



**Apache County Public Health Services District
Volunteer Management Plan
June 2016**

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RECORD OF CHANGES

THIS PLAN HAS BEEN APPROVED AS OF:

June 2016 _____

INCLUDED ARE: A signature block for the Director of the Apache County Public Health Services District to formally endorse this plan, and a table to document changes to this plan.

INSTRUCTIONS: The Apache County Public Health Services District shall engage in annual reviews of this plan to ensure its relevance, and make recommendations for improvements, changes, additions, deletions, and so attests annually by signature.

Apache County Public Health Services District Health Director

Date

RECORD OF CHANGE

Date	Description of Change	Page of Section	Reviewer
June 2016	The original submission of the Apache County Public Health Services District's Plan for Requesting Public Health Volunteers	N/A	
TBD	Approval of the 2016 Apache County Public Health Services District's Plan for Requesting Public Health Volunteers	N/A	

1.0 INTRODUCTION

During a public health emergency, the Apache County Public Health Services District (ACPHSD) may need access to volunteer health professionals. These volunteers may be acquired locally, or by accessing resources across the state or nation. ACPHSD works with the Arizona Department of Emergency Management (AZDEMA) and the Arizona Department of Health Services (ADHS) to prepare the County's public health and medical system for emergencies. Part of this planning is the coordination of the state's volunteer health professional system- otherwise known as the Arizona Emergency System for Advance Registration of Volunteer Health Professionals (AZ-ESAR-VHP). This system is used by state and local jurisdictions to coordinate notification, activation, mobilization, and demobilization procedures for local, intra-State, inter-State, and Federal deployment of public health volunteers.

This electronic registration and credentialing system will improve ACPHSD's capacity to support large-scale public health and medical emergencies including but not limited to the following:

- Addressing local hospital surge capacity and capability needs
- Staffing alternate care facilities
- Staffing point of dispensing/mass dispensing sites
- Staffing for mass care as appropriate
- Addressing additional support requested by Apache County Emergency Management Emergency Operations Center (EOC)

The goals of this plan are to:

- To arrange requests for volunteers using the ESAR-VHP request process.
- Confirm that the Apache County Public Health Services District's (ACPHSD) approach to public health volunteer coordination aligns with ADHS plans and the U.S. Department of Health and Human Services (HHS) ESAR-VHP Regulations and Guidelines;
- Ensure effective use and movement of public health volunteers during a declared state of emergency or local public health incident requiring volunteers;
- Improve the capacity to prepare for and respond to large-scale public health and medical emergencies.

The ESAR-VHP system is managed by ADHS and is based on specific ESAR-VHP data definitions (see Attachment A). A system overview is also provided later in this document (see Attachment B).

2.0 PURPOSE, SCOPE, SITUATION OVERVIEW, ASSUMPTIONS

This plan is intended to aid preparedness professionals in the pre-event, response, and post-event coordination of volunteer health professionals. A systematic, organized mobilization of volunteers, when requested, is essential to provide timely assistance and to make the most efficient use of assets. Volunteer health professionals may be used to support an emergency response within the county. These volunteers may come from Apache County, or may originate from a neighboring jurisdiction. Additionally, volunteers from Apache County may be called upon to support a declared emergency within another jurisdiction.

2.1 Purpose

The purpose of the **ACPHSD's Plan for Requesting Public Health Volunteers** is to provide policy and direction related to the coordination, deployment and demobilization of volunteer health professionals for an emergency response. This plan is supported by and aligns with:

- HHS ESAR-VHP Regulations and Guidelines
- Arizona State Emergency Response and Recovery Plan
 - Volunteer Annex
 - Emergency Support Function #8 – Health & Medical Services Annex
- ADHS Health Emergency Operation Center (HEOC) Standard Operating Procedures
- ADHS Emergency Response Plan
- ADHS Public Health Volunteer Coordination Plan
- Apache County Public Health Services District (ACPHSD) Emergency Operations Center Standard Operating Procedures

This plan is written to guide the Apache County Public Health Services District (ACPHSD) in the acquisition of volunteer health professionals for a response occurring in Apache County. Secondly, this plan may be used to support the deployment of volunteer health professionals from Apache County to a neighboring jurisdiction.

2.2 Situation Overview

The Apache County Public Health Services District (ACPHSD) may require volunteer assistance in response to a major health emergency event. A non-inclusive list of emergencies that volunteers may participate in includes:

- Mass immunization for a pandemic. In 2009, H1N1 local mass vaccination clinics held in Apache County illustrated the benefits of a vigorous volunteer program to augment staff.
- Zoonotic or biological events.
- Natural disaster such as wildfires, floods, winter storms.
- Mass care for a terrorist incident like chemical, biological, or nuclear releases.
- Accidental releases such as transport accidents or HAZMAT events.
- 311 Call Center Operations (See Appendix M for 311 Call Center Operations)

See the *Apache County Public Health Threat and Hazard Identification and Risk Assessment* (PH-THIRA June 2013) for additional information.

2.3 Planning Assumptions

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ACPHSD uses the Incident Command System (ICS) as a basis for supporting, responding to, and managing response activities and complies with National Incident Management System (NIMS) standards. Incidents in the county are managed at the lowest possible geographic, organizational, and jurisdictional level using NIMS. In cases of a major disaster or catastrophic events, ACPHSD may need to make provisions to continue response operations for an extended period of time by expanding and adding job roles as needed. This may include the identification of multiple staff persons to fill the role of Health Volunteer Coordinator.

This Plan reflects the additional assumptions and consideration below:

- ACPHSD, being in a largely rural county (Apache Co.) with limited population and professional resources, will require volunteer assistance in the event of a major public health emergency;
- In the event of an emergency, the Apache County Public Health Services District (ACPHSD) will turn to its staff first supporting the first operational period;
- ACPHSD would request volunteers from the local Medical Reserve Corps as well as AZ-ESAR-VHP;
- Apache County Emergency Management/Public Health Operations Centers will be the conduit for resource requests to the state when local volunteer resources are exhausted;
- Public health volunteer groups or individuals will use AZ-ESAR-VHP for registration and credential verification when possible. www.azdhs.gov/volunteer
- Healthcare facilities, or other requesting entities, will use the *Local Public Health Volunteer Request Form* (see Attachment C) to request volunteers.
- ACPHSD staff will use the *State Public Health Volunteer Request Form* (see Attachment D) to consolidate local requests and submit request to County Emergency Management.
- Per ADHS guidelines, the use and movement of public health volunteers across local and state jurisdictions will be primarily tracked by the requesting entity.

Many of the logistical and legal issues regarding the use of volunteers will be addressed by ACPHSD prior to requesting volunteers using the *Summary of Logistic Considerations for Requesting Entities* (see Attachment E) and the *Brief Summary of State Statues* (Attachment G).

2.4 Current AZ-ESAR-VHP System Capabilities

AZ-ESAR-VHP system capabilities are integrated with ACPHSD volunteer list management processes and align with Federal ESAR-VHP Regulations and Guidelines ensuring public health volunteer coordination support during an emergency event (see Attachments A and B for additional information on system capabilities).

