

Volunteer Staffing: Discussing Issues Finding Answers



Purpose

**To discuss the critical issues
involving volunteer planning as
well as recruitment and
management of volunteer staff**



Planning for volunteers is essential

If the SNS is deployed,
THOUSANDS of
volunteers will be
needed to reach
people quickly – to
help save lives and
reduce suffering



Objectives

Learner will be competent to:

- Apply creative problem solving and flexible thinking to unusual challenges
- Evaluate effectiveness of all actions taken
- Identify deviations from the norm that might indicate an emergency and describe appropriate action





- Planning considerations
- Roles and numbers
- Recruiting



Two types of volunteers



- Medical volunteers
- Unaffiliated volunteers



Planning Considerations

Volunteer Management

- Identify dispensing site Volunteer Coordinator
- Plan to provide prophylaxis to volunteers and families—
 - Where
 - When
 - Exposed vs. unexposed
- Identify location and process for staging and processing volunteers



Planning Considerations

Volunteer Management (continued)

- Plan for shift changes and scheduling
- Plan for food, water, and possible shelter—plan for possible donations
- Identify method for requesting volunteers or re-assigning volunteers when necessary



Planning Considerations

Volunteer Management (continued)



- Plan for staff security
 - ✓ On site
 - ✓ Evacuation and re-entry plan



Planning Considerations (continued)




Planning Considerations (continued)

Badges (non-medical)
Where, when, and how?




Planning Considerations (continued)

Legal and Insurance Issues for volunteer staff



legal information institute



US CODE COLLECTION

[collection home](#)

[TITLE 42](#) > CHAPTER 139

CHAPTER 139 - VOLUNTEER PROTECTION

- [Sec. 14501](#). Findings and purpose
- [Sec. 14502](#). Preemption and election of State nonapplicability
- [Sec. 14503](#). Limitation on liability for volunteers
- [Sec. 14504](#). Liability for noneconomic loss
- [Sec. 14505](#). Definitions

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Volunteer Roles in Dispensing

Non-Medical Volunteers

➤ Dispensing Site Roles

- ✓ Greeters
- ✓ Interpreters (spoken & sign language)
- ✓ Forms assistants (completion review, collection)
- ✓ Traffic flow, parking direction
- ✓ Runners (errands, supplies checks, copying, etc.)
- ✓ Multi-purpose, 'float' staff (phones, crowd control, etc.)



Volunteer Roles in Dispensing

➤ Health & Medical Professionals

✓ Nurses

- Medical screening, assessment / triage

✓ Doctors

- Medical evaluations

✓ Pharmacists

- Repackaging, compounding, special needs

✓ “Other”

- Dispensing site managers
- Mental health counselors (staff & public)



Volunteer Roles in Dispensing Agency Partnership

Overall Support

- Volunteer support
 - ✓ Provide food
 - ✓ Transportation
- Mental Health
- “Special populations” support
 - ✓ Deliver medications to home-bound individuals
 - ✓ Help notify those without media access where to go for medications



The Essential Elements of a Volunteer Program

- Recruiting
- Training
- Management
- Exercise and Evaluation



Recruiting Volunteers

Volunteer Organizations Active in a Disaster Cooperation, Communication, and Coordination

National Voluntary Organizations Active in Disaster (NVOAD)

Cooperation, Communication, Coordination, Collaboration in Disaster Response

News & Information
Member Tools
Annual Conference
Calendar
Members
Documents
Links

Current News

[Death of Enzo V. Bighinatti - First President of NVOAD](#)

[Emotional and Spiritual Care: An Introduction on Basic Concepts](#)

[NVOAD LONG-TERM RECOVERY MANUAL REVISION AND UPDATE ONLINE](#)

Visit Disaster News Network for disaster response information.

citizen corps

www.nvoad.org



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Medical Reserve Corps

The Medical Reserve Corps - Microsoft Internet Explorer

http://www.medicalreservecorps.gov/index.cfm?CFIDE/caction=MRCUnit-Contact

Sponsored by:
The Office of
the Surgeon
General

Medical Reserve Corps

Resource Site

MRC Units

To get contact information for a registered MRC Unit, click on the unit's home state in the list below.

