Volunteer Management Plan

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# Acronyms

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<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASPR</td>
<td>Assistant Secretary for Preparedness and Response</td>
</tr>
<tr>
<td>BHEM</td>
<td>Bureau of Health Emergency Management</td>
</tr>
<tr>
<td>CDC</td>
<td>Centers for Disease Control</td>
</tr>
<tr>
<td>DMAT</td>
<td>Disaster Medical Assistance Team</td>
</tr>
<tr>
<td>DMAT-AO</td>
<td>Disaster Medical Assistance Team Administrative Officer</td>
</tr>
<tr>
<td>DOC</td>
<td>Department Operations Center</td>
</tr>
<tr>
<td>DOH</td>
<td>Department of Health</td>
</tr>
<tr>
<td>EMAC</td>
<td>Emergency Medical Assistance Compacts</td>
</tr>
<tr>
<td>EOC</td>
<td>Emergency Operations Center</td>
</tr>
<tr>
<td>EOCR</td>
<td>Emergency Operations Center Representative</td>
</tr>
<tr>
<td>ESAR-VHP</td>
<td>Emergency System for Advance Registration of Volunteer Health Professionals</td>
</tr>
<tr>
<td>HIPAA</td>
<td>Health Insurance Portability and Accountability Act</td>
</tr>
<tr>
<td>HHS</td>
<td>Health and Human Services</td>
</tr>
<tr>
<td>HRSA</td>
<td>Health Resources and Services Administration</td>
</tr>
<tr>
<td>ICS</td>
<td>Incident Command System</td>
</tr>
<tr>
<td>NIMS</td>
<td>National Incident Management System</td>
</tr>
<tr>
<td>NMDOH</td>
<td>New Mexico Department of Health</td>
</tr>
<tr>
<td>NMVOAD</td>
<td>New Mexico Volunteer Organizations Active in Disaster</td>
</tr>
<tr>
<td>PAHPA</td>
<td>Pandemic and All Hazards Preparedness Act</td>
</tr>
<tr>
<td>SOP</td>
<td>Standard Operating Procedure</td>
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</table>
II. Introduction

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 as a demonstration project. The Medical Reserve Corps (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 integrate and 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, and the Medical Reserve Corps units will become the standard program for utilizing all volunteers. ESAR-VHP and MRC integration 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.

A. NM MRC Serves Volunteers

Recruitment, development, and retention of volunteers who offer their knowledge and skills in the event of a disaster are essential to ensuring a functional workforce during catastrophes. NM MRC Serves volunteers play a very important role towards supplementing, enhancing, and maximizing preparedness, response and recovery activities before, during and after such an event or incident.

Volunteers can be agents of change. The contributions of volunteers have helped to solve critical social challenges—addressing the needs of those at-risk or offering a helping hand to a neighbor in need. Volunteers have said that some of the strongest social ties they have made, have been with fellow volunteers. Others have talked about the feeling of satisfaction that often comes from performing a service that has the potential to contribute to the security and welfare of your community.

B. 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.”

C. GOALS AND OBJECTIVES

The NM MRC Serves registry 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 available to volunteer healthcare professionals and lay volunteers who serve through the registry
- Establish clear protections for health professionals and lay volunteers

The NM MRC Serves 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 healthcare 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 Handbook provides the processes and protocols to address these fundamental goals and objectives. Additionally, the handbook outlines roles and responsibilities for NM MRC Serves volunteers to better prepare themselves and their families in the event of deployment.

III. Philosophy of Volunteerism

NM MRC Serves recognizes the importance and value of pre-screened, pre-credentialed and pre-trained volunteers to supplement and enhance services we provide to our clients and the communities we serve. Along with employees, they are active partners in fulfilling our mission. We are grateful to those who choose to sign-up in the NM MRC Serves registry and for offering to contribute their time and talents to help build a stronger, healthier and more resilient New Mexico.

IV. Recruitment and Retention Strategies

NM MRC Serves will apply a comprehensive approach to the recruitment and retention of its volunteers. It is the goal of NM MRC Serves to engage volunteers who possess the necessary skills and expertise which will increase the ability of local communities, and the State to better prepare for, respond to, and recovery from a public health emergency.

To ensure that the NM MRC Serves registry continues to meet the needs of volunteers currently in the registry, as well as those registering in the future, a quarterly review of NM MRC Serves recruitment and retention strategies will be conducted by the NM MRC Serves Advisory Committee. This review will assess current strategies and validate their success towards meeting registry goals and objectives. Strategies not meeting registry requirements will be modified to meet overall registry objectives.

V. Target Audience

The NM MRC Serves target audience will include at a minimum, the following health care professionals as identified in the ESAR-VHP Interim Technical and Policy Guidelines, Standards, and Definitions, April 2010. This audience may be expanded to include additional professions identified by ESAR-VHP.
A. Licensed Healthcare Professionals

The U.S. Department of Health and Human Services (HHS) Emergency Systems for Advance Registration of Volunteer Health Professionals (ESAR-VHP) program has identified the following priority professions to be included in the registry:

B. Health Diagnosing and Treating Professions

<table>
<thead>
<tr>
<th>Advanced Practice Registered Nurse</th>
<th>Clinical Social Worker</th>
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<tbody>
<tr>
<td>Dentist</td>
<td>Marriage and Family Therapist</td>
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<tr>
<td>Mental Health Counselor</td>
<td>Pharmacist</td>
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<tr>
<td>Physician</td>
<td>Physician Assistant</td>
</tr>
<tr>
<td>Psychologist</td>
<td>Registered Nurse</td>
</tr>
<tr>
<td>Midwives</td>
<td>Respiratory Therapist and</td>
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C. Health Technologists and Technicians

<table>
<thead>
<tr>
<th>Cardiovascular Technologist and Technician</th>
<th>Diagnostic Medical Sonographer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Medical Technician and Paramedic</td>
<td>Licensed Practical Nurse and Licensed Nurse</td>
</tr>
<tr>
<td>Medical and Clinical Laboratory Technician</td>
<td>Medical and Clinical Laboratory Technician</td>
</tr>
<tr>
<td>Medical Records and Health Information Technician</td>
<td>Radiologic Technologist and Technician</td>
</tr>
</tbody>
</table>

D. Lay Volunteers

In addition to licensed health care volunteers, NM MRC Serves will also register volunteers with various skills and experience. Volunteers could be called upon to help staff mass immunization centers, participate in emergency preparedness/response/recovery exercises, assist at community health fairs, support sheltering operations and provide many other services that are critical to a quick and effective response during emergencies and disasters. If a decision is made to request a volunteer’s service, the individual will be contacted using the information in the NM MRC Serves registry. If a volunteer agrees to deploy, that volunteer’s information will be forwarded to the requesting agency.

Lay volunteers from the following occupational groups are encouraged to register with NM MRC Serves database:

<table>
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<tr>
<th>Administration/Management</th>
<th>Agriculture</th>
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<tbody>
<tr>
<td>Armed Forces/Military</td>
<td>Automotive</td>
</tr>
<tr>
<td>Aviation</td>
<td>Banking/Finance</td>
</tr>
<tr>
<td>Communications (Amateur Radio)</td>
<td>Construction</td>
</tr>
<tr>
<td>Education/Kindergarten – High School</td>
<td>Education/College or University</td>
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<td>-------------------------------------</td>
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<tr>
<td>Entertainment</td>
<td>Facility Support or Management</td>
</tr>
<tr>
<td>Fire Fighter</td>
<td>Government Services</td>
</tr>
<tr>
<td>Healthcare Administration/Support</td>
<td>Hotel/Guest Services</td>
</tr>
<tr>
<td>Interpretive Services (American sign language, etc.)</td>
<td>Insurance</td>
</tr>
<tr>
<td>Law Enforcement</td>
<td>Language Services</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>Mortuary Services</td>
</tr>
<tr>
<td>News</td>
<td>Media/Advertising/Public Relations</td>
</tr>
<tr>
<td>Non-profit</td>
<td>Pharmaceuticals</td>
</tr>
<tr>
<td>Publication</td>
<td>Restaurant/Catering</td>
</tr>
<tr>
<td>Retired (please list former occupation)</td>
<td>Sales – Retail</td>
</tr>
<tr>
<td>Sales – Wholesale</td>
<td>Science (life)</td>
</tr>
<tr>
<td>Science (earth)</td>
<td>Science (physics)</td>
</tr>
<tr>
<td>Student</td>
<td>Transportation (ground, including bus driver, taxi etc.)</td>
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<tr>
<td>Transportation (distribution, including truck driver, etc.)</td>
<td>Warehouse Services/Support</td>
</tr>
</tbody>
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**E. 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 their government employer and State Personnel Office.

**F. Junior Medical Reserve Corps 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 NMDOH, Bureau of Health Emergency Management (BHEM) concerning the applicant’s enrollment and any activities, and stay within his/her scope of practice.

**VI. NM MRC Serves Registry**

NM MRC Serves is the statewide secure and confidential ESAR-VHP compliant volunteer registry for the State of New Mexico. Volunteers are prompted through the on-line application. In order to be credentialed for deployment, they will be asked to enter information regarding their professional license(s) (if applicable), contact information, and other relevant background information. Once registration is complete, the volunteer’s professional license/credentials/background information will be validated by NM MRC Serves registry staff. All volunteers registering in NM MRC Serves will go through a
background check. ESAR-VHP requires that all credential levels must meet the Inspector General Status and any individual whose name appears on the list of excluded individuals/entities shall be excluded as a volunteer. Volunteer information will only be viewed by authorized NM MRC Serves representatives or Unit Leaders. The registry is a module of the NM MRC Serves website http://nmmrcserves.org/.

The NM MRC Serves website contains relevant NM MRC Serves registry information, online orientation, electronic volunteer handbook, newsletters, volunteer opportunities, upcoming training, relevant volunteer news articles and a spotlight for outstanding volunteers. This website will include a link to NM.Train.org, which is the NMDOH learning management system for on-line training opportunities.

VII. Credentialing Policy and Levels

This section describes both the required and recommended ESAR-VHP emergency credentialing standards that are incorporated into the NM MRC Serves registry.

G. Overview of Emergency Credentialing Standards

The NM MRC Serves registry maintains the standards established and required by the ESAR-VHP program. Emergency credentialing standards will be updated, revised, and expanded as identified by ESAR-VHP guidance. NM MRC Serves classifies every healthcare and non-healthcare volunteer in accordance with the emergency credentialing standards. The following ESAR-VHP terms and emergency credentialing standards definitions will be referenced in this section:

*Credentials* are a health volunteer’s qualifications. Credentials are used with an ESAR-VHP System to determine a health volunteer’s Emergency Credential Level. According to The Joint Commission, credentials are the documented evidence of licensure, education, training experience, or other qualifications.

*Credentialing* is the process of obtaining, verifying, and assessing the qualifications of a health care professional to provide patient care, treatment, and services in or for a health care organization.

*Emergency Credentialing Level* is a designation assigned to a volunteer registered in NM MRC Serves and based on possessed and verified credentials, as defined by emergency credentialing standards. Each healthcare volunteer being evaluated may be classified into one of four different emergency credentialing levels: Levels 1, 2, 3, and 4. The highest emergency credential level is level 1 indicating that the health volunteer possesses all of the minimum required credentials and that the credentials have been appropriately verified. Lay volunteers with no verifiable healthcare experience or education will be classified in Level 5.
H. ESAR-VHP Health Volunteers Emergency Credentialing Standards

Emergency credentialing standards establish common personnel resource definitions that assist in the efficient ordering and dispatching of personnel during an incident and to ensure that requesting authorities receive the personnel needed during an emergency or disaster. A limited set of credentials is utilized under the emergency credentialing standards. In addition, NM MRC Serves collects information on the qualifications of volunteers to provide health services in a disaster, such as whether volunteers have the appropriate disaster preparedness training or specialized professional experience. Each volunteer registered in NM MRC Serves will be classified by emergency credentialing level in accordance with emergency credentialing standards.

1. ESAR-VHP Credential Level 1

Level 1 ensures that an adequate supply of hospital-qualified health professionals is available to work in hospitals in times of an emergency. Hospital-qualified health professionals are distinguished from other health professionals through a rigorous and constant review of credentials and performance. ASPR standards for assignment to Credential Level 1 were developed in consultation with the hospital industry and reflect the level of review hospitals would require before accepting a volunteer into their facility.