ADHS is responsible for maintenance of and access to the AZ-ESAR-VHP system (found at www.azdhs.gov/volunteer). Redundant measures are maintained by ADHS to support system capabilities during a power outage or website failure following business continuity protocols set forth by ADHS.

3.0 CONCEPT OF OPERATIONS

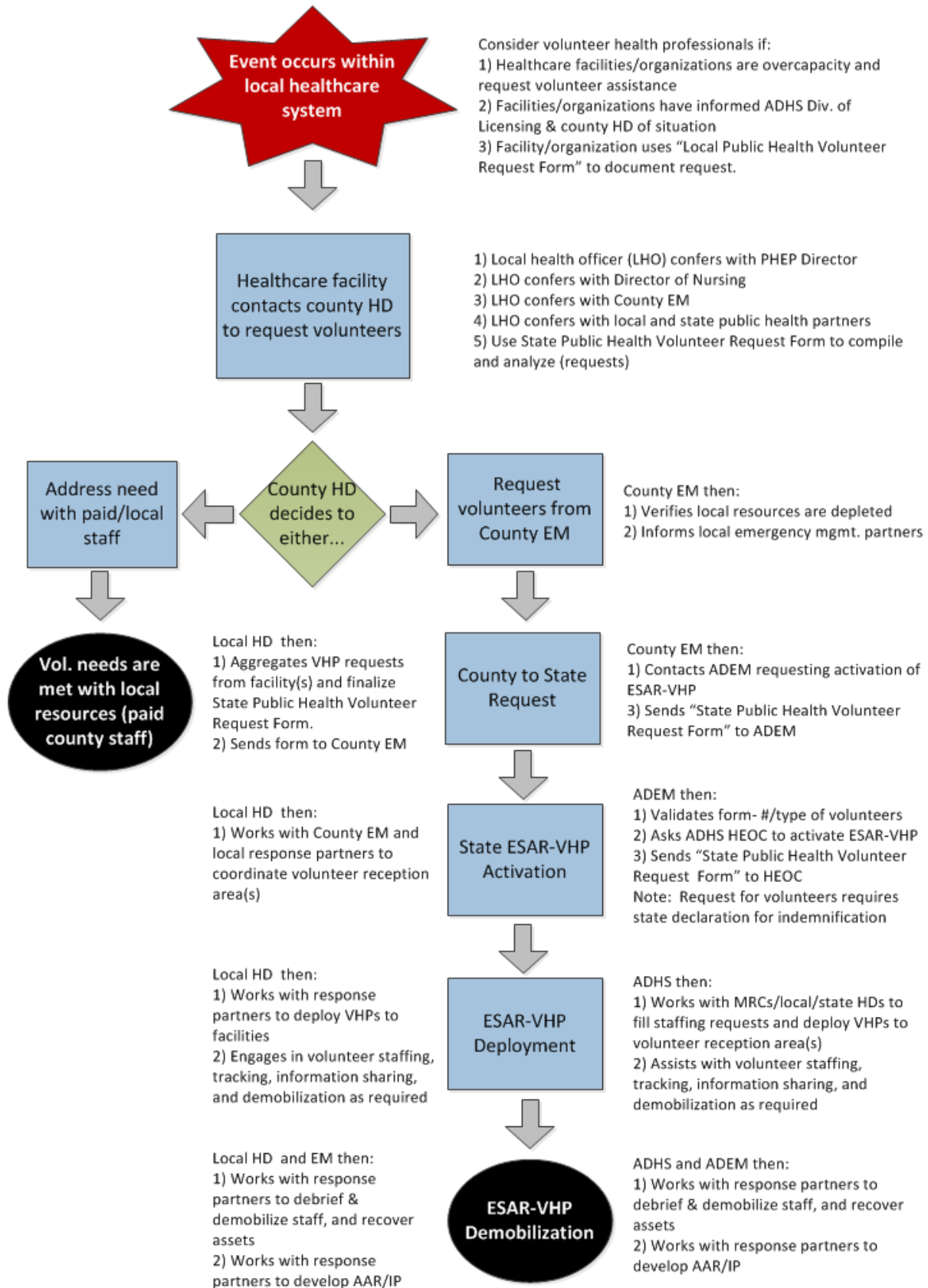
Below are some general protocols that will be followed during the activation of volunteer health professionals.

1. In-state requests for public health volunteers are triggered when an event has exceeded a local jurisdiction's ability to adequately provide public health services or the healthcare system has become overwhelmed.
2. The Apache County Emergency Management Emergency Operations Center (if activated, otherwise, the Apache County HEOC at the Health Department) will receive from ADHS a list of verified volunteers willing to serve within 24 hours of receiving initial request.
3. All interstate requests for health volunteers go through the State Emergency Management Assistance Compact (EMAC) Coordinator.
4. Federal requests for health volunteers are made through Arizona Department of Emergency Management (AZDEMA).

Note: When possible and affordable, prior to committing full resources from outside of the local jurisdiction, ADHS support efforts may warrant the use of a preliminary assessment group of Arizona health professionals/subject matter experts to ensure the most appropriate resources are requested.

This concept of operations section covers the request, deployment, and demobilization procedures for volunteer health professionals in Apache County (3.1 – 3.3). This process is also depicted graphically in a process flowchart (see Figure 1 below). Additional details and procedures related to staff volunteers, ESAR-VHP data, and volunteer request forms are provided in sections 3.4 – 3.7.

Figure 1 – ESAR-VHP Request Process for Cochise County



3.1 The Healthcare Facility Request for Volunteer Health Professionals

Healthcare facilities and institutions may encounter shortages of key staff during mass casualty events, pandemics/disease outbreaks, or other medical surge events. In order to meet this demand, healthcare facilities and organizations can request volunteer health professionals from the Apache County Public Health Services District (ACPHSD). Before this request is made, a number of steps should occur:

- 1) Healthcare facilities/organizations are overcapacity and have activated emergency response and medical surge plans to minimize demand for healthcare services
- 2) The facilities have notified an ADHS Division of Licensure representative of the situation, notified the Apache County Public Health Services District (ACPHSD), and taken steps to exhaust all facility-level resources
- 3) Facilities/organizations utilize the *Local Public Health Volunteer Request Form* (see Attachment C) to document the request

3.2 The Healthcare Facility Request for Volunteer Health Professionals

After a healthcare facility or other organization submits a request to Apache County Public Health Services District (ACPHSD), the Local Health Officer or designee will take the following actions:

- 1) Confer with the Apache County PHEP Division Manager
- 2) Confer with the Apache County Clinical Nurse Manager
- 3) Confer with the Apache County Emergency Manager
- 4) Confer with neighboring jurisdictions and ADHS
- 5) Utilize the *State Public Health Volunteer Request Form* (see Attachment D) to consolidate and analyze request(s) as appropriate.

During a disaster or declared emergency, one or more healthcare facilities may simultaneously request volunteer health professionals. These requests should be aggregated into a single form known as the *State Public Health Volunteer Request Form*.

Before forwarding to the state, ACPHSD staff and county emergency management personnel should evaluate the aggregate volunteer health professional request and determine if the need can be addressed with local resources, including paid staff and/or local volunteers, to include the Medical Reserve Corps (MRC). If needs can be met with local resources, ACPHSD staff will work with local emergency management to coordinate, deploy, and eventually demobilize the volunteers. It is important to note that an entity besides an established healthcare center (ACPHSD or other government or non-profit entity within the county) may also request volunteer health professionals to support community health operations (e.g. vaccine clinic, mass care/sheltering).