If there is currently no unit listed near the location you want, contact a nearby [Citizen Corps Council](#) - Citizen Corps Councils are often involved in the early formation of local MRC Units and can usually provide information on recent activities in their areas.

States with Registered MRC Units

Alaska	Louisiana	North Carolina
Arizona	Maine	Ohio
California	Maryland	Oklahoma
Colorado	Massachusetts	Oregon
Connecticut	Michigan	Pennsylvania
Delaware	Minnesota	Rhode Island
District of Columbia	Mississippi	South Carolina
Florida	Missouri	Tennessee
Georgia	Montana	Texas
Idaho	Nebraska	Utah
Illinois	Nevada	Vermont
Indiana	New Hampshire	Virginia
Iowa	New Jersey	Washington
Kansas	New Mexico	West Virginia
Kentucky	New York	

start | Access This Page | The Medical Reserve Corps | http://www.medicalreservecorps.gov



Other Disaster Relief Organizations

The screenshot shows the Civil Air Patrol website. At the top left is the Civil Air Patrol logo, which includes a stylized aircraft and the text "CIVIL AIR PATROL" and "U.S. AIR FORCE AUXILIARY". To the right of the logo, the text "THE UNITED STATES AIR FORCE AUXILIARY" is displayed above the large "CIVIL AIR PATROL" title. A navigation menu below the title contains the following items: QUICK INFO, ABOUT, MEDIA INFO, EVENTS, JOIN, MEMBERS, and CAPMART. A blue banner with the text "...performing missions for America" in a cursive font spans across the middle. Below this banner is a large image of a red and white aircraft in flight, with the registration number "N5461X" visible on the fuselage. To the right of this main image are three smaller thumbnail images: "AEROSPACE EDUCATION" showing a group of people, "CADET PROGRAMS" showing a person with a model airplane, and "OPERATIONS" showing a small aircraft on a runway. Below the main aircraft image is the word "OPERATIONS" in bold, followed by a paragraph: "Civil Air Patrol performs search and rescue, disaster relief, counterdrug reconnaissance and homeland security missions — at a fraction of the cost of other agencies."



Ladies Auxiliaries



Recruiting Volunteers:

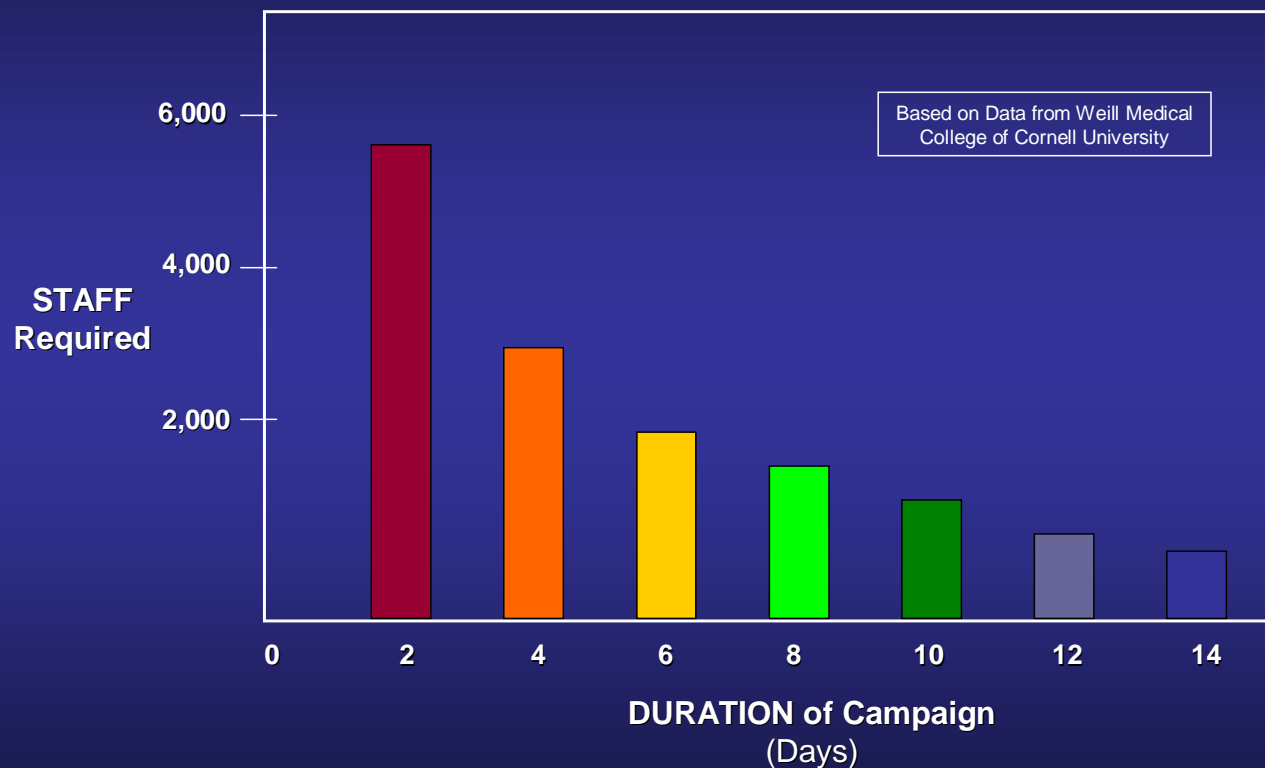
A critical need for large numbers: But how many?