Assignment to Level 1 requires confirmation that the volunteer is clinically active in a hospital, either as an employee or by virtue of having hospital privileges. Implicit in this requirement is the ability to practice in a full and unrestricted manner within the State and meet other occupational specific qualifications identified in the ESAR-VHP Interim Technical and Policy Guidelines, Standards and Definitions: System Development Tools (2010).

2. ESAR-VHP Credential Level 2

Level 2 ensures the availability of highly qualified individuals who may deliver services in a wide variety of settings such as clinics, nursing homes, and shelters. Typically, these health professionals possess all the credentials and qualifications of a Level 1 health professional except that they are not employed in a hospital nor do they have hospital privileges.

Assignment to Level 2 requires confirmation that the volunteer is clinically active in any setting other than a hospital (e.g., clinic, private practice, nursing home, etc.). Implicit in this requirement is the ability to practice in a full and unrestricted manner within the State and meet other occupational specific qualifications identified in the ESAR-VHP Interim Technical and Policy Guidelines, Standards and Definitions: System Development Tools (2010).

3. ESAR-VHP Credential Level 3

Level 3 classifies individuals who meet the basic qualifications necessary to practice in the State in which they are registered. Assignment to Level 3 requires
verification of a volunteer’s license, certification, or other State requirement to practice. In situations where the State does not govern a profession, ASPR has identified requirements that are deemed to be usual and customary for employment in the profession, which must be verified.

4. ESAR-VHP Credential Level 4

Level 4 classifies individuals who have healthcare experience or education in an area that would be useful in providing basic healthcare not controlled by scope of practice laws and to assist clinicians. Assignment to Level 4 requires that the volunteer possess verified documentation of healthcare education or experience. This level may include, but is not limited to, healthcare students or retired healthcare professionals who no longer hold a license.

5. NM MRC Serves Lay Volunteer Credential Level 5

Level 5 classifies individuals who do not have healthcare experience or education that would be useful in providing basic healthcare not controlled by a state’s scope of practice laws and to otherwise assist clinicians. However these individuals, known as Lay Volunteers, may possess a wide range of skills and experience that are essential during an event or incident. Lay Volunteers could be called upon to support staff or healthcare related volunteers with the following: mass immunization centers, points of distribution, emergency preparedness/response/recovery exercises, community health fairs, shelter operations and many other services that are critical to an efficient and effective response during an emergency or disaster.

Assignment to Credential Level 5 is not as stringent as the aforementioned ESAR-VHP credential levels 1-4. Prior to being classified as a Lay Volunteer, a background check (including sex offender) will be conducted. Additional information on available skills, training and willingness to serve will be obtained from such lay volunteers.

1. Background Checks

A background check will be conducted on all volunteers who register with the NM MRC Serves website. The NM MRC Serves registry staff utilizes the New Mexico Courts website (www.nmcourts.gov) and other publicly available databases.

Exclusion criteria for acceptance of an applicant to the NM MRC Serves registry include, but are not limited to, conviction of a felony or of a misdemeanor involving abuse, neglect, exploitation or moral turpitude; or if they are listed in the National Sex Offender Registry National Sex Offender Public Website (http://www.nsopw.gov/Core/Conditions.aspx).
VIII. NM MRC Serves Registrant Terms and Conditions Code of Conduct

Each individual registering with NM MRC Serves is required to read and accept the Terms and Conditions (http://nmmrcserves.org/). By accepting the Terms and Conditions, volunteers agree that they are solely responsible for the information provided on the application. Volunteers agree to provide complete accurate, and non-misleading, information in all areas of the NM MRC Serves website and update such information in order to maintain its accuracy and completeness. At any time, volunteers may update information regarding their information profile on the NM MRC Serves website.

Terms and Conditions requiring review and acceptance by volunteers include:

- Consent to Use and Disclosure of Personal Information
- Health Professional Volunteer Selection Process
- Statement of Physical & Mental Competence & Assumption of Risk
- Agreement to Perform Volunteer Services Without Compensation
- Agreement to Non-Commercial Use of Site
- Pledge to Provide Accurate Information

The NM MRC Serves Volunteer Terms and Conditions of Services is Attachment A. The NM MRC Serves Volunteer Code of Conduct is Attachment B.

Once you have accepted the Terms and Conditions and completed the Registration Information portion of the volunteer application, a confirmation will be sent to you by NM MRC Serves registry staff. Once this occurs, you are officially registered in the NM MRC Serves registry and will have a profile. You can access your profile online by using the username and password you created during the registration process.

A. Code of Conduct

Trust, honesty, commitment and respect form the foundation of NM MRC Serves. These values guide all volunteer actions.

1. Volunteers will perform their duties and assignments as assigned by the Site Supervisor in an orderly and efficient manner.

2. Volunteers will immediately notify their Site Supervisor if for any reason if they are unable to perform their functions and/or carry out an assignment so that the Site Supervisor may release and replace them in an orderly manner. They must also immediately notify their Unit Coordinator and or NM MRC Serves State Volunteer Coordinator and request official deactivation or reassignment.
3. Volunteers will notify the NM MRC Serves Unit Coordinator and/or NM MRC Serves State Volunteer Coordinator if he/she is dissatisfied with the Site Supervisor’s performance and request deactivation or reassignment. If warranted, the volunteer may complete an NM MRC Serves Incident Report.

4. Volunteers will wear official NM MRC Serves-issued logo shirts at all times during activation and/or exercise unless otherwise directed by the Unit Coordinator and/or NM MRC Serves State Volunteer Coordinator. Shirts are to be clean and neat.

5. Volunteers will represent the NM MRC Serves program with professionalism, dignity, courtesy and pride.

1. Volunteers will not self-deploy during a response. Volunteers who self-deploy are not entitled to liability coverage from the New Mexico Department of Health and may be sent home by the site supervisors.

2. Volunteers will not authorize, the name, emblem, endorsement, services, or property of the NM MRC Serves for the use of or use for the benefit or advantage of any of any person.

3. Volunteers will not publicly utilize NM MRC Serves affiliation in connection with the promotion of any political organization, religious matter, or position on any issue not in conformity with the official position of NM MRC Serves.

4. Volunteers will not disclose any confidential NM MRC Serves information to any person not authorized to receive such information. Confidential information includes any identifying information, such as name, address, and medical information of persons cared for by an NM MRC Serves volunteer.

5. Volunteers will not knowingly take any action or make any statement intended to influence the conduct of NM MRC Serves for the financial benefit of any person, corporation, or entity in which the individual has a significant interest or affiliation.

6. Volunteers will not act in a disruptive manner or in a manner that is dangerous to self or others including acts or threats of violence.

7. Volunteers will not accept bribes or gratuities, lie, cheat, steal.

8. Volunteers will not engage in discrimination based on age, religion, race or sexual orientation.
9. Volunteers will not engage in sexual abuse or harassment.

10. Volunteers will not consume or be under the influence of alcoholic beverages, any illegal drugs or abuse any prescription medication while on duty or when there is an expectation of returning to duty shortly.

11. Volunteers will not knowingly have any discussions with any media source(s) during an activation and/or exercise without prior approval and supervision of the NM MRC Serves State Volunteer Coordinator and the NM Department of Health Public Information Officer.

12. Volunteers will not take photographs, audio, or videotapes while on active duty (deployment) without the prior authorization of the NM MRC Serves State Volunteer Coordinator.

13. Volunteers will not wear their NM MRC Serves identification card or official logo shirts while in a bar consuming alcoholic beverages.

14. Volunteers will not be insubordinate to a supervisor. Site supervisors have the right to dismiss a volunteer for a worksite at their sole discretion.

15. Volunteers will not represent him or herself as fully licensed or certified when the applicable license or certification has lapsed.

16. Volunteers will not act in a manner unbecoming an NM MRC Serves volunteer.

A. Reporting Violations of the NM MRC SERVES Code of Conduct

1. Complete an NM MRC Serves Incident Report and describe the violation including dates, locations, statements, and parties involved in the incident. If the complainant cannot remember exact dates, include approximate dates to the best of the complainant’s recollection.

2. Completed NM MRC Serves Incident Reports should be sent to the NM MRC Serves State Volunteer Coordinator via email at bobbie.mackenzie@state.nm.us.

3. The NM MRC Serves State Volunteer Coordinator will investigate the circumstances of the alleged offense to the extent necessary to make a determination as to whether the allegations contained in the complaint constitute a violation of the NM MRC Serves Code of Conduct.
IX. TRAINING

Ensuring that NM MRC Serves volunteers have the training necessary to perform their assignments is a focus of the registry. Training is defined as the formal activities and coursework taken to incrementally develop or enhance a volunteer’s ability to provide services in an emergency or disaster. Competency is a broad statement detailing a complex, but observable, set of behaviors including components of knowledge, skill, and attitude. Situational Orientation, also referred to as “just in time,” is a subset of training that corresponds to a specific deployment.

A. Competency Training

It is assumed that most volunteers will already possess the clinical knowledge and skills derived from their professional education, or experience. The training described in this Section addresses the additional knowledge and skill competencies that may be provided by NM MRC Serves to registered volunteers with respect to emergency response; (i.e., knowledge about incident command or methods to ensure personal safety, etc.)

Three training courses are required of volunteers before they can be deployed through NM MRC Serves, including IS-100.b Introduction to the Incident Command System, IS-200.b Single Resources and Initial Action Incidents and IS-700.A National Incident Command System. Most Both courses are available on-line through the Independent Study Program of the FEMA Emergency Management Institute available at (http://training.fema.gov/IS/crslist.asp).

- **IS-100.b Introduction to Incident Command System**: This course introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training. This course describes the history, features and principles, and organizational structure of the Incident Command System. It also explains the relationship between ICS and the National Incident Management System (NIMS) (http://training.fema.gov/IS/NIMS.asp)
- **IS-200.b Single Resources and Initial Action Incidents**: The Single Resources and Initial Action Incidents course provides training on and resources for personnel who are likely to assume a supervisory position within the ICS. This course is designed to enable personnel to operate efficiently during an incident or event within the ICS (http://training.fema.gov/IS/NIMS.asp).
- **IS-700.a National Incident Management System**: This course introduces NIMS and takes approximately three hours to complete. It explains the purpose, principles, key components and benefits of NIMS. The course also contains "Planning Activity" screens giving you an opportunity to complete some planning tasks during this course. The planning activity screens are printable so that you can use them after you complete the course (http://training.fema.gov/IS/NIMS.asp).

The following courses are not required but are highly recommended:
• **OHSA 1910.120 HazMat Awareness Training Equivalent**
  IS-5.a An Introduction to Hazardous Materials. This course provides a general introduction to hazardous materials that can serve as a foundation for more specific studies in the future (http://training.fema.gov/IS/crslist.asp).
• **Health Insurance Portability and Accountability Act (HIPAA)** Basic HIPAA:
  This course provides HIPAA basic, operations, and privacy level training and testing
• **IS-800.b National Response Framework**
  The course introduces participants to the concepts and principles of the National Response Framework available at (http://training.fema.gov/IS/NIMS.asp).
• **Answering the Call – Health and Medical Emergency Preparedness Response in New Mexico**
  Answering the Call is organized into nine online modules which provide information regarding general concepts of emergency preparedness and response, as well as information regarding the specific roles and responsibilities of New Mexico agencies and individuals during a crisis. The information covered in this online curriculum is supplemented by reference materials and websites referenced in the modules. Volunteers are encouraged to use this material for continued study and research. To access this material log in to nmtrain.org.

Additional classroom and online training opportunities will be posted on the NM MRC Serves website, the UNM Center for Disaster Medicine website (http://hsc.unm.edu/SOM/cdm/calendar.shtml), and advertised by email as they become available. While only Independent Study courses, IS 100.b, IS-200.b Single Resources and Initial Action Incidents and IS 700.a are required, it is strongly suggested that volunteers complete additional ICS training available on the FEMA website or through classroom instruction. Wherever possible, free Continuing Education Units (CEU) will be awarded upon the successful completion of training.

**X. Identification**

Once you completed all the requirements for acceptance into the NM MRC Serves registry, you will be issued an NM MRC Serves ID badge that will identify you as an NM MRC Serves volunteer. In addition to the badge uniform items, volunteers may receive such items as a T-shirt and a deployment “Go Kit”. You will receive notification when you are eligible to receive these items and arrangements will be made at that time for their delivery.