If the volunteer health professional request cannot be met with local resources, ACPHSD can forward the request form to the Emergency Manager. Once the Local Public Health Volunteer Form(s) have been received from the local requesting entity/entities, ACPHSD staff will:

- 1) Aggregate any and all requests for volunteer health professionals from facilities and finalize the *State Public Health Volunteer Request Form*.
- 2) Send the *State Public Health Volunteer Request Form* to Apache County Emergency Management.

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After receiving the *State Public Health Volunteer Request Form* from Apache County Public Health Services District (ACPHSD), the Apache County Emergency Manager will:

- 1) Verify that local resources have been utilized and depleted
- 2) Inform local and regional emergency management partners

The request process for volunteer health professionals is similar to the request process for any other disaster-related resource obtained through emergency management agencies. In general, county emergency managers are needed to request response assets, including volunteer health professionals, from state emergency management. After evaluating the situation with the County Health Officer, the County Emergency Manager will contact the Arizona Division of Emergency Management (AZDEMA) and request the activation of ESAR-VHP. The Apache County Emergency Manager will:

- 1) Contact AZDEMA to request the activation of ESAR-VHP
- 2) Send the *State Public Health Volunteer Request Form* to AZDEMA

At this point in the response, a number of steps are required to activate the volunteer request process. It is important to note that a State Emergency Declaration is required to initiate a state-level request of volunteer health professionals. These steps include:

- 1) AZDEMA will validate the form, including the type and number of volunteers requested.
- 2) AZDEMA will ask ADHS to activate the Health Emergency Operation Center (HEOC).
- 3) AZDEMA will send the *State Public Health Volunteer Request Form* to ADHS.
- 4) Apache County Public Health Services District (ACPHSD) will work with Apache County Emergency Management to coordinate volunteer reception areas.

Once the request is received by ADHS, HEOC staff will work with response partners from the local, state, and/or federal levels to address the need for volunteer health professionals. During a large regional or state-wide disaster, ADHS may be involved in coordinating volunteer health professional deployments for a number of local jurisdictions. State and local response partners should take the following steps at this point in the response:

- 1) ADHS HEOC staff will coordinate with Medical Reserve Corps (MRC), local health departments, state health departments, and federal partners to fill staffing requests and deploy volunteer health professionals to county reception areas.
- 2) Apache County Public Health Services District (ACPHSD) will work with emergency management partners to deploy volunteers to facilities.
- 3) ADHS HEOC staff will assist with volunteer staffing, tracking, information sharing, and eventually demobilization as required.
- 4) Apache County Public Health Services District (ACPHSD) will engage in volunteer staffing, tracking, information sharing, and eventually demobilization.

Once the need for volunteer health professionals subsides, county and state response partners will take steps to demobilize volunteer health professionals:

- 1) Apache County Public Health Services District (ACPHSD) and Emergency Management will work with state counterparts to debrief and demobilize staff, and recover any assets deployed during volunteer deployment

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- 2) All response partners will collaborate to develop an After Action Report and Improvement Plan (AAR/IP).

3.3. Utilizing Apache County Public Health Services District (ACPHSD) Staff as Paid Volunteers

During a public health emergency or at any time public health volunteers are needed, ACPHSD will first turn to its staff- approximately 25 employees. If the response is determined to be of a magnitude that necessitates volunteer assistance then ACPHSD will turn to other sources of volunteers.

While it is recognized that these staff are not, technically, volunteers, their demonstrated willingness to serve wherever and whenever needed during an incident (e.g. 2009 H1N1 response) provides the Health Department with immediate and flexible access to a relatively large group of already-briefed and highly-motivated workers.

All Health Department staff receives basic training in NIMS and Incident Command Systems (ICS 100 and 700) as a condition of their employment. Additionally, several Health Department personnel have received advance ICS training (including MAG 300 and 400) and therefore qualify to fill leadership roles at the level of Incident Commander and Section Chiefs in the Department's Incident Command structure.

3.4. Staff Volunteers

The Apache County Public Health Services District's (ACPHSD) Volunteer base consists of the following groups:

1. Non-Medical Volunteers;
2. Medical Reserve Corps (MRC) that include both Medical and Non-Medical Volunteers

Based upon experience gained during the 2009 H1N1 response and from ICS training and exercises, the following is a partial list of volunteer positions which will likely be needed during a public health emergency:

3.4.1 Non-Medical Staff

AZ-ESAR-VHP maintains a database of both medical and non-medical volunteers who can be called upon only in the event of a Declared Emergency. Access to the ESAR-VHP database is currently restricted to state program personnel, but can be requested by the County Health Officer in accordance with the protocol set forth in state-level plans. Some examples of AZ-ESAR-VHP non-medical volunteers include:

- Translators/Interpreters
- Data Entry and Forms Management
- Greeters
- Traffic control/Security
- Pre-screeners, Check In, Exit Interviewers
- Runners
- General Laborers
- Call Center Operators

3.4.2 Medical Staff

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The primary function of AZ-ESAR-VHP is to register and pre-credential health professionals--an essential resource in meeting the requirements of a major event during a declared emergency. At present, Apache County has approximately 16 registrants in ESAR-VHP. The state and national ESAR-VHP systems currently identify the following types of medical professionals:

- Advanced practice nurses
- Behavioral health professionals
- Cardiovascular technologists and technicians
- Dentists
- Diagnostic medical sonographers
- Emergency medical technicians and paramedics
- Licensed practical nurses and licensed vocational nurses
- Medical and clinical laboratory technicians (includes phlebotomists)
- Pharmacists
- Physicians
- Physicians assistants
- Radiologic technologists and technicians
- Registered nurses (screeners, vaccinators, medical observation for dispensing)
- Respiratory therapists
- Veterinarians

3.5 ESAR-VHP Data

Health volunteer registration is based on ESAR-VHP data definitions and supported by state registration requirements defined in Arizona Revised Statutes (ARS) §26-314, Arizona Administrative Code (AAC) R8-2-703 (see Attachment G). All available volunteers are credentialed using AZ-ESAR-VHP. The following are key points regarding volunteer registration data:

- Volunteer registration data are strictly confidential and “For Official Use Only”. Information sharing between authorized entities follows appropriate state statutes (see Attachment G);
- Upon initial registration and verification or re-verification of credentials, volunteers are queried regarding their willingness to participate in a Federal emergency response.
- Registration adheres to protocol, developed by the Federal Government identifying volunteers who respond “Yes” to Federal participation and can accommodate additional Federal data collection requirements (training data, physical and mental status survey, and Office of Inspector General exclusion list screening).
- Apache County utilizes AZ-ESAR-VHP to ensure the ability to:
 - Update volunteer information and re-verify credential data every six months.
 - Generate data files in a secure format that can be read and used by authorities managing volunteers.
 - Maintain system security and redundancy.