- Determine number & location of dispensing sites
- Determine the number of stations
- Determine the size of lines
- Consider attrition rate



Recruiting Volunteers: A critical need for large numbers

Total Staff Required to Prophylax 1 Million



Division of Strategic National Stockpile Program



Recruitment

Write Detailed Job Descriptions

- Include details about the job
 - ✓ Shift Duration
 - ✓ Training provided
 - ✓ Skill levels, if applicable



Recruitment

Develop Recruitment Materials



Strategic National Stockpile (SNS) Program

SURVEY: Texas Voluntary Organizations Active in Disaster (TxVOAD)

Should an act of bioterrorism or massive disease outbreak result in a need for the SNS in Texas, deploying this resource will require thousands of volunteers, working together to help save lives and reduce suffering. In case your organization is not tasked with providing its usual disaster response services during such an event and would consider SNS volunteer service, please help us plan for effective linkage with the volunteers your organization can provide:

Please complete this survey by March 23rd and FAX to 512.458.7472

(Include "ATTN: Mardi Spivey" + your name/contact#, in case FAX is unclear – thank you!)

What is the name of your volunteer organization?

Who is the contact person you'd like to designate for us to follow-up with on volunteer linkage?

NAME: _____
TITLE (within org.): _____
CONTACT INFO: (day phn.) _____ (eve. phn.) _____
(e-mail add.) _____ (alt. phn.) _____

What are the SNS volunteer roles that match your organization's mission and

- Brochures
- Slides
- Job Descriptions
- Questionnaires
- Web sites



Develop just-in-time training. . .



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Management

- Volunteer placement
 - ✓ Location
 - ✓ Right skills for the job
 - ✓ Shift Duration/Breaks
- Data accuracy
- Plan flexibility



Exercise and Evaluate

County of Orange > Health Care Agency > <http://www.ochealthinfo.com/ready/>

BIOTERRORISM SMALLPOX MASS IMMUNIZATION

Field Exercise

Wednesday, May 26, 2004

- Large numbers of volunteers are needed to participate in a mock smallpox vaccination clinic.
- All volunteers welcome - no medical experience needed.
- Time 10:00 am to 2:00 pm. Approximate volunteer time is 1 hour.
- Select the start time that best matches your schedule.
- Drinks and snacks will be served and a free gift to take home!

[Click here to Register](#)
[Hotel Information](#)
[Map](#)

Crystal Cathedral 13280 Chapman Avenue Garden Grove

Crystal Cathedral

Done ernet



Questions



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