEER COORDINATOR RESPONSIBILITIES FOR VOLUNTEERS - The Onsite Volunteer Coordinator role should be filled by the MRC Unit Leader when possible.



APPENDIX D: VOLUNTEER DEMOBILIZATION



APPENDIX E: NMSERVES DEPLOYMENT PACKAGE

Record of Emergency Data

Volunteer Locator and Processing

Checklist Volunteer Timesheet

Helpful Hints and Things to

Remember Checklist for

Deployed Volunteer NM MRC

Serves Volunteer Feedback

Form NM MRC Serves Contact

List

APPENDIX E: RECORD OF EMERGENCY DATA

Record of Emergency Data

Date:_____ Organization:_____
Name: _____ NM MRC Serves ID Number:_____
Home/Cell Phone:_____ Work Phone:_____
Religious Preference:_____ Marital Status:_____
Address:_____
_____
_____

Emergency Notification in Order of Preference

Name, Relationship, Phone and Address
_____
_____
_____
_____
_____
_____

Remarks

_____
_____
_____
_____
_____
_____

I certify that the information that I have provided is true and correct to the best of my knowledge.

_____

Signature *Date*

APPENDIX F: VOLUNTEER LOCATOR & PROCESSING CHECKLIST

Volunteer Locator and Processing Checklist

Principle Purpose: Source document for accounting information and maintains volunteer accountability.

Name: (Last, First, Middle Initial)_____ **NM MRC Serves ID number:_____** **Gender: M F (circle one)**

Organization:_____ **Address:_____** **Phone:_____**
_____ **_____**
_____

Supervisor:_____ **Supervisor Phone:_____**

Area Deployed To:_____ **Deployed From:_____**

Date Departed: __/__/_ **Date Arrived: __/__/_**

Mode of Transportation
Airline Name:_____ **Flight #:_____**

Bus Company:_____ **Bus #:_____**

Personal Owned Vehicle
Year:_____ **Make:_____** **License Plate #_____**

Driver's License
State: _____ **Number:_____** **Expiration:_____**

APPENDIX G: VOLUNTEER TIMESHEET

TIMESHEET

Volunteer Name:					NM MRC Serves ID Number			
District/Bureau					Deployment Period		From	To
Date								**Week 1**
	Sat	Sun	Mon	Tue	Wed	Thurs	Fri	
Supervisor Initial & Date For First Week:								TOTAL HRS
Volunteer Name:					NM MRC Serves ID Number			
District/Bureau					Deployment Period		From	To
Date								**Week 2**
	Sat	Sun	Mon	Tue	Wed	Thurs	Fri	
Supervisor Initial & Date For second Week:								TOTAL HRS

Required Certifications

The undersigned certify that the above account is true in all respects	
Volunteer Signature	Date
Supervisor Signature	Date
Timekeeper Signature	Date

APPENDIX H: HELP HINTS AND THINGS TO REMEMBER

Helpful Hints and Things to Remember

1. Pack all of your clothing in 1 or 2 gallon Ziploc bags before putting into your suitcases. Line your entire luggage with plastic trash bags to protect clothes and other content against moisture and possible mold.

2. Meals Ready to Eat (MRE's) are available at most camping stores. If you are transporting your own food, make sure it's easily transportable and doesn't need cooking or refrigeration.

3. The basic rule is "2-3-4." This means that each volunteer should deploy with 2 bags, 3 days of food, and 4 quarts of water. The "Check List for Deployed Volunteers" (Appendix I) includes not only minimally required items, but others to help each team member travel and live more comfortably during the deployment.

4. Contact the airline for most up-to-date flight times and rules for carry on personal luggage. As a general rule, two bags/suitcases to be utilized are a large one for transportation which will possibly not be available during transit, and the smaller "ready bag" to contain items needed during the transport.