As an NM MRC Serves volunteer, you will be required to wear issued identification items such as ID badge and uniform shirt whenever engaging in an NM MRC Serves sponsored event. Loss of these items is to be reported immediately to NM MRC Serves Coordinator by email (Bobbie.Mackenzie@state.nm.us). NM MRC Serves volunteers will **NOT** be
allowed to participate in sponsored events or at a disaster/emergency site without proper identification.

XI. 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.

If a decision is made to request your service, you will be contacted using the information you provided during the NM MRC Serves registration process. If you agree to deploy, your information will be forwarded to the appropriate emergency management officials.

A. Deployment Protocols for Non-Emergency Events

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

B. 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:

- State EOC receives the initial request for volunteers and notifies the Department of Health EOCR
- If the Department of Health EOCR receives the initial request for volunteers, the State EOC is notified by the EOCR.
- 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 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 volunteers.

\(^1\) 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

Affiliated Organizations: Upon query of the database, those assigned to organizations (DMAT/CERT/MRC) will be contacted prior to the initial "next" of the NM MRC serves list for available deployment. There is a 6 hour lag time for volunteers affiliated with organizations. After 6 hours, these volunteers are available for deployment.

Unaffiliated Volunteers:
- Pre-recorded message(s) are made and contact procedure is decided (i.e., phone, email, FAX, pager, frequency of contact).

This phase of the process is the final stages of activating and deploying the volunteer(s) to the location. ESAR-VHP may be positioned either under Operations or Planning Chief. The following will occur:
- ESAR-VHP receives "Yes" response from Volunteer(s)
- Assembles and manages final roster
- Communicates with Onsite Volunteer Coordinator
- Provides deployment information to Volunteer(s)
- Tracks all deployments and receives updates accordingly on status of volunteer(s)
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.

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 the 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 NM MRC Serves.

The final roster of deployable NM MRC Serves volunteers will be managed by the NRL, who will manage the roster which includes deployment, tracking, and demobilization of NM MRC Serves 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 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?

XII. Responding to an Emergency Activation

A. Instate (New Mexico)

In the event of a public health emergency in New Mexico, the NRL will notify NM MRC Serves volunteers via the Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) Registry. 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 Deployment packet (Attachments E through Q). 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.

B. 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.

XIII. Onsite Volunteer Coordinator Responsibilities

Onsite volunteer coordinators 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: Volunteer Deployment – Sending Location, G: Volunteer Deployment-Receiving Location and H: Volunteer Demobilization provide an outline of the responsibilities for the activation, deployment, receipt and demobilization of NM MRC Serves volunteers.

XIV. Post Deployment Responsibilities

Once you have completed your deployment responsibilities, you will be asked to provide the NM MRC Serves Program Staff with feedback on your deployment experience as well as a Post Deployment Assessment (Attachment Q). This information will be used to enhance NM MRC Serves’ deployment protocols; provide feedback to the supported location; and keep a record for future requirements on program needs as well as evaluate the need for medical or mental health treatment. This feedback is requested to be returned within 7 business days following your return home.
XV. Volunteer Tracking

A. 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 a “once a day” or an “every 12 hour” tracking of volunteers. The State Volunteer Coordinator will coordinate the required tracking mechanisms with the onsite volunteer coordinator at the duty station.

B. 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-Activation/Deployment to complete and return (see Attachments P and Q)
- The NRS will ensure the volunteers service is recorded in the NM MRC Serves registry

XVI. Legal Protections for NM Serves Volunteers

A. Legal Protections

NM MRC Serves volunteers may be entitled to the legal protections afforded by state and/or federal laws and regulations that govern tort liability and workers’ compensation benefits. Tort law refers to whether an individual is liable or responsible to another under civil law (versus criminal law) for personal injury (including death) or property damages caused by the negligent acts or omissions of that individual. State workers’ compensation laws provide benefits to a worker for an injury (or to the legal representative in the event of death) incurred while acting within the scope of that worker’s duties or responsibilities.

Generally, the extent of legal protections available to volunteers who provide services during an emergency and the entity responsible for providing such protections (i.e., State of New Mexico, another state, federal government) will depend upon the particular circumstances, which may include but are not limited to whether the volunteer: (1) is a licensed health care professional or a lay volunteer; (2) is considered a “public employee,” an “officer, employee or servant,” or “personnel,” of a government entity; (3) is acting on behalf or in the service of a governmental entity in an official capacity performing duties that are requested, required or authorized; (4) is performing services during a “declared emergency” or during emergency preparedness training, drills or exercises prior to a declared emergency; (5) is deployed to another state pursuant to a request for emergency assistance under the Emergency Management Assistance
Compact (EMAC); (6) is rendering services for a non-profit organization or a governmental entity; (7) is paid and, if so, how much; (8) is acting within the scope of duties as a volunteer; or (9) commits willful or criminal misconduct, gross negligence or recklessness. A volunteer may not be entitled to legal protections based upon other limitations and/or exceptions that apply.

B. Tort Liability
All NM MRC Serves volunteers who are acting on behalf or in the service of a New Mexico governmental entity (i.e., New Mexico Department of Health (NMDOH), New Mexico Department of Homeland Security and Emergency Management (DHSEM), etc.) and performing duties that are requested, required or authorized by such governmental entity, regardless of the time and place of performance (i.e., during a declared emergency or emergency preparedness training, drills or exercises), are entitled to the liability protections of the New Mexico Tort Claims Act (TCA). Health care professionals licensed by New Mexico or otherwise permitted by law to provide health care services are covered under the TCA for liability for damages caused by negligent acts or omissions committed in the performance of duties as a volunteer. NM MRC Serves volunteers who are non-licensed health care professionals or lay volunteers are entitled to immunity from tort liability under the TCA, unless immunity is waived for the specific activities in which they are engaged, in which case they are covered for liability for damages caused by negligent acts or omissions committed in the performance of duties as a volunteer.

C. Workers’ Compensation
Although NM MRC Serves volunteers are not employed by the NMDOH, all unpaid licensed health care professionals registered with NM MRC Serves who are deployed by the NMDOH in response to a declared public emergency or public health emergency, or deployed by the NMDOH outside New Mexico in response to a request for emergency assistance under the Emergency Management Assistance Compact (EMAC) are “public employees” of the State of New Mexico and entitled to workers’ compensation benefits under the New Mexico Workers’ Compensation Act (WCA). There is no coverage for injury or death occurring during emergency preparedness training, drills or exercises prior to an emergency.

NM MRC Serves volunteers who are non-licensed health care professionals or lay volunteers are not covered by NM workers’ compensation benefits for injury or death occurring during volunteer services since they are not “public employees” of the State of New Mexico.

D. Federal Volunteer Liability Protections
All NM MRC Serves volunteers rendering services for a nonprofit organization or governmental entity, without compensation (excluding actual expenses) or any other thing of value in lieu of compensation, in excess of $500 per year, may be immune from tort
liability under the Federal Volunteer Protection Act of 1997 (VPA) for “economic damages” only (but not for “non-economic damages, such as pain and suffering, mental anguish, etc.) caused by their negligent acts or omissions if such volunteers (1) were acting within the scope of their responsibilities; (2) were properly licensed, certified or authorized by law for the activities or practice in the state in which the harm occurred; (3) were NOT engaged in willful or criminal misconduct, gross negligence or reckless misconduct, or a flagrant indifference to the rights or safety of the individual harmed; and (4) did not cause harm by the operation of a motor vehicle, vessel, aircraft, or other vehicle for which the state requires the operator to have an operator’s license or to maintain insurance. Other limitations and exceptions may apply to determine whether a volunteer is entitled to liability protection under the VPA.

Table 1 (following Section 16.4) provides a quick reference to the information provided in this Section. The information is not intended as legal advice or to be relied upon in deciding whether to register with NM MRC Serves. An NM MRC Serves registrant should seek personal legal counsel and advice to determine if the legal protections discussed below are applicable to the specific services which the volunteer is willing and/or may be called upon to provide as an NM MRC Serves volunteer. If you have any questions with respect to the information provided, please contact the NM MRC Serves registry staff and they will attempt to assist you.
LEGAL PROTECTIONS FOR NM MRC SERVES VOLUNTEERS

Health Care Professionals Licensed in New Mexico (Credential Levels 1, 2, and 3)

Tort Liability/Immunity
The New Mexico Tort Claims Act (TCA) provides professional liability coverage (i.e., defense and indemnity) if (1) licensed by NM or permitted by law to provide health care services; (2) acting on behalf or in service of a NM governmental entity in any official capacity; (3) with or without compensation; and (4) acting within scope of duties requested, required or authorized to perform without regard to time and place of performance (i.e., during emergency or emergency training, drills or exercises). No immunity from tort liability is afforded to health care providers under the TCA.

Workers’ Compensation
Under the New Mexico Workers’ Compensation Act (WCA), all unpaid health professionals deployed by NMDOH within the state in response to a declared public emergency or public health emergency or deployed by NMDOH in response to an emergency in another state pursuant to the Emergency Management Assistance Compact (EMAC), are “public employees” of NM entitled to receive NM workers’ compensation benefits. Benefits do not apply to injury or death occurring during emergency preparedness training drills or exercises prior to an emergency.

Non-Licensed Health Care Professionals or Lay Volunteers (Credential Levels 4 and 9)

Tort Liability/Immunity
New Mexico TCA provides immunity from tort liability if (1) acting within scope of duties requested, required or authorized to perform without regard to time and place (i.e., during emergency or emergency training, drills or exercises); and (4) there is no waiver of immunity under TCA for activities in which volunteer is engaged (i.e., the operation of motor vehicle, etc.). If immunity is waived under the TCA, liability coverage (i.e., defense and indemnity) is provided.

Workers’ Compensation
No NM workers’ compensation benefits for NM MRC Volunteers who are non-licensed health care professionals or lay volunteers for injury or death occurring during volunteer services since they are not “public employees” under the WCA.

All NM MRC Services Volunteers (Credential Levels 1 through 9)

Tort Liability/Immunity
Federal Volunteer Protection Act of 1997 (VPA) provides immunity to all volunteers rendering services for a nonprofit organization or governmental entity, without compensation (excluding actual expenses) or other thing of value in excess of $500 per year, if (1) acting within scope of responsibilities; (2) properly licensed, certified or authorized by law for the activities or practice in the state in which harm occurred; (3) did not engage in willful or criminal misconduct, gross negligence or reckless misconduct, or a flagrant indifference to rights or safety of individual harmed; and (4) did not cause harm by operation of motor vehicle, vessel, aircraft or other vehicle for which state requires operator’s license or to maintain insurance. Other limitations and exceptions apply.

Workers’ Compensation
No workers’ compensation benefits provided under federal law.
XVII. Frequently Asked Questions

What Might be Expected of Me?
Every disaster or emergency is different and many factors affect the conditions that a person may face during a deployment. Hours worked can be long and assignments are sometimes physically and emotionally challenging. For example, duty hours can be 12 or 16-hour shifts; sometimes normal and ample accommodations may be available or may be more austere. Flexibility and personal preparedness are the key element to success as a deployed NM MRC Serves volunteer.

Persons recruited for an assignment must be physically capable of performing the duties for which they are selected and must be current in their vaccination status. These include: tetanus/diphtheria, hepatitis A and B, measles, mumps, rubella (MMR), Tuberculosis (TB), varicella, and influenza. Specific additional vaccinations may be necessary depending on the area and nature of the emergency and the conditions present at the time of deployment. If your vaccinations are not up-to-date, or if additional vaccinations are required, you should consult your personal physician. In some cases, the New Mexico Department of Health may provide you with vaccinations prior to your deployment.

As part of the deployment consideration process, volunteers are required to fill out a Volunteer Fit for Duty Survey that is located on the volunteer’s online profile. This information will assist NM MRC Serves Registry Staff in matching your abilities with the deployment request.

It is the volunteer’s responsibility to make all arrangements with his/her employer (including obtaining permission to miss work) and to make arrangements for childcare and other personal needs prior to accepting a volunteer assignment from NM MRC Serves.

What if I am called and am unable or unwilling to help?
It is always your decision whether to accept or decline a deployment request for any reason. Keep in mind that participating in an emergency response can be physically and emotionally draining; can separate you from your family for extended periods of time; and can be dangerous.