3.6 Implementing Volunteer Recruitment

Volunteer recruitment at Apache County Public Health Services District (ACPHSD) is always ongoing. ACPHSD conducts regular advertising for volunteer health professionals through local newspapers, as well

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as local radio station PSA advertisements. These outreach efforts, along with local outreach at community events will serve to bolster ESAR-VHP registration levels within Apache County for the ACPHSD.

Spontaneous (un-registered) volunteers that present on-scene are directed to contact the ACPHSD Volunteer Coordinator for enrollment and credentialing. This can take place over the phone, regardless of whether the Volunteer Coordinator has internet access or is in the field with a laptop, given the capabilities of the ACPHSD PHEP Coordinator. For liability reasons, un-registered volunteers may not participate in training exercises or real-world response activities.

3.7 State and Federal Protocols and Considerations

Operational protocols are based on Federal ESAR-VHP Operational Requirements, which align with ADHS HEOC SOP.

At the state level, essential operations include:

1. Facilitating activation and deployment of public health volunteers through AZ-ESAR-VHP once local volunteer resources are depleted;
2. Tracking and monitoring volunteers (see Attachment E);
3. Responding to requests from other states is facilitated through the ADHS;
4. Responding to requests from the Federal Government is facilitated through ADHS;
5. Integrating volunteer management systems ensures the ability to link with AZ-ESAR-VHP.

4.0 ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

The Apache County PHEP Division Manager or designee is responsible for coordinating all volunteer health professional operations within the county. The PHEP Division Manager or designee will assume the responsibilities and tasks listed in the Volunteer Coordinator Job Action Sheet (see Attachment F)

This plan will only be used to support volunteer health professional management during some type of emergency or disaster response. As such, this plan does not detail organization emergency operation protocols, or seek to duplicate any existing emergency response plans for Apache County. This plan supplements and supports public health emergency operations, but does not change the organizational roles or assignments of responsibility during health volunteer activation, deployment or demobilization.

5.0 DIRECTION, CONTROL AND COORDINATION

The direction, control, and coordination of volunteer health professionals requires a multi-faceted response. In some situations, volunteers may be deployed to a healthcare facility. In this case the activity of these volunteers must ultimately be directed by the healthcare facility management. In other cases, volunteers may be deployed to a local, county, state, or other government facility or a volunteer organization to support public health emergency operations.

In order to maintain control and accountability of volunteer operations, the ICS 221 Form should be used to document arrival and departure (see Attachment J). Additionally, the performance of volunteer health professionals should be monitored using the ICS Form 226—Individual Performance Rating (see Attachment K).

5.1 Direction and Control of Volunteer Health Professional Operations

In keeping with ICS and NIMS fundamentals, the direction, control, and coordination of volunteer health professionals falls to the entity that requested and received volunteers. Essentially the entity that made the initial request for volunteer health professionals would maintain direction, control of all volunteer health professionals deployed to that agency or facility. Both county and state emergency management agencies and public health departments would participate in the coordination of the volunteers and associated assets.

5.2 Coordination, Training, and Exercising of Volunteer Health Professionals

The coordination of county and state volunteer health professionals is accomplished through inter-agency collaboration. The AZ-ESAR-VHP system is tested and evaluated through participation in on-going training and exercise activities conducted by ADHS. Training and preparing AZ-ESAR-VHP volunteers for activation at the local level is accomplished through various online training systems. The AZ-ESAR-VHP system provides a web-based system capable of documenting a training record for volunteers not affiliated with local public health volunteer organizations.

Newly registered volunteers are required to attend or complete the following trainings prior to deployment with the Health Department or within the first year of signing up:

- “Apache County Medical Reserve Corps (MRC) Orientation (2016) PowerPoint presentation, on file;

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- “Introduction to Public Health”, Online course module
- ICS-100: Introduction to Incident Command Systems (ICS), online: www.training.fema.gov/emiweb/IS/is100.asp;
- ICS-700: NIMS, An Introduction, online: www.training.fema.gov/emiweb/IS/is700.asp;
- ICS-22: Are You Ready? An In-depth Guide to Citizen Preparedness, online: www.training.fema.gov/emiweb/IS/is22.asp
- Continuing volunteers will be required to re-take ICS-100 and 700 every two years as refreshers

Apache County Public Health Services District (ACPHSD) will, at a minimum, participate in statewide exercises involving request for volunteers through the AZ-ESAR-VHP system in order to strengthen capabilities in this area. Additional information on the training of volunteer health professionals is available in Attachment H.

6.0 INFORMATION COLLECTION, ANALYSIS & DISSEMINATION

A variety of information systems and protocols will be followed to support the deployment of volunteer health professionals. The EMCredential™ system, is utilized by ADHS, healthcare facilities, and local public health departments across the state of Arizona to manage the registration, pre-credentialing, and possible deployment of volunteer health professionals across the state, including Apache County. The EMResource™ tool is used statewide by ADHS, regional partners, and hospitals to collect and share real-time information during exercises and response situations.

Statewide systems such as the Arizona Health Alert Network (AzHAN) and Ready Apache County are also used by ACPHSD and healthcare response partners to facilitate situational awareness during exercises and responses.

6.1. Maintenance of Volunteers’ Personal Information

Sharing of personal information without the volunteer’s consent is strictly prohibited. During all volunteer deployment operations, the Apache County PHEP Division Manager will collaborate closely with the ADHS Health Volunteer Coordinator to ensure that the actions below take place:

- Make contact with the state ESAR-VHP Coordinator or ADHS HEOC
 - ESAR-VHP@SIREN.AZ.GOV
 - Volunteer Coordinator 602-763-1774
 - ADHS State HEOC 602-364-1876
 - HEOC_IC@SIREN.AZ.GOV)
- Establish a process for receiving information.
- Ensure that personal information of in-state volunteers remains secured and maintained according to ADHS HEOC standards.
- Ensure personal information of out-of-state volunteers received is destroyed within 90 days following the close of event.
- Ensure volunteer deployment and event activity history is maintained.

Volunteers are notified via phone and email notification systems. These systems are maintained by state agencies (ADHS, AZDEMA) and are utilized by the ACPHSD PHEP Division Manager and/or designee during responses and exercises.

7.0 COMMUNICATIONS

The ACPHSD's Public Information Officer will participate as appropriate in Emergency Public Information and Warning activities during AZ-ESAR-VHP activation. Most any event requiring the activation of volunteer health professionals in Cochise County would be a high-consequence event requiring the activation of state emergency operation centers (ADHS, ADEM) and a disaster declaration. In this type of event, AZDEMA and/or ADHS would presumably activate a physical joint information center or virtual joint information system to manage public information activities.

8.0 ADMINISTRATION, FINANCE & LOGISTICS

As previously stated, the healthcare facility or site at which the volunteers are deployed is ultimately responsible for the administration, direction, and control of volunteer staff. However, local and state public health and emergency management entities involved in the deployment of volunteers must also contribute to the oversight and administration of volunteer health professionals.

An important part of any response is record keeping. These documents will help ensure that response activities are well coordinated, and that proper records are kept for any local, state, and federal reimbursements associated with the response. The following reports and forms are required to maintain direction and control of volunteers during deployment:

A. ICS Form 211—Check-In List. The total number of hours worked will be recorded by the Volunteer Coordinator on ICS Form 211, Incident Check-In List. (Attachment J);

B. Workers Compensation Report of Injury. If a volunteer is injured during work time, the volunteer's supervisor should complete an Employer's Report of Industrial Injury and route it to the Volunteer Coordinator who will ensure proper and timely filing of the report. A copy of the report will be retained for the volunteer's file.