APPENDIX I: CHECKLIST FOR DEPLOYED VOLUNTEERS

CHECK LIST FOR DEPLOYED VOLUNTEERS

NECESSARY PAPER WORK

- ☐ Deployment Papers
- ☐ Driver's License/Picture ID
- ☐ Badge
- ☐ Vaccination Records
- ☐ Professional License
- ☐ Time Cards

CLOTHING

- ☐ Long trousers (2 pairs)
- ☐ Shorts
- ☐ Long sleeved shirts (2)
- ☐ Short sleeved shirts (3-5)
- ☐ Work boots (steel toe recommended)
- ☐ Canvas shoes (comfortable)
- ☐ Large bandana
- ☐ Underwear (3
- ☐ Socks (3)

PERSONAL GEAR

- ☐ Razor/blades
- ☐ Shaving cream
- ☐ Toilet paper
- ☐ Deodorant
- ☐ Shampoo
- ☐ Hand lotion
- ☐ Insect repellent with 35% DEET
- ☐ Foot care (alcohol, powder, moleskin)
- ☐ Medications (Tylenol, Advil or other pain medication; RXS, decongestants, antacids)
- ☐ Handiwipes
- ☐ Bar soap/container
- ☐ Toothpaste/brush
- ☐ Personal Hygiene
- ☐ Comb/brush
- ☐ Lip Balm
- ☐ Sunscreen
- ☐ Detergent (cloths)
- ☐ Flip-flops
- ☐ Bathing suit (just in case)
- ☐ Towel

COOKING AND FOOD

- ☐ Mess Kit (plate, cup, and bowl)
- ☐ Knife, spoon, and fork set
- ☐ Enough easy-to-carry food for 48 hrs, such as beef jerky, granola bars, and trail mix (non-perishable items)
- ☐ Water purification tablets
- ☐ 1 – qt canteens (3)

SLEEPING GEAR

- ☐ Sleeping bag (+15)
- ☐ Ground Cloth
- ☐ Sleeping bag liner for cold weather

MISCELLANEOUS

- ☐ Head lamp (second flash light)
- ☐ Extra bulb/batteries
- ☐ Waterproof matches/fire starters (no butane)
- ☐ Hard hat
- ☐ Goggles
- ☐ Face mask/dust mask
- ☐ Tape, safety pins, sewing kit

READY/CARRY BAG

CLOTHES

- ☐ Sun hat (baseball cap)
- ☐ Jacket with hood
- ☐ Rain coat and rain pants
- ☐ Leather work gloves

FOOD

- ☐ High nutrition snacks
- ☐ Enough non-perishable food for 24 hrs.
- ☐ 1 qt. water

MISCELLANEOUS/SUGGESTED ITEMS

- ☐ Book/reading material
- ☐ Sunglasses
- ☐ Extra glasses/contacts
- ☐ Cash, travelers checks and/or credit cards
- ☐ Necessary meds (airsickness)
- ☐ Necessary hygiene items
- ☐ Inflatable pillow
- ☐ Camera/film
- ☐ Personal medical equipment (scissors, stethoscope, etc.
- ☐ Flashlight/batteries
- ☐ Notebook
- ☐ Pocket Knife
- ☐ Hearing protection
- ☐ Trash bags

Information provided by New Mexico Disaster Medical Assistance Team (NM DMAT-1 Permission to use information provided by NM DMAT-1 Administrative Officer

APPENDIX K: NMSERVES VOLUNTEER FEEDBACK FORM

NM MRC Serves Volunteer Feedback Form Response/Deployment

Please provide us your name and email address so we can follow up with you; or, you are free to submit this form anonymously. We **will** use your comments, criticisms and suggestions to improve our volunteer deployment procedures.

1. Name_____(leave blank if anonymous)

2. Email_____(leave blank if anonymous)

3. List your role(s) during the deployment (example: usher, medication dispenser, registration clerk).

_____

4. Was this your first deployment as an NM MRC Serves volunteer? ____Yes ____No

5. Please comment on the phone/email notification message you received? (for example: efficiency of the process, clarity of the message). We are especially interested in your suggestion for improvement.

_____

_____

Your experience during the deployment

6. Please comment on the volunteer check-in process, providing suggestions for possible improvement if you have them.

_____

_____

_____

7. Were you provided adequate training to perform your responsibilities on deployment? If no, what aspect of the training was inadequate or missing?

_____

_____

_____

8. What could have been done differently to make this response/deployment a better experience for you as a volunteer?

_____

_____

NM MRC SERVES CONTACT LIST

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