Will I be compensated?
Volunteers are individuals who perform a service without compensation. Reimbursement may be available for identified items under certain conditions. If you are deployed as a volunteer, you should assume you will receive any compensation or reimbursement. Every attempt will be made by NM MRC Serves registry staff to provide information regarding the possibility of reimbursement with a deployment request.

What about my family and my job?
It is your responsibility to coordinate your volunteer time with the needs of your family, employer and/or any other obligations you may have.
What will my Role be in a Large-Scale Disaster or Public Health Emergency?
Every attempt will be made to match your skills, competencies and license or credential level with assignments during a large-scale disaster or public health emergency. However, you may be asked to assist with activities that are less challenging than your usual professional activities.

You should never accept a responsibility or assignment that is outside your scope of practice as defined by your license, registration or certification or outside of your abilities.

Who will have Access to my Information?
Your information will be maintained within a central, secure database administered by the State of New Mexico Department of Health Bureau of Health Emergency Management. Your information will only be used to engage you in activities related to NM MRC Serves, including recruitment for participation in a disaster drill or exercise; to provide you with program information or to request your assistance. Under no circumstances will this information be sold to or otherwise shared with any entity that is not a direct or indirect partner in the program.

How Would I Be Deployed?
When NM MRC Serves receives a request for volunteer assistance, it will match licenses, skills, and other data elements in the NM MRC Serves registry with the specific request. This could include type of disaster or emergency (state or federally declared or not). In addition, a request could be made for a certain specialty or for persons willing to be deployed for a long period of time, or for person willing to work outside of the state. If your registration information matches the request, you may be contacted and given information about the specific deployment. If you are contacted and are willing and able to respond to the request, you will be given further information regarding the assignment including the type of assignment, length of service, who to contact, and where to report.

What Personal Items Should I Bring if I am Deployed?
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. Attachment L contains an itemized checklist of the types of items you should bring with you. The list includes not only minimally required items, but others to help you travel and live more comfortably during the span of assignment.

The two bags should be packed so that one is checked and one is a carryon. Never count on the checked bag arriving with you. Keep everything you will need in your carry on – meds, change of clothes, identification, flight and deployment information, and communication devices. Clothing should be chosen according to the weather and temperature, as well as for protection from the work environment. Each airline company has specific rules about carryon luggage. PLEASE check with the airline company you are traveling with for their specific luggage requirements prior to traveling.

Will I be issued an ID card?
Once a volunteer has completed all the requirements for acceptance into the NM MRC Serves registry, they will be issued an NM MRC Serves ID badge that will identify them as an NM MRC Serves volunteer. In addition to the badge uniform items such as T-shirts, caps, and a deployment “Go Kit” may also be issued. Volunteers will receive notification when they are eligible to receive these items and arrangements will be made at that time for their delivery.

Volunteers are required to wear their issued identification items and ID badge whenever engaging in an NM MRC Serves sponsored event. Loss of these items is to be reported immediately to NM MRC Serves Volunteer Coordinator State NM MRC Serves volunteers will NOT be allowed at a disaster/emergency site without proper identification.
XVIII. NM MRC SERVES MEMBER HANDBOOK Supplemental Attachments

The supplemental attachments below along with a copy of the Volunteer Handbook should be printed and given to the volunteer as a part of their deployment packet. Any post deployment paper work i.e. Volunteer Feedback/Post Deployment Assessment should be returned to the State Volunteer Coordinator no later than five (5) days after returning home.

Attachment A: NM MRC Serves Volunteers Terms and Conditions of Service
Attachment B: NM MRC Serves Code of Conduct
Attachment C: Emergency Management Assistance Compact
Attachment D: Volunteer Request Form
Attachment E: Volunteer Pre-Deployment Information
Attachment F: Volunteer Deployment – Sending Location
Attachment G: Volunteer Deployment – Receiving Location
Attachment H: Volunteer Demobilization
Attachment I: Record of Emergency Data
Attachment J: Volunteer Locator and Processing Checklist
Attachment K: Volunteer Timesheet
Attachment L: Helpful Hints and Things to Remember
Attachment M: Checklist for Deployed Volunteers
Attachment N: Recommended Vaccinations Prior to Deployment
Attachment O: Resource Status and Equipment Return Policy
Attachment P: NM MRC Serves Volunteer Feedback Form
Attachment Q: NM MRC Serves Post Deployment Assessment
A. Attachment A: NM MRC Serves Volunteer Terms and Conditions of Service

In times of emergency or disaster, the need for volunteers to assist in providing aid to victims, families and first responders becomes critical. If you have an interest in assisting during a public health or other emergency, please complete the registration for NM MRC Serves and review and acknowledge the following Volunteer Terms and Conditions of Service:

Registrant Volunteer Terms and Conditions of Service
I agree to voluntarily provide personal information that will be collected, used and maintained by NM MRC Serves registry staff in implementing the NM MRC Serves registry.

I authorize the NM MRC Serves registry staff to conduct a criminal background check and/or to obtain my personal records as part of the background check.

I agree to provide emergency health care, public health services or other volunteer services as needed and as assigned in accordance with my NM MRC Serves Credential Level classification. I understand that, as an NM MRC Serves volunteer deployed to render volunteer services at an emergency/disaster, to the extent that I represent NM MRC Serves and/or the State of New Mexico, I agree to present myself in a professional manner at all times.

I further understand and agree to:

1. Perform my volunteer services assignment and responsibilities under the terms, conditions and general direction of NM MRC Serves, State of New Mexico departments or agencies (i.e., NMDOH or NMDHSEM) or other public or private health care entities (i.e., hospitals or clinics), and as approved or supervised by an appropriate and designated official of such public or private entities.

2. Be assigned to serve in potentially dangerous and uncomfortable situations.

3. Be responsible for any actions that are not directly related to the performance of my volunteer services assignment.

4. Maintain current professional licensure, certification or registration, as applicable.

5. Notify the NM MRC Serves registry staff of any changes in personal contact information or licensure, certification or registration status, within 72-hours of the change.

6. Provide the necessary health and identification information as required by my participation in NM MRC Serves, which may be disclosed by NM MRC Serves registry staff to other public or private entities as necessary for the administration of the registry.

7. Abide by all applicable State of New Mexico laws, regulations, rules, policies, procedures and protocols concerning standards of conduct and conflicts of interest.

8. Abide by the NMDOH Volunteer Management Plan.
I understand that either party (i.e., NM MRC Serves or me as a registered volunteer) may terminate my registration and/or volunteer assignment at any time.

Consent to Use and Disclosure of Personal Information
I understand that the information I provide with this registration will be used by NM MRC Serves to determine the status of my credentials, including confirmation that my license is current, valid, and free of any restrictions. By registering and agreeing to these NM MRC Serves Volunteer Terms and Conditions, I agree to have the status of my credentials verified by national, federal and New Mexico licensing and credentialing authorities. I also understand that the information I provide will be used only by NM MRC Serves registry staff to verify my credentials and to assign an emergency Credentialing Level to me in accordance with applicable Emergency System for Advance Registration of Volunteer Health Professional (ESAR-VHP) standards. I understand that the assignment of an emergency Credentialing Level neither designates or grants clinical privileges nor authorizes me to provide healthcare services without proper authorization and supervision. I further understand that, during an emergency or disaster, the information I provide will be used by authorized state and local volunteer administrators and emergency or disaster managers to assign me to volunteer services and activities for which I am adequately credentialed, and by on-site emergency or disaster operational area officials to identify me once I am deployed to the emergency or disaster site. I understand that, if I agree to deploy to a specific emergency or disaster, the information I provide to the NM MRC Serves registry will be forwarded to emergency or disaster operational area officials, and that NM MRC Serves provides no assurance regarding the security and privacy of that information once forwarded to the emergency or disaster operational area.

I also acknowledge that the information I provide to NM MRC Serves registry with this registration may be subject to disclosure pursuant to a request under the New Mexico Inspection of Public Records Act (§ 14-2-1, et seq., NMSA 1978) or legal process such as a court order or subpoena. Disclosure of highly sensitive personal information will only occur in accordance with New Mexico law or any other relevant state or federal laws or regulations.

I hereby voluntarily consent to the collection, use, maintenance and disclosure of my personal information as described herein.

Acknowledgement of Volunteer Selection Process
I understand that the process of being selected as an NM MRC Serves volunteer to render volunteer services for a specific emergency or disaster is based upon an evaluation of the information I provide with my NM MRC Serves registration in conjunction with the NM MRC Serves’ mission requirements. I understand that, if selected, I will be contacted by the NM MRC Serves registry staff or state or local emergency managers, and I will be given the choice of whether or not to volunteer my services for that specific emergency or disaster. I understand and agree that if I register on the NM MRC Serves registry, no guarantee or assurance is provided that I will be requested for a specific emergency or disaster deployment. Similarly, I understand and agree that registering on the NM MRC Serves registry in no way obligates me to participate or agree to deploy for a specific emergency or disaster and that I may decline to participate or deploy for whatever reason I choose.
Statement of Physical & Mental Competence & Assumption of the Risk
I acknowledge that by registering on the NM MRC Serves registry I am representing that I am of sound physical and mental capacity, and capable of performing volunteer services in an emergency or disaster. I acknowledge that emergency or disaster settings may pose significant psychological and physical hardships and risks to those volunteering services and that there are often a lack of the normal amenities of daily life and accommodations for persons with disabilities. In volunteering my services, I agree to accept such conditions and risks as may occur in any emergency or disaster to which I am assigned.

Agreement to Perform Volunteer Services without Compensation
By registering on the NM MRC Serves registry, I agree that I am not an employee of NM MRC Serves or the State of New Mexico and that I agree to participate as a volunteer without compensation or payment for my services.

Agreement to Non-Commercial Use of Site
By registering and using the NM MRC Serves registry and website, I agree to accept these Volunteer Terms and Conditions of Service. I understand that the NM MRC Serves registry and registration website is a non-commercial venue that is intended to assist in providing volunteer emergency response services. I agree to not copy, sell, or exploit any portion of the NM MRC Serves website for any commercial purpose.

Pledge to Provide Accurate Information
By registering and agreeing to these Volunteer Terms and Conditions of Service, I agree that the information I provide and the representations I make with the NM MRC Serves registration will be truthful, complete, accurate, and free of any attempt to mislead. I understand that I may return to the NM MRC Serves registry website and modify my personal information (Profile) at any time, and I agree to keep such information up to date and current. I agree to protect the confidentiality of the password I have chosen that provides access to my information on the NM MRC Serves registry website, and to abide by all security provisions of the NM MRC Serves registry website.

By indicating “ACCEPT” on these Volunteer Terms and Conditions of Service, I affirm that I understand its contents and that I have been given the opportunity to ask questions about any part of this document which I may not understand. Questions can be directed to Bobbie.Mackenzie@state.nm.us.

ACCEPT          DECLINE
B. Attachment B: NM MRC Serves CODE of CONDUCT

Dear valued volunteer,

I am excited and proud to introduce to you our Code of Conduct. It is an important guide to how we do our work, and help us all bring our mission to life, achieve our vision and show our values in what we do every day.

Many MRC’s across the country have adopted a Code of Conduct. Each Code of Conduct sets basic expectations for all volunteers no matter where they work or what kind of work they do. This helps us make sure that our patients, their families, and our colleagues will have the best possible experience with our care, services in all of our good work that we do. Most of all it helps us earn the trust of the people that we serve.

Your comments and/or suggestions are always welcome and appreciated.

Respectfully,

Bobbie MacKenzie
NM State Medical Reserve Corp Volunteer Coordinator
INTRODUCTION
Trust, honesty, commitment and respect form the foundation of NM MRC Serves. These values guide all volunteer actions.

6. Volunteers will perform their duties and assignments as assigned by the Site Supervisor in an orderly and efficient manner.

7. Volunteers will immediately notify their Site Supervisor if for any reason if they are unable to perform their functions and/or carry out an assignment so that the Site Supervisor may release and replace them in an orderly manner. They must also immediately notify their Unit Coordinator and or NM MRC Serves State Volunteer Coordinator and request official deactivation or reassignment.

8. Volunteers will notify the NM MRC Serves Unit Coordinator and/or NM MRC Serves State Volunteer Coordinator if he/she is dissatisfied with the Site Supervisor’s performance and request deactivation or reassignment. If warranted, the volunteer may complete an NM MRC Serves Incident Report.