C. ICS Form 226--Incident Personnel Performance Rating (Attachment K). This form will be completed within seven calendar days of an event, exercise, or drill. It shall be reviewed with the volunteer the next time it is convenient, but not more than sixty days from the date of the event/drill/exercise.

This step (ICS Form 226) is important for both ongoing and future to operational needs. It is expected that these ratings will influence future assignments. Appropriately matching jobs to volunteers best suited for the task enhances efficient operations during an event.

As a part of the volunteer health deployment process, ACPHSD should work with volunteer sites (facilities where volunteers are sent), to ensure that these forms are available and used appropriately to document volunteer deployment.

9.0 PLAN DEVELOPMENT & MAINTENANCE

Where possible, these volunteer procedures should be evaluated and updated as a part of the county's ongoing public health emergency preparedness activities. The procedures and protocols listed in this plan should be integrated into drills and exercises, evaluated, and ultimately refined to further healthcare system preparedness within Apache County and the rest of the state.

9.1. Plan Evaluation

This plan will be evaluated during on-going drills and exercises associated with the ADHS Hospital Preparedness Program (HPP). Performance evaluations related to this Plan will be shared with partners and stakeholders on a regular and ongoing basis to improve volunteer coordination across the healthcare system. Evaluation of actual volunteers will be completed using ICS Form 226—Individual Performance Rating, regardless of whether or not the volunteer was activated during emergency or non-emergency circumstances.

As part of after-incident debriefing, volunteers will be included in the "Hot Wash", which is conducted to identify lessons learned. The ACPSHD PHEP Coordinator, or designee, will record comments made that are specific to the volunteers' efficacy and performance and will report their findings in an After Action Report and Improvement Plan (AAR/IP). In 2012, the HHS Assistant Secretary for Preparedness and Response (ASPR) issued a set of Healthcare System Capabilities to guide preparedness across the nation's healthcare system. ASPR identified "Volunteer Management" as a key preparedness Capability for healthcare entities. In 2011, the Centers for Disease Control and Prevention (CDC) also identified "Volunteer Management" as a capability for state and local public health agencies. Both systems of capabilities, and their corresponding functions, should be used to evaluate volunteer management during exercises, real-world responses, and annual plan reviews.

9.2. Plan Maintenance

This Plan will be reviewed and updated annually by the APCPHSD PHEP Coordinator (if position is staffed), the PHEP Division Manager, and/or the Local Health Officer. AAR/IPs will be used to inform plan updates, and encourage partner agencies to update volunteer management procedures. It is important to review plans, at least annually, to ensure compliance with the latest planning standards, PHEP capabilities, HPP capabilities, Regional Coalition procedures, and best practices. After reviewing and updating the plan the Apache County PHEP Division Manager and/or Volunteer Coordinator (if funding permits) will share plan updates with the ADHS Volunteer Coordinator.

10.0 AUTHORITIES AND REFERENCES

Attachment G contains a tabular summary of Arizona Revised Statutes that are related to volunteers and their activities. The summary is intended as a basic reference guide. For a comprehensive listing of Arizona Revised Statutes visit the Arizona State Legislature website <http://www.azleg.gov/ArizonaRevisedStatutes.asp>.

Liability for volunteers serving with Apache County Government is covered by the county's liability policy when those volunteers are authorized by county staff to act on behalf of the ACPHSD.

APPENDIX A – Acronym Glossary

AZDEMA	Arizona Division of Emergency Management
ADHS	Arizona Department of Health Services
AAR/IP	After Action Report and Improvement Plan
ARS	Arizona Revised Statute
ASPR	Assistant Secretary for Preparedness and Response
AZ	Arizona
AzHAN	Arizona Health Alert Network
ACPHSD	Apache County Public Health Services District
CDC	Centers for Disease Control and Prevention
EOC	Emergency Operations Center
EMAC	Emergency Management Assistance Contract
ESAR-VHP	Emergency System for the Advanced Registration of Volunteer Health Professionals
HAZMAT	Hazardous Materials
HEOC	Health Emergency Operation Center
HHS	Health and Human Services
HPP	Hospital Preparedness Program
HSP	Health Services Portal
ICS	Incident Command System
MRC	Medical Reserve Corps
NIMS	National Incident Management System
PHEP	Public Health Emergency Preparedness
PH-THIRA	Public Health Threat and Hazard Identification and Risk Assessment

ATTACHMENT A – AZ-ESAR-VHP Definitions

Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) Credential Level Definitions

Source: U.S. Department of Health and Human Services, Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) Program Interim Technical and Policy Guidelines, Standards, and Definitions: Systems Development Tool. June 2010

AZ-ESAR-VHP	Arizona’s ESAR-VHP electronic system, program, and network of tools/approaches/plans and capabilities relating to state public health volunteer coordination and operations.
Credential Elements	National Standards identifying specific credentials and other qualifications that States must collect via their registration system for each of the 20 primary professions.
Credential Levels	Credential Levels pertain to a defined list of criteria for assigning a range of classifications within each primary profession pertaining to qualification criteria for levels 1-4.
Electronic System	Internet-based volunteer registration controlled and managed by authorized personnel.
Emergency Worker	Any person who is registered and certified with a local or state emergency management organization to engage in authorized emergency management activities (e.g. ESAR-VHP Volunteer).
ESAR-VHP	A national network following standard plans and capabilities to ensure effective management and inter-jurisdictional movement of health volunteer professionals in emergencies.
Spontaneous Unaffiliated Volunteer (SUV)	An individual or health volunteer not associated with a formal disaster response agency who offers to volunteer during an emergency situation without appropriate registration.
Volunteer Coordination Team (VCT)	Key State and volunteer organization authorities selected by ADEM to support volunteer coordination efforts within the SEOC.
Verification	Primary source verification is acquired by the credential issuing entity or a credential verification organization identified within the national ESAR-VHP guidelines.
Volunteers	Volunteer Health Professionals registered and credentialed by the State ESAR-VHP program willing to serve without compensation during a declared emergency.

ESAR-VHP divides public health volunteers in two main categories: (1) health-diagnosing and treating professionals, and (2) health technologist and technicians. The state registry is able to add other professions as needed by the state.

