

Tab 15 – Volunteer Management

Medical Volunteer Program

Barren River District Health Department has recruited and trained Community Emergency Response Teams (CERT) and Medical Reserve Corps (MRC) volunteers that are aware that the health department may call upon them to respond during an emergency. In 2018, the Medical Reserve Corps was dissolved. However, BRDHD retained the records and roster. In 2020, the COVID-19 Pandemic and then in December 2021, the tornados showed that we still needed volunteers. With that in mind, BRDHD decided to start training and recruiting volunteers including healthcare professionals (both active and retired) and non-healthcare personnel again and maintain a volunteer roster. Members are trained in the BRDHD's plans and protocols for an event. These volunteers are pre-credentialed and have had training to assist the health department during a response.

Volunteers Recruitment: The Kentucky Healthcare Emergency Area 4 Response Team (HEART) has been an essential conduit for partnership development throughout the Kentucky Emergency Management Area 4. HEART members have helped in the development of a Regional Medical Reserve Corp (MRC) and will continue to assist with the BRDHD volunteer corps. Volunteers are also recruited through a variety of means – direct mailings, flyers and advertisements, presentations at healthcare association meetings, colleges/universities, community groups, word-of-mouth advertising, and through our health department website.

Credentialing of Volunteers: The Disaster Preparedness and Response Branch are responsible for verifying credential information supplied by the Volunteers. FEMA's credentialing resource should be used to guide the credentialing of volunteers. Ideally, all volunteers would be fully-credentialed prior to any emergency requiring their activation. However, it is likely that this will not be the case for 100% of the time. Therefore, activation of volunteers may require "just-in-time" credentialing. The American Red Cross will be on-site at all POD locations to credential all medical personnel. An ID badge will be issued to all medical personnel. All CERT and BRDHD volunteers will have a previously issued identification badge that they will be instructed to bring to the clinic. The Kentucky Community Crisis Response Board (KCCRB) will credential all mental health professionals.

Activation of Volunteers: The Disaster Preparedness and Response Branch will activate the Volunteers at the request of BRDHD Health Director, local emergency managers, local Red Cross Chapters, BRDHD DOC, State Health Operations Center (SHOC), or other disaster partners with an appropriate need of assistance. Volunteers can be used to staff mass dispensing/vaccination PODs, staff emergency shelters, assist in disease/outbreak investigations, staff phone banks, or respond in other ways as designated by the Health Director.

Volunteer Retention: The Barren River District Health Department attempts to retain volunteers by providing them up-to-date and relevant training and keeping them engaged in the community in emergency preparedness programs and other community health initiatives. Recruitment and retention activities include training at least twice yearly, opportunities to participate in exercises, community activities such as K-12 disaster education, and recognition activities.

Mobilization of Volunteers

BRDHD has recruited and trained volunteers that are aware that the health department may call upon them to respond during an emergency. Volunteers should have a valid issued ID badge. These volunteers are pre-credentialed and have had training to assist the health department during a response.

Mobilizing Volunteers:

- A member of the BRDHD Preparedness and Response Team will activate the volunteers at the request of local emergency managers, local Red Cross Chapters, BRDHD DOC, SHOC, or other disaster partners with an appropriate need of assistance.

- Volunteers will be notified of the need for mobilization via:
 - Phone calls, text and/or emails may be sent through BRDHD Ready Op, an online database of volunteers. BRDHD Preparedness and Response Team has administration rights to issue Ready Op alerts to volunteers.

 - Volunteers may also be contacted by phone by BRDHD staff. A volunteer database is located on the BRDHD User Drive, Disaster Preparedness, Citizen Corps, MRC, MRC Volunteer Spreadsheet (most current year). Volunteer addresses are also included in the spreadsheet if the situation warrants door-to-door solicitation.

Testing Volunteer Mobilization:

A volunteer call-down drill utilizing one or more of the notification processes above will be conducted at least twice per year.