9. Volunteers will wear official NM MRC Serves-issued logo shirts at all times during activation and/or exercise unless otherwise directed by the Unit Coordinator and/or NM MRC Serves State Volunteer Coordinator. Shirts are to be clean and neat.

10. Volunteers will represent the NM MRC Serves program with professionalism, dignity, courtesy and pride.

17. Volunteers will not self-deploy during a response. Volunteers who self-deploy are not entitled to liability coverage from the New Mexico Department of Health and may be sent home by the site supervisors.

18. Volunteers will not authorize, the name, emblem, endorsement, services, or property of the NM MRC Serves for the use of or use for the benefit or advantage of any of any person.

19. Volunteers will not publicly utilize NM MRC Serves affiliation in connection with the promotion of any political organization, religious matter, or position on any issue not in conformity with the official position of NM MRC Serves.

20. Volunteers will not disclose any confidential NM MRC Serves information to any person not authorized to receive such information. Confidential information includes any identifying information, such as name, address, and medical information of persons cared for by an NM MRC Serves volunteer.
21. Volunteers will not knowingly take any action or make any statement intended to influence the conduct of NM MRC Serves for the financial benefit of any person, corporation, or entity in which the individual has a significant interest or affiliation.

22. Volunteers will not act in a disruptive manner or in a manner that is dangerous to self or others including acts or threats of violence.

23. Volunteers will not accept briberies or gratuities, lie, cheat, steal

24. Volunteers will not engage in discrimination based on age, religion, race or sexual orientation.

25. Volunteers will not engage in sexual abuse or harassment.

26. Volunteers will not consume or be under the influence of alcoholic beverages, any illegal drugs or abuse any prescription medication while on duty or when there is an expectation of returning to duty shortly.

27. Volunteers will not knowingly have any discussions with any media source(s) during an activation and/or exercise without prior approval and supervision of the NM MRC Serves State Volunteer Coordinator and the NM Department of Health Public Information Officer.

28. Volunteers will not take photographs, audio, or videotapes while on active duty (deployment) without the prior authorization of the NM MRC Serves State Volunteer Coordinator.

29. Volunteers will not wear their NM MRC Serves identification card or official logo shirts while in a bar consuming alcoholic beverages.

30. Volunteers will not be insubordinate to a supervisor. Site supervisors have the right to dismiss a volunteer for a worksite at their sole discretion.

31. Volunteers will not represent him or herself as fully licensed or certified when the applicable license or certification has lapsed.

32. Volunteers will not act in a manner unbecoming an NM MRC Serves volunteer.

REPORTING VIOLATIONS OF THE NM MRC SERVES CODE OF CONDUCT

4. Complete an NM MRC Serves Incident Report and describe the violation including dates, locations, statements, and parties involved in the incident. If the complainant
cannot remember exact dates, include approximate dates to the best of the complainant’s recollection.

5. Completed NM MRC Serves Incident Reports should be sent to the NM MRC Serves State Volunteer Coordinator via email at bobbie.mackenzie@state.nm.us.

6. The NM MRC Serves State Volunteer Coordinator will investigate the circumstances of the alleged offense to the extent necessary to make a determination as to whether the allegations contained in the complaint constitute a violation of the NM MRC Serves Code of Conduct.

I have read and understood the NM MRC Serves Code of Conduct. I understand the code is applicable to all volunteers. Violations of the Code of Conduct will result in disciplinary actions up or including termination from the program.

Signed: ________________________________________  Date: ______________________
C. Attachment C: EMERGENCY MANAGEMENT ASSISTANCE COMPACT

In the simplest of terms, EMAC works as follows:

1. Governor issues state of emergency
2. Authorized Representative from the affected state alerts EMA National Coordinating Group (NCG)
3. Affected state requests A-Team deployment
4. A-Team works w/state: Determines needs and sends EMAC Broadcast
5. A-Team helps state determine costs and availability of resources
6. States complete requisitions and negotiation of costs
7. Resources are sent to affected state
8. Responding state requests reimbursement
9. Responding state reimbursed

- **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. 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 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 Operation Subcommittee and Executive Task Force. Because the Chair of the EMAC Operation 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/
### D. Attachment D: Volunteer Request Form

**Volunteer Request Form**

**NM MRC Serves**

**Official Tasking Number:** ________________

| Date of request: | ____________________________ |
| Requested by: | ____________________________ |
| Date(s) volunteers are needed: | ____________________________ |
| Number of volunteers being requested: | ________________ |
| Hours of operation: | ____________________________ |

**Length of deployment:**

- **Number of days needed:** ____
- **Volunteers will work ____ hours per day**

**Will Just in Time Training be provided:**   Y   N

**Location or staging area (please include map):**

- **Address:** ____________________________

**Type and number of volunteers needed (medical, non-medical please be specific):**

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<th>Type</th>
<th>Number</th>
<th>Description</th>
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**Volunteer tasks:**

- ____________________________
- ____________________________
- ____________________________
- ____________________________

**Who will the volunteer(s) report to (please include current contact phone number):**

<table>
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<th>Phone number</th>
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**Will housing be provided:**   Y   N   N/A
Volunteer Management Plan

If yes please explain:

_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

Will meals be provided:  Y  N

Will transportation be provided or reimbursed:  Y  N  N/A

If yes please explain:

_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

Event Details:

_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

Special Instructions:

_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________
_____________________________________________________________________________________

Official Use Only

Number of Volunteers queried:  _______
Number of Volunteer Responses:  _______
Number of Volunteer that Responded:  _______
Total Volunteer Hours:  _______
Volunteer Names:
E. Attachment E: Volunteer pre-deployment Information

Volunteer pre-deployment Information

Date from: __________________________ To: __________________________

Location: __________________________________________________________________

Address: __________________________________________________________________

Event name: __________________________________________________________________

Volunteer name: _______________________________________________________________

Supervisor name: __________________________ Contact number: __________________

Potential nature of work site:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Potential security/safety issues:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Weather forecast:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Living conditions:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Required/recommended immunizations (see vaccination list):
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Suggested/required attire:
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
F. Attachment F: 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.

- NRL Activates Volunteer
  - Obtains request/requirements
  - Queries NM MRC Serves Database
  - Submits Volunteer Alert

- Provide Initial Information to Volunteers
  - Volunteers may need training on protocols/parameters under which they are to work in
general (examples: Mass Dispensing Site Security)
  - Identify where Volunteer is to report (staging area)
  - What assignment might be
  - What clothing (if special)
  - Length of deployment

- Volunteers report to the Identified Staging Area

- Assignments (Staging Areas)
  - Mass Dispensing Site
  - Alternate Care Site
  - Surge within a hospital
  - Door to Door Outreach
  - Assessment Teams
  - Phone Triage Lines or Hotlines
  - First Aide Stations
  - Temporary Clinics

- Deployment Orientation (Staging Area)
  - Provide Financial Forms
  - Conduct Deployment Briefing (who, what, where, when & how)
  - Provide Vaccinations / Prophylaxis
G. Attachment G: 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.

- Coordinate Logistics
  - Lodging/Food/Transportation
  - Equipment: special clothing, personal protection equipment, radios

- Reception Procedures
  - Verify credentials and license with volunteer badge prior to site orientation and assignments
  - Conduct Volunteer Registration
  - In & Out processing (volunteers must check in & out - Incident Command System (ICS) Form 211)
  - Verification Health Screening
  - Policies e.g., work hours/days, communication methods, dress codes, equipment use, ethics, and or code of conduct, contact with the media

- Site Orientation
  - Site specific
  - Volunteer Responsibilities
  - ust-in-Time Training (job specific)
  - If needed, geographic orientation

- Volunteer Assignments
  - Assignments specific to event or the job the Volunteer is trained to perform
  - Each event may have specific hardships that may need to be communicated
  - Assign to Supervisor: chain of command, supervision, information reported to supervisor, discipline
  - Worksite to which the Volunteer is to report

- Demobilization
  - Refer to the Volunteer Demobilization Plan
H. Attachment H: Volunteer Demobilization

**Demoilization**
- Onsite volunteer coordinator initiates demobilization protocols with Volunteers
- Notify NM MRC Serves Registry Liaison
- Notify Volunteer(s)

**Deactivation of Volunteers**
- Onsite Volunteer Coordinator will notify NM MRC Serves Registry Liaison of volunteer deactivation and provide the following information
  - Volunteer Name
  - Profession
  - Deployment location
  - Date of deactivation
  - Number of hours volunteer provided

**Conduct Volunteer Debriefing**
- NM MRC Serves Registry Staff Volunteer Debriefing
- Verify Volunteer return to home base
- Provide volunteer feedback form
- Make available appropriate Critical Incident Stress interventions

**Record Keeping**
- NM MRC Serves Registry Staff will update the Volunteer’s registry Profile with hours
### I. Attachment I: Record of Emergency Data

**Attachment I: Record of Emergency Data**

<table>
<thead>
<tr>
<th>Date: ___________________________</th>
<th>Organization: ___________________________</th>
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<tbody>
<tr>
<td>Name: ___________________________</td>
<td><strong>NM MRC Serves</strong> ID Number: ________________</td>
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<tr>
<td>Home/Cell Phone: ___________________________</td>
<td>Work Phone: ___________________________</td>
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<tr>
<td>Religious Preference: ___________________________</td>
<td>Marital Status: ___________________________</td>
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### 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
### J. Attachment J: Volunteer Locator & Processing Checklist

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

<table>
<thead>
<tr>
<th>Name: (Last, First, Middle Initial)</th>
<th>NM MRC Serves ID number:</th>
<th>Gender: M F (circle one)</th>
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<tbody>
<tr>
<td>Organization:_______________________</td>
<td>Address:_____________________</td>
<td>Phone:________</td>
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<tr>
<td>Supervisor:_______________________</td>
<td>Supervisor Phone:________</td>
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<tr>
<td>Area Deployed To:_____________</td>
<td>Deployed From:________</td>
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</tr>
<tr>
<td>Date Departed: <strong>/</strong>/</td>
<td>Date Arrived: <strong>/</strong>/</td>
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**Mode of Transportation**
- Airline Name:_____________ Flight #:_____________
- Bus Company:_____________ Bus #:_____________

**Personal Owned Vehicle**
- Year:_____________ Make:_____________ License Plate #_________
- Driver’s License
  - State: _______________ Number:_____________ Expiration: __________
## K. Attachment K: Volunteer Timesheet

### Attachment K: Volunteer Timesheet

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**Supervisor Initial & Date For First Week:**

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**Supervisor Initial & Date For second Week:**

<table>
<thead>
<tr>
<th>NM MRC Serves ID Number</th>
<th>NM MRC Serves ID Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>District/Bureau</td>
<td>Deployment Period</td>
</tr>
<tr>
<td></td>
<td>From</td>
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<td>To</td>
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</tbody>
</table>

**TOTAL HRS**
L. Attachment L: 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.
M. Attachment M: Checklist for Deployed Volunteers

MAIN TRAVEL/FLIGHT BAG

NECESSARY PAPER WORK
- Deployment Papers
- Driver’s License/Picture ID
- Volunteer ID Badge
- Vaccination Records
- Professional License

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 Prescriptions, 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
N. Attachment N: Recommended Vaccinations Prior to Deployment

Physical Requirements, Reviews, and Injuries

The physical requirements for individuals being deployed to disasters or emergencies under *NM MRC Serves* will be based on the functional requirements of the job to be performed and the conditions in which you will perform those functions. Volunteers selected for an *NM MRC Serves* assignment must be physically capable to perform the duties for which they are selected and current in their vaccination status. Specific additional vaccinations may be necessary for the area you are deploying to and the conditions present there at the time of deployment. The Center for Disease Control (CDC) offers the following thoughts:

Before you leave, check with your doctor about your immunization status. The following immunizations (or proof of immunity to disease) are recommended for healthcare workers.

- **Tetanus/diphtheria/pertussis** (Tdap) booster every 10 years (every 5 years if deploying).
- **Hepatitis B vaccine**, a complete 3-dose series.
- **Measles, Mumps, Rubella (MMR) vaccine**, 2 doses spaced at least one month apart or proof of immunity (positive titers). After 50, another vaccine is recommended of 1 or 2 doses for those with certain risks related to health, job or lifestyle.
- **Varicella vaccine** or immunity to disease (history, or positive titer). 2 dose vaccine series for adults.
- **Influenza vaccine**, injection; or nasal vaccine appropriate for most Healthcare Workers. Seasonal availability.
- **Zoster (Shingles)**, 1 dose for all adults over 60 years of age.