ATTACHMENT B – AZ ESAR-VHP System Overview

Arizona Emergency System for Advance Registration of Volunteer Health Professionals (AZ-ESAR-VHP) System Capabilities Overview

AZ-ESAR-VHP System Capabilities	
Volunteer Registration Data	<ul style="list-style-type: none"> ▪ Personal information ▪ Credential and License Data ▪ Background and Training Information ▪ Acknowledgement of Service Parameters ▪ Professional/Emergency Preparedness Affiliation ▪ Fit for Duty Survey (Includes Vaccination and Prophylaxis Tracking and Monitoring) ▪ Interest in Local Affiliations (i.e. MRC) ▪ Deployment History
Volunteers Validation	<ul style="list-style-type: none"> ▪ Validate from Credential Issuing Entity or Authority ▪ Re-verify Every 6 Months ▪ Assign Credential Levels 1-4 (see Attachment L for a listing of credential level definitions).
Additional Volunteer Related Capabilities	<ul style="list-style-type: none"> ▪ Verify Volunteer On-Scene ▪ Volunteer Search ▪ Volunteer Notification and Information Messaging ▪ Email Volunteers ▪ Inactivate Volunteers ▪ Edit Volunteer Data
Event Management	<ul style="list-style-type: none"> ▪ Create Web-based Event Portal ▪ Event Summary ▪ Location, Date ▪ Detailed Description ▪ Attachment, Coordination ▪ View Volunteers ▪ Activate Teams ▪ Activate Volunteers ▪ Manage Ad Hoc Teams ▪ Manage Locations ▪ Manage Assignments ▪ Mobilize Stand-by Volunteers ▪ Maintain Event History
Administration	<ul style="list-style-type: none"> ▪ Create Team Profile ▪ Import and Export Data ▪ Ad Hoc Export ▪ Manage Administrative Roles and Rights
Reports	<ul style="list-style-type: none"> ▪ Volunteer Data and Summaries ▪ Event History

	▪ Ad Hoc Reports
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ATTACHMENT C - Local Public Health Volunteer Request Template

Submit to: PHEP Division Manager

Requesting Agency Name						
Primary Contact Info						
Date and Time of Request						
Event Name						
Event Location (include state and county):						
PROFESSION	List How Many	List Minimum Credential Level Required	PROFESSION	List How Many	List Minimum Credential Level Required	NOTE
Advanced Practice Registered Nurse			Pharmacist			Credential Level 1 = Highly Qualified, Hospital Privileges Credential Level 2 = Highly Qualified, No Hospital Privileges Credential Level 3 = Meets Basic Qualifications Credential Level 4 = Education, Some Experience
Cardiovascular Technologist and Technician			Pharmacist Intern			
Dentist			Pharmacist Technician			
Diagnostic Medical Sonographer			Physician			
Emergency Medical Technician and Paramedic			Physician Assistant			
Lay and Non-Healthcare Volunteer			Psychologist			
Licensed Practical Nurse and Licensed Vocational Nurse			Radiologic Technologist and Technician			
Marriage and Family Therapist			Registered Nurse			
Medical Records and Health Information Technician			Respiratory Therapist			
Medical and Clinical Laboratory Technologist and			Veterinarian			

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Technician						
Mental Health Counselor						
Additional Request Notes:						

ATTACHMENT D – State Public Health Volunteer Request Form – Updated August, 2014



State Health Volunteer Request Form

(Page 1 of 2)

Personnel (e.g. health volunteers, public health technical assistance, ESAR-VHP activation)

Liability Note: State and/or local sponsored liability and workers compensation coverage is available to selected volunteers deemed agents of the state serving approved and authorized missions during a declared emergency. In the absence a State/County emergency volunteers may be eligible for coverage by the requesting entity.

Protocol: This request is submitted upon a declared local/state emergency in which the need for public health assets exceeds local resources/capabilities. County/Tribal Public Health in coordination with local Emergency Management will submit this form to the state emergency operation center (SEOC) for approval. The SEOC will assign a state resource order tracking number fulfilling the request through the SEOC Health/Medical Branch (e.g. ADHS HEOC). A request should represent the sum of public health resources for the entire jurisdiction. **Complete this form to the extent possible and applicable.** The request process may include a preliminary technical assistance conference call from ADHS HEOC for additional information.



Form Version: ADHS 12-4-13

Print Form

ESAR-VHP information:
www.azdhs.gov/volunteer
www.phe.gov/esarvhp

Request # []

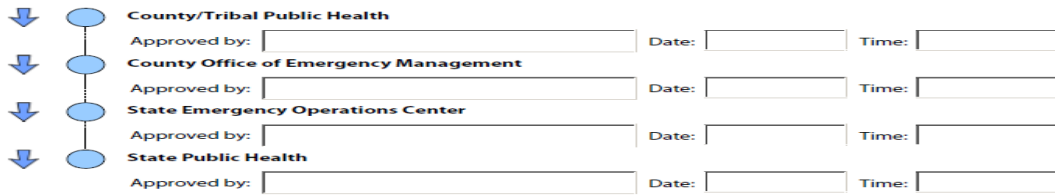
Incident Name: [] Date: []

REQUESTER

Requester Name: [] Title: []
Requesting Entity: [] State: [Arizona]
24hr Contact #/Radio: [] Email: []

FORM ROUTING

SEOC Order Number: [] HEOC Mission Number: []



EVENT

Destination Type: [] Contact Name: []
Check-In Location: [] Contact Phone: []
Address: [] Arrival Date: []
City/State/Tribe: [] Zip Code: [] Arrival Time: []
 Volunteer Reception Center? Care and Feeding Plan? Transportation Plan?
End Date: []
Emergency Declared: []



State Public Health Resource Request Form

(Page 2 of 2)

Personnel (e.g. health volunteers, public health technical assistance, ESAR-VHP activation)

Liability Note: State and/or local sponsored liability and workers compensation coverage is available to selected volunteers deemed agents of the state serving approved and authorized missions during a declared emergency. In the absence a State/County emergency volunteers may be eligible for coverage by the requesting entity.



Form Version: ADHS 12/4

Description of Mobilization Conditions

Nature/Conditions of the worksite: []
Sleeping Accommodations: []
Potential Health Issues: []
Required Immunization/Prophylaxis: []
Safety information/instructions: []
Additional Information: []

PERSONNEL REQUESTED

Note 1: CL-4 = Proof of medical education or experience, CL-3 = Active professional medical license, CL-2 = Currently active in Clinic, CL-1 = Currently active in Hospital
Note 2: Approved requests may take 24 hours verify resource availability. **Note 3:** Typical volunteer resource deployment = 14 days or greater. Operational Periods: 12 hours (not to exceed 5 consecutive operations without 24 hours off).

Volunteer Type: []	Min. Credential Level: []	QTY []
Volunteer Type: []	Min. Credential Level: []	QTY []
Volunteer Type: []	Min. Credential Level: []	QTY []
Volunteer Type: []	Min. Credential Level: []	QTY []
Volunteer Type: []	Min. Credential Level: []	QTY []
Volunteer Type: []	Min. Credential Level: []	QTY []

Additional Notes: []

ATTACHMENT E – Summary of Logistic Considerations for Requesting Entities

To be completed between requesting and receiving entities. Forward or attach any pertinent information along with the Arizona Emergency System for Advance Registry of Volunteer Health Professionals (AZ-ESAR-VHP) Volunteer Request Template.