Volunteer Recruitment

Volunteers are recruited through various means, including:

- Presentations at healthcare organization meetings
- Host Meet and Greet sessions at local hospitals
- Present to WKU students
- Advertise in the local newspapers (If money is available)
- Participate in local TV appearances

- Present to BRDHD staff to encourage friends/family to join
- Current volunteers are always encouraged to bring a friend to all regional events

Partners for Volunteer Recruitment

BRDHD works with the following agencies to recruit volunteers:

- Western Kentucky University
- Local Emergency Management Directors
- American Red Cross
- BRDHD staff
- Regional hospitals
- Regional mental health agencies
- KY Department for Public Health
- Regional Emergency Management Director
- Healthcare Emergency Area 4 Response Team (HEART)

Retaining Volunteers

BRDHD strives to retain volunteers. Examples of volunteer retention activities include:

- Annual Appreciation and Awards Luncheon
- Incorporate volunteer trainings with BRDHD offered trainings (i.e. IS 100, IS 200, IS 300)
- Email out quarterly newsletter
- Encouraging volunteers to participate in regional exercises as evaluators, controllers, or victims
- Encouraging volunteers to participate in health fairs by staffing information booths.
- Offering non-emergency volunteer work at BRDHD.
- Teaching Disaster Preparedness classes, Pet CPR, etc.

BRDHD will reach medical volunteers by:

- Sending out a broadcast to all selected categories. This broadcast will alert the medical community as to what the situation is, where they should report, and what documentation they should bring with them for credentialing purposes.
- Via the Ready Op
- With the assistance of American Red Cross and the United Way
- Media outlets

The following **medical professionals** have been identified as potential volunteers:

- Retired BRDHD RNs
- Local RNs
- WKU Nursing Staff/Students
- Local LPNs
- EMTs
- Paramedics
- Dentists
- Dental Hygienists
- Phlebotomists
- Veterinarians
- Veterinarian Assistants
- Certified Nursing Assistants (CNA)
- Registered Dietitians
- X-Ray Technicians
- Respiratory Therapists
- Physical Therapists
- Ophthalmologists
- Optometrists
- Pharmacists

The following **non-medical professionals** have been identified as potential volunteers for POD clinics:

- WKU Public Health Students
- WKU Social Work Students
- WKU sorority and fraternity members
- American Red Cross
- United Way
- Title III Volunteers
- Local Security Guards
- Barren River Aging Association
- Local Churches
- Local School District Staff/Students
- AARP Volunteers
- Community Action
- Junior Women's Clubs
- Jaycees

Management of Spontaneous Volunteers in a Disaster

During a disaster situation, citizens may appear at the scene to volunteer.

Considerations for spontaneous volunteers include:

- Organize volunteers for maximum efficiency and effectiveness.

- Process and or credential volunteers and match their skills with the identified incident response personnel needs.
- Provide a Just-In-Time training for the volunteers so they understand their roles, responsibilities, and chain of command.
- When possible submit a police records check by email.
- When possible verify credentials of medical professional online
- Have them complete a volunteer application.
- If possible, have them return to work after police checks and credentials are verified.
- If help is urgently needed- assign the volunteer to work with a BRDHD staff member. Never allow them to work independently until police records check is received back clean and credentials are verified.

Spontaneous volunteers should:

- Be directed to the volunteer check in area.
- Be provided a written orientation that details their responsibilities.
- Be registered.
- Have credentials verified.
- Be briefed on the situation and their assignment.
- Have an approved ID badge.
- Be supervised by public health personnel.
- Be debriefed.

Credentialing Volunteers

FEMA's credentialing resource should be utilized to guide credentialing of volunteers. The guide is located here:

All volunteers must have an ID badge while on-duty for the BRDHD or another partner.

- The American Red Cross will be on-site **at all five POD clinic locations** to credential all medical personnel. An ID badge will be issued to all medical personnel.
- All BRDHD volunteers will have a previously issued identification badge that they will be instructed to bring to the clinic.
- All Kentucky Community Crisis Response Board (KCCRB) will credential all mental health professionals. If a member of KCCRB is not available to credential, Lifeskills will credential those individuals.
- **SHOC** may assist in credentialing volunteers.
- Non-Medical volunteers will not be credentialed, unless they are assisting with the child or adult daycare.

Vaccination/Medication for Volunteers

BRDHD has not and will not announce the location of any of the planned clinic sites to the public sector. The clinics will be announced to the public when deemed necessary from the District Director or his designee.

The clinics will open one hour before the public is made aware of the locations, to allow all clinic workers (including volunteers), first responders and their immediate family to be vaccinated.

Emergency Management will see that the following first responders are made aware of the clinics: police, firefighters, EMS, EM, and mortuary staff. The HEART Coordinator will let all healthcare providers know of the vaccination clinics.