Under certain circumstances these vaccines may be advisable:

- **Hepatitis A vaccine**, a 2-dose series. First dose confers immunity for at least a year two weeks to one month after the first dose.
- **Immune Globulin** can be administered as prophylaxis if immunity is needed on short notice. MOST STRONGLY RECOMMENDED FOR DEPLOYMENTS.
- **Meningococcal vaccine**. College students and military recruits receive the vaccine to prevent outbreaks that are more common in adolescent age groups and persons living in close quarters. *Menactra* is a new conjugate vaccine for immunization against 4 disease serotypes. One dose is good for at least three years.
- **Pneumococcal vaccine** is recommended for persons under 65 years or with health conditions that affect pulmonary immune systems, such as diabetes, AIDS, renal dysfunction, chronic lung diseases or a job or lifestyle that will put them at higher risk for serious disease. Recommended for all adults over 65 years.

Other Considerations:
**Travelers’ Diarrhea:** Altered sanitation conditions could increase risks of traveler’s diarrhea. You may want to contact your doctor for a prescription of Ciprofloxacin or Rifaximin to have on hand for treatment of severe diarrhea. Pepto Bismol or bismuth-containing compounds, antimotility agents (such as Imodium), and or a rehydration preparations are useful to have available for treatment. Persistent diarrhea not responding to Ciprofloxacin may be from protozoa, which require treatment with medications such as metronidazole (Flagyl) and iodoquinol. The CDC website has excellent guidance on food and water safety recommendations (http://www.cdc.gov/travel/foodwater.htm).

**CDC Recommendations for Insect Repellants:**

**DEET:** U.S. Environmental Protections Agency (EPA) registered repellants include DEET (N, N-diethylmetatolouamide), Picaridin (KBR 3023), MGK-326, MGK-264, IR3535, oil of citronella, and p-Menthane 3, 8-diole (Oil of Lemon Eucalyptus). All the EPA-registered active ingredients have some repellent activity, but most authorities recommend repellents containing DEET (N, N-diethylmetatolouamide) as the most reliable and long lasting. DEET repels mosquitoes, ticks, and other arthropods when applied to the skin or clothing. In general, the more DEET a repellent contains, the longer time it can protect against mosquito bites. However, there appears to be no added benefit to concentrations less than 50%. No serious illness has been reported from use of DEET according to the manufactures recommendations. DEET formulations as high as 50% are recommended for both adults and children under 2 months of age. Lower concentrations are not as long lasting, offering short-term protection only and necessitating more frequent reapplication. Repellent products that do not contain DEET are not likely to offer the same degree for protection from mosquito bites as products containing DEET.

**Permethrin-containing repellents** (e.g., Permanone) are recommended for use on clothing, shoes, bed nets, and camping gear, and are registered by the EPA for this use. Permethrin is highly effective both as an insecticide and as a repellent. Permethrin- treated clothing repels and kills ticks, mosquitoes, and other arthropods and retains this effect after repeated laundering. There appears to be little potential for toxicity from permethrin-treated clothing. The insecticide should be reapplied after every five washings (http://www2.ncid.cdc.gov/travel/yb/utils).

Individuals should deploy with a minimum of a two-week supply of any required personal medication to preclude any adverse pharmaceutical shortages in the area (21-30 day supply preferred). Part of the screening process prior to deployment should be to assess both type and amount of medications being taken.
O. Attachment O: 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.

Nonexpendable Resources

Nonexpendable resources (such as personnel, fire trucks, 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.

Expendable Resources

Expendable resources (such as water, food, fuel, 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.
P. Attachment P: *NM MRC Serves* Volunteer Feedback Form

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?
Q. Attachment Q: Post Deployment Health Assessment (PDHA)

Purpose: To obtain information from an individual’s health after deployment and to assist healthcare providers in identifying and providing present and future medical care.

Routine Uses: Your records may be disclosed to other federal and state agencies, as necessary, in order to provide medical care and treatment. Any protected health information (PHI) in your records may be used and disclosed generally as permitted by the HIPAA Privacy Rule.

Disclosure: Voluntary. If you chose not to provide information, comprehensive healthcare services may not be possible or administrative delays may occur. However, care will not be denied.

Instructions: You are encouraged to answer all questions. You must at least complete the first portion on who you are and when and where you deployed. If you do not understand questions, please discuss the question with your State Volunteer Coordinator.

__________________________________________________________

Demographics

Today’s Date: ________________________________

Last Name: ____________________ First Name: ____________________ Middle Initial: ___

Date of Birth: ____________________________ Gender: ○ Male  ○ Female

Home Unit: ________________________________ Unit Leader: ______________________

Current Contact Information:

Phone: ________________________________

Cell: ________________________________

Email: ________________________________

Address: ______________________________________

_____________________________________

PLEASE ANSWER ALL QUESTIONS BASED ON YOUR MOST RECENT DEPLOYMENT

Date Arrived on Scene: __________________ Date Departed: ______________________
Location: ______________________________ Supervisor while on scene: _________________

What were your main duties while deployed?

_____________________________________             __________________________________

_____________________________________             __________________________________

_____________________________________             __________________________________

1. Overall, how would you rate your health during the PAST WEEK?

○ Excellent ○ Very Good ○ Good ○ Fair ○ Poor

2. Compared to before this deployment, how would you rate your health in general now?

○ Much better now than before I deployed
○ Somewhat better now than before I deployed
○ About the same as before I deployed
○ Somewhat worse not than before I deployed Please explain: _____________________
○ Much worse now than before I deployed Please explain: _____________________

3. Were you wounded, injured, assaulted or otherwise hurt during your deployment:  Yes  No

If yes, are you still having any problems or concerns related to this event?  Yes  No

If yes, please explain:
____________________________________________
____________________________________________

4. During your deployment:

a) Did you ever feel like you were in great danger?  Yes  No

If yes, please explain:
____________________________________________

b) Did you encounter dead bodies or see people die during this deployment?  Yes  No

If yes, please explain:
____________________________________________

5. How many during your deployment did you visit a health care provider for a medical or health problem/concern?
6. During this deployment did you receive care for stress or mental health problem/concern?  
   Yes   No

7. During this deployment, did you have to spend one or more nights in a hospital as a patient:  
   Yes   No

   **Reason/dates:**
   ________________________________________________________________

   **Location:**
   ________________________________________________________________

8. During the past week, how difficult have physical health problems (illness or injury) made it difficult for you to do your work or other regular daily activities?  
   o  Not difficult at all  
   o  Somewhat difficult  
   o  Very difficult  
   o  Extreme difficult

9. Since you have returned, how much have you been bothered by any of the following problem?

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Not bothered at all</th>
<th>Bothered a little</th>
<th>Bothered a lot</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Stomach pain</td>
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<td></td>
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<tr>
<td>2. Back pain</td>
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<tr>
<td>3. Pain in the arms, legs, or joints (knees, hips, etc.)</td>
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<tr>
<td>4. Headaches</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Chest pain</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>6. Dizziness</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Fainting spells</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. Feeling you heart pound or race</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. Shortness of breath</td>
<td></td>
<td></td>
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<tr>
<td>10. Constipation, loose bowels, or diarrhea</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>11. Nausea, gas, or indigestion</td>
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<tr>
<td>12. Feeling tired or having low energy</td>
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</table>
10. While deployed did you experience anything that was so frightening, horrible, or upsetting that, in the past week you?

Have had nightmares about it or thought about it when you did not want to?  Yes  No

Tried hard not to think about it or went out of your way to avoid situations that remind you of it?  Yes  No

Were constantly on guard, watchful or easily startled?  Yes  No

Felt numb or detached from others, activities, or your surroundings?  Yes  No

11. Over the last week, how often have you been bothered by the following problems?

<table>
<thead>
<tr>
<th>Symptom</th>
<th>Not at all</th>
<th>Few or several days</th>
<th>More than half the days</th>
<th>Nearly every day</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Little interest or pleasure in doing things</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>b. Feeling down, depressed, or hopeless</td>
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</table>

12. Are you worried about your health because you believe you were exposed to something in the environment while deployed?  Yes  No
If yes, please explain:
_____________________________________________________________________________

13. Were you bitten or scratched by an animal during your deployment?  Yes  No

   If yes, please explain what kind of animal was involved, your injury, and what happened:
_____________________________________________________________________________

14. Would you like to schedule an appointment with a health care provider to discuss any health concern(s)?  Yes  No

15. Are you interested in receiving information or assistance for a stress, emotional or alcohol concern?  Yes  No

16. Would you like to schedule a visit with a chaplain or a community support counselor?  Yes  No

Signature: __________________________________________Date: ______________________

Office Use Only

Reviewed by: _________________________________________ Date: __________________

Was the volunteer referred to a health professional  Yes  No

If yes, please list organization name:
_____________________________________________________________________________
R. Attachment R: Volunteer Organizations

Local Organizations

**Acupuncturist Without Borders**  
505-266-3878

AWB’s mission is to provide immediate relief and recovery acupuncture services to global communities that are in crisis from disaster or human conflict. AWB also seeks to provide training and services to global communities that promote and sustain local self-directed, self-sufficient, proactive and long-term recovery, rebuilding and trauma resolution.

**American Red Cross of New Mexico**  
Katie Sherk 505-262-6164

Provides disaster relief ranging from home fires that affect a single family to hurricanes that affect tens of thousands, to earthquakes that impact millions. In these events, the Red Cross provides shelter, food, health and mental health services to help facilities and entire communities get back on their feel. They work in partnership with other agencies and organizations that provide services to disaster victims.

**Americorp**  
505-841-8488

In partnership with the New Mexico Department of Homeland Security and Emergency Management and other state and local emergency management organizations, Serve New Mexico works to strengthen state’s readiness for the ability to respond to large-scale disasters.

**Community Emergency Response Team ABQ UNM**  
505-277-0330/Rio Rancho 505-891-5856

Educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

**HEED (Housing for Emergency Evacuated and Displaced)**  
505-492-7176

Using a web based database, HEED asks individuals who have a space available to enter it as a possible host location. Spaces can range from one guest bedroom, to an empty lot with water and electric hook up, to an empty house. Potential hosts submit their information via a form posted on the organization’s website and that space is then listed in the database of temporary housing locations.
**New Mexico Medical Reserve Corps** Serves 505-476-8302

MRC volunteers include medical and public health professionals, as well as other community members without healthcare backgrounds. MRC units engage these volunteers to strengthen public health, improve emergency response capabilities and build community resiliency. They prepare for and respond to natural disasters, such as wildfires, hurricanes, tornados, blizzards, and floods, as well as other emergencies affecting public health, such as disease outbreaks.

**Presbyterian Disaster Assistance** Arizona 1-866-732-6121

Presbyterian Disaster Assistance (PDA) offers short term disaster recovery mission trip opportunities in a variety of locations. PDA’s commitment to long-term recovery means there are volunteers needed in locations that are no longer in the media headlines. Please consider gathering a volunteer work team to help families rebuild and restore their homes, or to do other disaster recovery work. Each site is managed separately; use the contact information listed for questions about work, lodging and other needs.

**Roadrunner Food Bank** Albuquerque 505-349-5340/ Las Cruces 575-523-4390

Provides primarily food and clean water to people in need during and following disasters.

**Salvation Army** 1-602-267-4100

Provides food, shelter, clothing and spiritual comfort to meet the basic needs of those affected, both survivors and first responders.

**Society of St. Vincent De Paul** 505-346-1500

Provides social services to individuals and families, and collects and distributes donated goods. It operates retail stores, homeless shelters, and feeding facilities that are similar to those run by the Salvation Army. The stores’ merchandise can be made available to disaster victims. Warehousing facilities are used for storing and sorting donated merchandise during the emergency period.

**Southern Baptist Disaster Relief** Ira Shelton 505-934-4751

Provides more than 200 mobile feeding units staffed by volunteers who can prepare and distribute thousands of meals a day. Active in providing disaster childcare, the agency has several mobile childcare units. Southern Baptists also assist with clean-up activities, temporary repairs, reconstruction, counseling, and bilingual services.