Liability Coverage (personal and medical) Initiation:

- Identify who is providing the required personal/medical liability, and workers compensation coverage:

Tracking and Monitoring System Integration:

- Ensure the systems used to track and monitor volunteer health professionals are able to integrate with AZ-ESAR-VHP. Comments:
- Information and data is “For Official Use Only” and remains confidential - identify support mechanisms that maintain the security of public health volunteer information (ensuring any out-of-state volunteer personal data received will be securely managed and destroyed within 90 days following the close of the event):

Safety and Security:

- Identify who will be responsible for the safety and security of the requested public health volunteer:

Volunteer Staging and Training Area (VSTA):

- Established a preliminary deployment or check-in site and a final demobilization or check-out site (a local VSTA may be established when sending volunteers out of state – gather additional check-in and check-out information from the receiving state):
- List VSTA location and hours of operation:
- List VSTA point of contact information:

Mobilization, Deployment or Reception (Demobilization):

- Ensure onsite requirements for the identification and verification of the public health volunteer are compliant with appropriate regulatory entities:
- Ensure mobilization, demobilization, and deployment information has been communicated (or ensure a point of contact for further information has been identified):
- Ensure volunteer departure and arrival methods (Air, Bus, Government owned vehicle, or personal owned vehicle) have been identified:
- Ensure tracking and monitoring procedures have been determined (i.e. logging of departure and arrival locations and times, identify key points en route, establish clear check-in and check-out out procedures, and protocols for sending and receiving information):

ATTACHMENT E - Continued

Additional Consideration for Entities Receiving Public Health Volunteers

Note: Recommended information to share with receiving volunteers prior to duty assignment if applicable.

Team Assignment:

- Identified direct report/supervisor:
- Ensure work assignment location and point of contact information has been established:
- Team name (Optional):
- Team leader (Optional):

Communication and Briefings:

- Ensure mission briefing information has been prepared:
- Identify any hospital privileging approval accommodations to be made (as needed):
- Identify related job duty limitations, modifications, and restrictions needing to be updated:
- Communicate volunteer shift schedule:
- Establish a centralized message contact/location volunteers and family members of volunteers can leave messages in the event of a personal emergency:

Living Quarters:

- Identified and communicate availability (or arrangements):
- Describe type (i.e. camp, hotel, shelter):
- Identify and document location:

Transportation:

- Communicate type of transportation that will be used:
- Communicate schedule and location of pick-up and drop-off times:

Sanitation and Personal Hygiene:

- Communicate location of facilities/type/resources:
- Identify personal showers and washing schedules:
- Identify clothing exchange or washing resources:
- Identify location of additional supplies (Personal Hygiene Items):

Feeding:

- Communicate food/feeding resources, location, and schedules:
- Communicate protocols regarding requests for special diets (medical necessities):

Recreation, Relaxation, and Entertainment:

- Communicate type of services available or accessible including location and transportation resources:

ATTACHMENT E - Continued

Additional Consideration for Entities Receiving Public Health Volunteers

Note: Recommended information to share with receiving volunteers prior to duty assignment if applicable.

Medical and Mental Health Needs:

- Communicate type of services available:
- Communicate location/s:
- Identify transportation resources:

Time Keeping and Compensation Claims:

- Be prepared to answer questions regarding workman's compensation claims (or identify point of contact for further information):
- Communicate timekeeping and recording requirements (or identify point of contact for further information):
- Be prepared to answer questions regarding tort type claims and liability protections (or identify point of contact for further information):

ATTACHMENT F – HEOC Volunteer Coordinator Job Action Sheet

Job Action Sheet
Apache County HEOC Health Volunteer Coordinator

Mission:

Management and Coordination of Volunteer Health Care Practitioners, provide integration support for health and medical volunteer systems. Ensure systems are in place to track and monitor health volunteer use and movement.

Position reports to:

Logistics Chief

Position supervises the following positions:

As needed: Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) technical coordinator, Administrative Assistant, Lead Operator

Brief description of the position:

- Submit Requests and Activate Support for Arizona Emergency System for Advanced Registration of Volunteer Health Professionals (AZ-ESAR-VHP)
- Support requests for volunteer health professionals
- Ensure ESAR-VHP guidelines and regulations

Knowledge required to perform duties:

- ESAR-VHP Guidelines, ADHS Emergency Response Plan and HEOC Standard Operational Procedure, ADHS Public Health Volunteer Coordination Plan, Apache County Public Health Services District's Volunteer Coordination Plan
- Arizona Revised Statutes Related to medical or health volunteer liability
- National ESAR-VHP and the Medical Reserve Corps Verification
- Relevant local and national volunteer health professional database access and operations
- EMSystem and EMCredential system access and general operations
- Secure Integrated Response Electronic Notification (SIREN) system access and general operations

Training required to perform duties:

- ICS 100, 200, 700, 800
- MAG 300, MAG 400

Materials needed at workstation to perform duties:

- Internet Access
- [Apache County related system links e.g., ADHS P-drive] and SIREN access
- Phone
- Laptop
- General office supplies
- ADHS Public Health Volunteer Coordination Plan and Apache County Public Health Services

District's Volunteer Coordination Plan

ATTACHMENT G – Brief Summary of State Statues

Note: The summary is intended as a basic reference guide – for a comprehensive listing of Arizona Revised Statutes visit the Arizona State Legislature website <http://www.azleg.gov/ArizonaRevisedStatutes.asp>

Note: Interstate deployment provision for making volunteers agents of the state is referenced in **ARS §26-314 Arizona Administrative Code (AAC) R8-2-703 (December 2008)**.

Code	Title	Subject	Summary
ARS §9-500.02	Cities and Towns	Emergency medical aid; assistance to other public bodies; limitation on liability	Volunteer Health Professional (VHP) Civil Liability Protections
ARS §12-571	Courts and Civil Proceedings	Qualified immunity; health professionals; nonprofit clinics; previously owned prescription eyeglasses	VHP Liability Protections
ARS §12-820.04	Courts and Civil Proceedings	Punitive and exemplary damages; immunity	Neither a public entity nor a public employee acting within the scope of his employment is liable for punitive or exemplary damages.
ARS §12-981	Courts and Civil Proceedings	Definitions	"Volunteer"
ARS §12-982	Courts and Civil Proceedings	Qualified immunity; insurance coverage	Volunteer Civil Liability Protections
ARS §23-801	Labor	Liability of employer	Employer Liable for death of Employee. State Liable for death of VHP/Feds liable for death of VHP
ARS §23-802	Labor	Declaration of policy	Hazardous Occupations/ Emergency Work
ARS §23-803	Labor	Hazardous occupations	Hazardous Occupations/ Emergency Work
ARS §23-804	Labor	Posting of notices by employer	Employer Must Provide Precautionary Information (i.e. State must provide just in time training, safety briefings)

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Code	Title	Subject	Summary
ARS §23-805	Labor	Right of action for damages; two-year limitation	Employer is Liable for Damages. State liable for Damages to VHP (some clarification and limitations)
ARS §23-901	Labor	Definitions	"Employee" and "Volunteer". VHP=State Employee
ARS §23-901.01	Labor	Occupational disease; proximate causation; definitions	State provides VHP with "Occupational Disease" Coverage
ARS §23-901.02	Labor	Liability of last employer; exception	(Some conditions in which someone else other than the State falls responsible for VHP Occupational Disease) "Who's Responsible for Occupational Disease" and any statutes of Limitations.
ARS §23-901.06	Labor	Volunteer workers	VHP = State Employee
ARS §23-902	Labor	Employers subject to chapter; exceptions	Out of State VHPS = State Employee (covered by AZ), also Fed Employee (some coverage under Feds as well).
ARS §23-906	Labor	Liability under chapter or under common law of employer securing compensation; carriers; service representatives; right of employee to make elections; procedure for making election	Employers to Secure Workers Compensation (Employees may elect to reject the provisions in writing prior to injury...if not then assumed to have accepted provisions)
ARS §23-907	Labor	Liability of employer failing to secure compensation; defenses; presumption; right of employee to compensation under chapter; information exchange; civil penalties; settlement of disputed claim	State Pays VHP Workers Compensation