**Team Rubicon** Covers TX, AR, LA, OK, NM 1-310-640-8787
Unites the skills and experiences of military veterans with first responders to rapidly deploy emergency response teams.

**National Organizations**

**ACTS World Relief:** 1-800-336-7119

ACTSwr is a NIMS (National Incident Management System) compliant disaster response agency, able to respond within 24 hours of federally declared incidents, utilizing its volunteer army of everyone. ACTSwr began in the Gulf Coast of Florida, which is FEMA Region IV. We are members of National VOAD to facilitate emergency response nationwide or to work directly as a resource to Emergency Operations Centers (EOC) under State Emergency Management Plans.

We provide humanitarian services by utilizing our fleet of trucks, forklifts, heavy equipment, refrigeration trailers, mobile commercial kitchens, tents and support equipment for:

- Establishing Points of Distribution to rapidly and efficiently distribute goods within six hours of their arrival.
- Cooking and distributing hot meals with self-contained mobile disaster kitchens of various sizes and capacities. (ESF 6)
- Staging area or Base camp management at the request of State or Local Emergency Operation Centers.
- Mobile Public Address Systems (mobile sound stages).
- Debris/clean-out of personal items.
- Registration and coordination of unaffiliated/affiliated volunteers within the impacted area. By using mobile volunteer registration centers, we are able to organize and form work teams to provide workforce resources to assist in recovery.
- Emotional/Spiritual Care (ESF 8 Department of Health)/Case Management
- Transitional Pet Shelters

**Adventist Community Services (ACS)** 1-877-ACS-2702

Receives, processes, and distributes clothing, bedding, and food products. in major disasters, the agency brings in mobile distribution units filled with bedding and packaged clothing that is pre-sorted according to size, age, and gender. ACS also provides emergency food and counseling and participates in the cooperative disaster child care program.

**AmeriCares** 1-800-486-HELP
Is a non-profit disaster relief and humanitarian aid organization, that delivers medical and humanitarian aid, were ever and whenever people are sick.

**American Radio Relay League, Inc. (ARRL) 860-594-0200**

A national volunteer organization of licensed radio amateurs in the United States. ARRL-sponsored Amateur Radio Emergency Services (ARES) provide volunteer radio communications services to Federal, State, county, and local governments, as well as to voluntary agencies. Members volunteer not only their services but also their privately owned radio communications equipment.

**American Red Cross**

Is required by Congressional charter to undertake disaster relief activities to ease the suffering caused by a disaster. Emergency assistance includes fixed/mobile feeding stations, shelter, cleaning supplies, comfort kits, first aid, blood and blood products, food, clothing, emergency transportation, rent, home repairs, household items, and medical supplies. Additional assistance for long-term recovery may be provided when other relief assistance and/or personal resources are not adequate to meet disaster-caused needs. The American Red Cross provides referrals to the government and other agencies providing disaster assistance.

**Billy Graham Rapid Response Team 1-877-247-2426**

A ministry of crisis trained volunteer chaplains who deploy in the aftermath of a disaster to response to the emotional and spiritual needs of disaster victim and people in crisis.

**Brethren Disaster Ministries 1-800-451-4407**

Provides volunteers to clean up debris and to repair or rebuild homes for disaster survivors who lack sufficient resources to hire a contractor or other paid labor. Working with long term recovery committees, the volunteers stay until the work is done. The presence of these volunteer work teams helps to ease the trauma that is felt in the aftermath of a disaster. Brethren Disaster Ministries.

*Children's Disaster Services*  
(CDS) provides childcare in shelters and disaster assistance centers by training and certifying volunteers to respond to traumatized children with a calm, safe and reassuring presence. CDS provides respite for caregivers as well as individualized consultation and education about their child's unique needs after a disaster. CDS creates a more favorable work environment for the staff and volunteer of their partner agencies. Through consultation or workshops specifically tailored to each situation, CDS works with parents, community agencies, schools or others to help them understand and meet the special needs of children during or after a disaster.

**Catholic Charities USA Disaster Response 1-703-549-1390**
Is the organization that unites the social services agencies operated by most of the 175 Catholic dioceses in the United States. The Disaster Response section of Catholic Charities USA provides assistance to communities in addressing the crisis and recovery needs of local families. Catholic Charities agencies emphasize ongoing and long-term recovery services for individuals and families, including temporary housing assistance for low income families, counseling programs for children and the elderly, and special counseling for disaster relief workers.

**Christian Disaster Response (CDR) 1-863-957-4357**

Worked in cooperation with the American Red Cross, the Salvation Army, Church World Service Disaster Response, and NOVAD to enable local church members to become effective volunteers for assignment on national disasters. CDR provides disaster assessments, fixed/mobile feeding facilities, and in-kind disaster relief supplies. CDR also coordinates and stockpiles the collection of donated goods through their regional centers throughout the U.S.

**Christian Reformed World Relief Committee (CRWRC) 1-616-241-1691**

Has the overall aim of assisting churches in the disaster-affected community to respond to the needs of persons within that community. CRWRC provides advocacy services to assist disaster victims in finding permanent, long-term solutions to their disaster-related problems, as well as housing repair and construction, needs assessment, clean-up, child care, and other recovery services.

**Church World Service (CWS) Disaster Response 1-800-297-1516**

Assists disaster survivors through partner organizations in the U.S. and worldwide on behalf of its 35 member communions plus affiliated agencies. CWS deploys Emergency Response Specialists who (1) coordinate and conduct training to assure that its partners can carry on effective long-term recovery efforts when disasters strike and (2) work with its partners in developing and implementing projects that address unmet needs of vulnerable populations.

**Connecting the Crisis Response Community 1-410-750-9600**

Provides Critical Incident Stress Debriefing and trauma counseling.

**Convoy of Hope 1-202-280-2002**

Consistently among the first to respond to disasters throughout the world. We are highly regarded for our scalable distribution model, Disaster Response teams, six international warehouses and Mobile Command Center.

**Cooperative Baptist Fellowship 1-800-352-8741**
Provides mental health counseling, feeds, rebuilds homes.

**Disaster Relief 1-805-964-4767**

Direct Relief is a nonprofit, nonpartisan organization that provides medical assistance to people around the world who have been affected by poverty, natural disasters, and civil unrest. Thanks to generous material and financial contributions from individuals, pharmaceutical companies, and medical equipment manufacturers, Direct Relief can work with healthcare professionals and organizations on the ground and equip them with the essential medical supplies and equipment that they need to help people recover from a disaster.

Direct Relief’s assistance programs are tailored for the particular circumstances and needs of those who have suffered from the effects of natural and man-made disasters. Direct Relief also establishes partnerships with local organizations to provide health services to people in rural areas of a country that are poor and lack basic healthcare infrastructure.

**Enterprise Works/ Volunteers in Technical Assistance 1-202-293-4600**

Provides telecommunications and management information systems support to the emergency management community.

**Episcopal Church Presiding Bishop’s Fund for World Relief 1-855-312-4325**

Responds to domestic disasters principally through its network of nearly 100 U.S. dioceses and over 8,200 parishes. It also sends immediate relief grants for such basics as food, water, medical assistance, and financial aid within the first 90 days following a disaster. Ongoing recovery activities are provided through rehabilitation grants, which offer the means to rebuild, replant ruined crops, and counsel those in trauma. The Episcopal Church works primarily through Church World Service in providing its disaster-related services.

**Feeding America 1-800-771-2303**

Is the nation's leading domestic hunger-relief charity. Our mission is to feed America's hungry through a nationwide network of member food banks and engage our country in the fight to end hunger.

**Feed the Children 1-800-627-4556**

Provides food and essentials to American facing disasters both natural and manmade.

**Friends Disaster Service (FDS) 1-888-504-8149**

Provides clean-up and rebuilding assistance to the elderly, disabled, low income, or uninsured survivors of disasters. It also provides an outlet for Christian service to Friends’ volunteers, with
an emphasis on love and caring. In most cases, FDS is unable to provide building materials and, therefore, looks to other NVOAD member agencies for these materials.

**Habitat for Humanity**  1-229-924-6935

- Focus on the housing needs that arise from natural disasters and humanitarian emergency conflicts.
- Use integrated approaches that revolve around sustainable shelter and housing solutions.
- Offer expertise in technical information; program design and implementation; and disaster response policies, protocols and procedures.
- Provide support and informational resources to help communities in disaster-prone areas protect themselves against future threats.

**Headwaters Relief Organization**  1-612-251-2853

Headwaters is a Minneapolis-based, non-profit disaster relief organization that rallies volunteers to support the emotional and housing rehabilitation needs of families and communities ravaged by disaster.

**Hope Animal – Assisted Crisis Response**  1-877-467-3597

A national all-volunteer, non-profit, crisis response organizations with specially trained handlers (psychological first aid, incident command, etc) and canines trained and tested for crisis response work. Agencies call upon HOPE AACR teams to provide comfort and support to people affected by disasters.

**Hope Coalition America**  1-877-592-4673

Is the only financial emergency preparedness and recovery service in the country. Through partnerships with industry leaders in a wide range of industries spanning banking, financial services, insurance, social and community services, we provide financial and economic assistance to those affected by natural disasters.

**Hope Worldwide**  1-610-254-8800

The Global Disaster Response (GDR) Service Division seeks to bring hope and rebuild lives by coordinating, developing capacity, mobilizing resources and leveraging existing programs to provide impactful responses before, during and after natural and man-made disasters.

**Humane Society of the United States**  1-866-720-2676

The HSUS Animal Rescue Team stands ready to help animals when large-scale problems arise.
International Association of Jewish Vocational Services (IAJVS)    1-215-854-0233

Is an affiliation of 26 U.S., Canadian, and Israeli Jewish Employment and Vocational and Family Services agencies that provides a broad spectrum of training and employment initiatives needed in disaster. Some of these specific services include vocational evaluation, career counseling, skills training, and job placement. In addition to providing vocational services, IAJVS is also involved in problems of drug and alcohol abuse programs for the homeless, specialized services for welfare recipients, and workshops for disabled individuals.

International Relief Friendship Foundation (IRFF)     1-917-319-6202

Has the fundamental goal of assisting agencies involved in responding to the needs of a community after disaster strikes. When a disaster hits, IRFF mobilizes a volunteer group from universities, businesses, youth groups, women’s organizations, and religious groups. IRFF also provides direct support and emergency services immediately following a disaster such as blankets, food, clothing, and relief kits.

Latterday Saints Charities    1-800-525-8074

When disasters strike, many people inquire how they might assist or donate to the Church’s relief efforts. The Church of Jesus Christ of Latter-day Saints uses donations to the Humanitarian Aid Fund on an "as-needed" basis to purchase and deliver aid during times of crisis or whenever humanitarian assistance is needed.

Lutheran Disaster Response (LDR)    1-800-638-3522 Ext. 2890

Provides for immediate disaster response, in both natural and technological disasters, long-term rebuilding efforts, and support for preparedness planning through synods, districts, and social ministry organizations. The disasters to which LDR responds are those in which needs outstrip available local resources. LDR provides for the coordination of 6,000 volunteers annually. In addition, LDR provides crisis counseling, support groups, mental health assistance, and pastoral care through its accredited social service agencies.

Mennonite Disaster Services    1-717-735-3536

Assists disaster victims by providing volunteer personnel to clean up and remove debris from damaged and destroyed homes and personal property and to repair or rebuild homes. Special emphasis is placed on assisting those less able to help themselves, such as the elderly and handicapped.

Mercy Medical    1-800-296-1217
While MMA’s primary mission is providing transportation for financially-stressed patients, MMA also maintains a disaster response component which is called the Homeland Security Emergency Air Transportation System® (HSEATS). The HSEATS® system is designed to respond to small local disasters or major national disasters when government/commercial resources are not available. Capabilities include:

- Aerial reconnaissance of disaster area
- Evacuation/Relocation of disaster victims
- Relocation of special populations
- Air transport of high-priority small cargo

NECHAMA Jewish Response to Disaster  1-763-732-0610

NECHAMA’s primary program, disaster response, strengthens communities in need by directly supporting volunteers to assist disaster survivors with cleanup and recovery.

We welcome volunteers of all faiths to collaborate and provide assistance to disaster survivors regardless of their religious affiliation.

National Emergency Response Team (NERT)  1-207-948-3499

Meets the basic human needs of shelter, food, and clothing during times of crisis and disaster. NERT provides Emergency Mobile Trailer units (EMTUs), which are self-contained, modest living units for up to 8-10 people, to places where disaster occurs. When EMTUs are not in use, they serve as mobile teaching units used in Emergency Preparedness programs in communities.

National Organization for Victim Assistance  1-703-535-6682

Provides social and mental health services for individuals and families who experience major trauma after disaster, including critical incident debriefings.

Nazarene Disaster Response  1-913-577-0500

Provides clean-up and rebuilding assistance, especially to the elderly, disabled, widowed, and those least able to help themselves. In addition, a National Crisis Counseling Coordinator works into the recovery phase by assisting with the emotional needs of disaster victims.

Noah’s Wish  1-916-939-9474

Noah’s Wish is a unique animal welfare organization dedicated exclusively to the care of animals in disasters throughout the United States.

Our singular mission is to mitigate the impact of disasters on animals through our educational and community outreach programs.
Volunteer Management Plan

Points of Light Institute  1-404-979-2900

Coordinates spontaneous, unaffiliated volunteers and meets the needs of the local community and other disaster response agencies through its affiliated network of local Volunteer Centers.

Presbyterian Disaster Assistance  1-800-728-7228  Ext. 5840

Works primarily through Church World Service in providing volunteers to serve as disaster consultants and funding for local recovery projects that meet certain guidelines. This agency also provides trained volunteers who participate in the Cooperative Disaster Child Care program. On a local level, many Presbyterians provide volunteer labor and material assistance.

Project Hope  1-800-544-HOPE

Provides emergency support leading to long-term programs addressing gaps and needs. Their emergency missions provide medical care to people who need it with volunteer doctors and nurses, update the knowledge and skills of local providers, helps to rehabilitate health facilities, and provide essential medicines and supplies.

REACT International  1-866-732-2899

Provides emergency communication facilities for other agencies through its national network of Citizens Band radio operators and volunteer teams. REACT teams are encouraged to become part of their local disaster preparedness plan. Furthermore, they are encouraged to take first aid training and to become proficient in communications in time of disaster.

Rebuilding Together  1-800-473-4229

Provides volunteers to assist with rebuilding homes after a disaster.

Salvation Army Via Email:  http://disaster.salvationarmyusa.org/aboutus/?contactus

Provides emergency assistance including mass and mobile feeding, temporary shelter, counseling, missing person services, medical assistance, and distribution of donated goods including food, clothing, and household items. It also provides referrals to government and private agencies for special services.

Samaritans Purse  1-828-262-1980

We pre-position supplies in warehouses strategically located around the world so we can quickly respond to crises. When disaster strikes, we deploy Disaster Assistance Response Teams comprised of experienced professionals trained in meeting the needs of disaster victims. Back at international headquarters, our Incident Management Team ensures that supplies are flowing and...
provides other support to our staff on the ground. Items supplied include food and water, medicine and basic life supplies

**Save the Children  1-800-728-3843**

Is prepared to help protect vulnerable boys and girls during disasters and their aftermath. We also support children's needs throughout ongoing, complex emergencies.

On any given day, Save the Children's disaster relief experts can be found responding to the needs of children during these challenging times, providing essential food, safety, comfort and lifesaving care.

**Scientology Disaster Response  1-800-435-7498**

Provides mental health counseling to its members.

**Team Rubicon  1-310-640-8787**

Unites the skills and experiences of military veterans with first responders to rapidly deploy emergency response teams.

**UJA Federations of North America  1-212-284-6903**

Organizes direct assistance, such as financial and social services, to Jewish and general communities in the U.S. following disaster. It also provides rebuilding services to neighborhoods and enters into long-term recovery partnerships with residents.

**United Church of Christ  1-216-736-3707**

UCC Disaster Ministries is a nationally recognized ministry that engages volunteers, congregations, UCC Conferences and partners to serve the unique needs of disaster survivors. Every year hundreds of disasters in the U.S. leave impacted families in need of spiritual, physical, financial, and psychological support. UCC Disaster Ministries provides assistance with acute and long-term disaster effects which can last years following an event. With a special focus on serving in communities where long-term needs persist, UCC Disaster Ministries volunteers’ work and support extend beyond that of many disaster response organizations. Through our network of Conference Disaster Coordinators and local congregational connections volunteers are organized for early clean-up work and long-term rebuilding efforts. UCC Disaster Ministries also provides resources and support for preparedness and technology-caused disasters.

**United Methodist Committee on Relief (UMCOR)  1-800-554-8583**
Provides funding for local units in response and recovery projects based on the needs of each situation. This agency also provides spiritual and emotional care to disaster victims and long-term care of children impacted by disaster.

**United Way Worldwide**  1-703-836-7112

United Ways are working with private, public, faith-based and community partners to assess the long-term recovery needs of the community. Additionally, United Ways are assisting response agencies in the provision of food, shelter, emergency health and transportation for those affected by disaster.

**Volunteers of America**  1-800-899-0089

Is involved in initial response services aimed at meeting the critical needs of disaster victims, such as making trucks available for transporting victims and supplies to designated shelters. It also collects and distributes donated goods and provides mental health care for survivors of disaster.

**Volunteer Organizations Active in Disaster**  1-703-778-5088

National Voluntary Organizations Active in Disaster (VOAD) is a nonprofit, nonpartisan membership organization that serves as the forum where organizations share knowledge and resources throughout the disaster cycle—preparation, response, recovery and mitigation—to help communities prepare for and recover from disasters.

The National VOAD coalition includes over 50 of the country’s most reputable national organizations (faith-based, community-based and other non-governmental organizations) and 55 State/Territory VOADs, which represent Local/Regional VOADs and hundreds of other member.

**World Renew**  1-800-552-7972

Volunteers give of their time and talents to help clear debris, assess needs, and rebuild homes after disasters strike.

**World Vision**  1-888-511-6443

Trains and mobilizes community-based volunteers in major response and recovery activities; provides consultant services to local unaffiliated churches and Christian charities involved in locally-designed recovery projects; and collects, manages, and organizes community-based distribution for donated goods.
Corporate Donations

Anheuser Busch    1-800-Dial Bud
Provides canned water

Capital One (unable to locate number)
Provides corporate grants to local nonprofit organizations provide immediate aid where needed.

Coca Cola    1-800-438-2653
Provides bottled water by utilizing their delivery vehicles for aid distribution and associate volunteerism.

Their system puts them in a unique position to provide assistance during and after a natural disaster. A large distribution network allows them to deliver necessities quickly and to reach communities not easily accessible.

Duracell    1-800-551-2355
The Duracell Power Forward program brings reliable power to communities affected by disasters. Trailers, trucks, and stationary units allow victims of natural disasters to recharge, reconnect, and recover by providing the power they need to stay safe and connected with friends and family.

Duracell is ready to deploy relief at a moment’s notice. The Rapid Responder is the newest addition to Duracell’s Power Forward fleet and is capable of delivering over one ton of batteries and one thousand hours of power to remote locations. At each location, people will have access to ‘charging lockers’ for mobile devices, computers, WiFi and a battery distribution center to help them stay powered-up when they need it most.

GE Foundation    1-203-373-3216
When a natural disaster strikes, the GE family plays a role in responding. Resources and employee support are mobilized to assist the affected communities. In many cases, GE is in a unique position to address the particular needs created by natural disaster, as our capabilities include technology, expertise and products in areas such as energy, water, lighting and healthcare.

Has the ability to donate:

- Funds
- Healthcare medical equipment

Home Depot    1-800-466-3337
When disaster strikes The Home Depot is among the first organizations on the scene to ensure its customers have the supplies, resources and support they need to rebuild their homes and communities.

**Johnson & Johnson Patient Assistance Foundation 1-800-652-6227**

Works through its key international relief partners and local affiliates to assess and rapidly respond – in many cases within hours - to critical health needs with an array of consumer pharmaceutical, and medical products. Through partners such as MAP (Medical Assistance Programs) International, Johnson & Johnson routinely deploys disaster relief modules in key global “hot spots” prone to earthquakes, hurricanes, and other catastrophes. These modules include wound care, infection prevention, analgesic and orthopedic products. Additionally, employees at local Johnson & Johnson companies volunteer to help in communities most affected.

Johnson & Johnson also contributes funds to not-for-profits to provide food, water and health care to those affected by social and civil unrest. AmeriCares, Direct Relief International, International Aid, MAP International and Salvation Mission Warehouse have been partnering with the Company for many years.

**Microsoft  [http://support.microsoft.com/contactUs](http://support.microsoft.com/contactUs)**

The Microsoft Disaster Response program improves disaster preparedness and response through the delivery of technology and expertise for citizens, lead responders, and business.

**Pet Smart Charities 1-800-423-7387**

We work closely with national emergency relief agencies like FEMA and the National Animal Rescue and Sheltering Coalition to make sure pets are part of federal multi-agency responses.

PetSmart Charities Emergency Relief Waggin’ vehicles are strategically positioned at distribution centers throughout the country. PetSmart® associates are trained in emergency response tactics and follow National Incident Management (NIM) guidelines.

**Procter and Gamble 1-800-332-7787**

One immediate way they often help is to provide P&G Purifier of Water packets. These packets transform dirty, unsafe water into clean drinking water in 30 minutes, so they can be very useful in times of crisis. They have worked closely with several of their partners to deploy P&G packets around the world, making them available when needed.

In addition to cash donations, they often provide products, and in the event of large-scale disasters, they have developed mobile relief units to provide products and services directly to
those in the most highly impacted areas. From their soap and personal hygiene products to their laundry, diaper and cleaning products

**Target** 1-800-440-0680

Provides supplies, gift cards, volunteers and distribution networks through relief organizations like the American Red Cross, the Salvation Army and Feeding America

**Tide Loads of Hope** 1-800-879-8433

Provides relief by means of a mobile Laundromat. One truck and a fleet of vans house over 32 energy-efficient washers and dryers that are capable of cleaning over 300 loads of laundry every day. Cloths are washed, dried and folded for families affected by the event at no charge.

**Wal-Mart**  Contact local Wal-Mart Managers

Wal-Mart store managers are empowered by the company to assist emergency responders in the immediate aftermath of a disaster. Often times, Wal-Mart stores will provide emergency merchandise needs specific to the needs of the response. Such examples include bottled water for first responders, office supplies for command posts, flashlights and batteries for search and rescue crews.

Wal-Mart also provides cash and in-kind donations to our disaster relief partners, the American Red Cross and the Salvation Army. Shelter supply in-kind donations often include water, grab and go snacks, personal hygiene products, blankets, board games, etc.
### XIX. ACRONYMS

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<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>APRN</td>
<td>Advanced Practice Registered Nurse</td>
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<tr>
<td>AR</td>
<td>Authorized Representative</td>
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<td>ARES</td>
<td>Amateur Radio Emergency Services</td>
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<td>ASPR</td>
<td>Assistant Secretary for Preparedness and Response</td>
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<tr>
<td>BHEM</td>
<td>Bureau of Health Emergency Management</td>
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<tr>
<td>CDC</td>
<td>Centers for Disease Control and Prevention</td>
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<td>CERT</td>
<td>Community Emergency Response Team</td>
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<tr>
<td>CEU</td>
<td>Credited Education Unit</td>
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<td>DHS</td>
<td>U.S. Department of Homeland Security</td>
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<td>DHSEM</td>
<td>Department of Homeland Security &amp; Emergency Management</td>
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<td>DMAT</td>
<td>Disaster Medical Assistance Team</td>
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<td>DMAT-AO</td>
<td>Disaster Medical Assistance Team Administrative Officer</td>
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<td>DOC</td>
<td>Department Operations Center</td>
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<td>EMAC</td>
<td>Emergency Management Assistance Compact</td>
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<td>EOC</td>
<td>Emergency Operations Center</td>
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<td>ESAR-VHP</td>
<td>Emergency System for Advance Registration of Volunteer Health</td>
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<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
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<td>HIPAA</td>
<td>Health Insurance Portability and Accountability Act</td>
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<td>HHS</td>
<td>Health and Human Services</td>
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<td>HRSA</td>
<td>Health Resources and Services Administration</td>
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<td>HSEEP</td>
<td>Homeland Security Exercise and Evaluation Program</td>
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<td>Homeland Security Presidential Directive</td>
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<td>ICS</td>
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<td>The Joint Commission</td>
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