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Code	Title	Subject	Summary
ARS §23-961	Labor	Methods of securing compensation by employers; deficit premium; civil penalty	Listing of How State Pays VHP Workers Comp
ARS §23-1022 (E)	Labor	Compensation as exclusive remedy for employees; public agency employees	VHPs from one jurisdiction serving within the boundaries of another public agency (within an intergovernmental agreement viewed as employees of both – regarding workers compensation)
ARS §26-301 (7)	Military Affairs and Emergency Management	Definitions	"Emergency Worker" and "State of Emergency" VHP and Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) Program Staff
ARS §26-303	Military Affairs and Emergency Management	Emergency powers of governor; termination; authorization for adjutant general; limitation	Governor can suspend any state law or regulation in an Emergency. Governors in Charge.
ARS §26-307	Military Affairs and Emergency Management	Powers of counties, cities, towns and state agencies designated by the governor to make orders, rules and regulations; procedure	During an Emergency when designated by the Governor, a County, City, or Town may waive procedures that prevent the use of Volunteer workers if such procedures hinder or delay mitigation
ARS §26-308	Military Affairs and Emergency Management	Powers of local government; local emergency management establishment; organization	Each County Must be Ready to handle an Emergency. Each County Must Provide VHP list to the State.
ARS §26-309	Military Affairs and Emergency Management	Mutual aid; responsibilities of agencies and officials; interstate and federal agreements	Governor can use Federal Resources i.e. Federal Emergency Management Agency (FEMA), Emergency Management Assistance Contract (EMAC).
ARS §26-310	Military Affairs and Emergency Management	Use of professional skills	In Emergency Arizona VHP, with and active license from another state is OK. Out-of-State VHPs with Out-of-State License OK.

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Code	Title	Subject	Summary
ARS §26-311	Military Affairs and Emergency Management	Local emergency; power of political subdivisions; state agency assistance	Local Emergencies are handled locally - The State can provide assistance
ARS §26-312	Military Affairs and Emergency Management	Authority of executive officers and governing bodies to accept materials or funds	Governor can accept Federal Aid and Support
ARS §26-314	Military Affairs and Emergency Management	Immunity of state, political subdivisions and officers, agents and emergency workers; limitation; rules	Arizona Department of Health Services staff and ESAR-VHP program not liable in an Emergency
ARS §26-353	Military Affairs and Emergency Management	Emergency response; immunity	ESAR-VHP Volunteers not liable in an Emergency
ARS §26-402	Military Affairs and Emergency Management	Emergency Management Assistance Compact (EMAC)	ESAR-VHP Volunteers are licensed from their home state (OK during EMAC), and requesting state covers liability.
ARS §32 Title	Professions and Occupations	List of Professions which require a license in the State of Arizona	VHPs needing Certification Verification
ARS §32-1422	Professions and Occupations	Basic requirements for granting a license to practice medicine	Requirements for an AZ Medical License
ARS §32-1426	Professions and Occupations	Licensure by endorsement	AZ Endorsement OK
ARS §32-1430	Professions and Occupations	License renewal; expiration	Penalty for not renewing license: 1) Pay a Fee, 2) Be Denied a license, 3) Failure of Exam
ARS §32-1471	Professions and Occupations	Health care provider and any other person; emergency aid; non-liability	in an Emergency: Out of State VHPs/Licensees OK to practice and have liability protections
ARS §32-1472	Professions and Occupations	Limited liability for emergency health care at amateur athletic events	VHP working for free - Helping in an Emergency has civil liability protections

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Code	Title	Subject	Summary
ARS §32-1473	Professions and Occupations	Limited liability for treatment related to delivery of infants; physicians; hospitals; exception; definition	Emergency Birth = VHP's and facilities have liability protections
ARS §32-1632	Professions and Occupations	Qualifications of professional nurse; application for license	AZ Nurse Qualifications
ARS §32-1642	Professions and Occupations	Biennial renewal of license; failure to renew; renewal of certification; inactive licensees	AZ Nursing License Renewal regulations/Fees
ARS §36-628	Public Health and Safety	Provision for care of persons afflicted with contagious disease; expenses	Local Boards and Health Departments can use ESAR-VHP (Local Recipient Municipality pays)
ARS §36-787	Public Health and Safety	Public health authority during state of emergency or state of war emergency	Public Health Emergency Definitions. Governor can waive Licensing Requirements for VHPS in an Emergency
ARS §36-790	Public Health and Safety	Privileges and immunities	VHPs (nurses, etc..) Following Orders have Liability Protection in an Emergency
ARS §36-2206	Public Health and Safety	Liability for emergency instructions	VHPs (Med techs, etc...) Following Orders have Liability Protection in an Emergency
ARS §32-2226	Public Health and Safety	Emergency administration of epinephrine by good Samaritans; exemption from civil liability	Any VHP and ESAR-VHP Program Staff giving Emergency Epinephrine Has Liability Protection
ARS §36-2263	Public Health and Safety	Civil liability; limited immunity; good Samaritan	VHPs and ESAR-VHP Staff Protected by Good Samaritan Laws
ARS §48-818	Special Taxing Districts	Emergency medical aid or assistance to other public bodies; limitation on liability	VHPs and ESAR-VHP Program Staff helping in an Emergency have Liability Protections

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Code	Title	Subject	Summary
Uniformed Services Employment and Reemployment Rights Act (USERRA)	note: USERRA can apply to a civilian VHP if the VHP was activated by FEMA	Rights of Volunteer Health Professionals to continue employment	In State VHPs serving under FEMA have return to work protections. Out-of-State VHPs serving under FEMA have return to work protections.

ATTACHMENT H – Apache County Volunteer Training Program

Once you are registered on ACPHSD's volunteer program and the state website there are several training program you can choose to get yourself familiar with the volunteer operations and core competencies based on the Medical Reserve Corp program. Some of the course links are provided below and others will be announced periodically.

Orientation course

At a minimum, an orientation course (Introduction to Public Health – New Employee Training should be completed by health volunteers. This orientation course is designed to familiarize volunteers with the Apache County emergency plans and its roles and responsibilities in the community related to health volunteer coordination. After a volunteer registers in AZ-ESAR-VHP and completes the application form for any Apache County program that remains to be integrated with the state or partner organization, they will be notified about the next in-person orientation and about the process for logging in to the online course.

ICS Training

Consider including basic Incident Command System (ICS) and National Incident Management System (NIMS) courses, such as ICS-100 and IS-700 (the basic NIMS course), as part of their training curriculum. The NIMS Integration Center strongly recommends that volunteers with a direct role in emergency and incident management and response take ICS and NIMS training. The amount of training depends on the individual's position in response operations, as follows:

- **Entry Level**—FEMA IS-700: NIMS, An Introduction and ICS-100: Introduction to ICS or equivalent as well as IS-200.B: ICS for Single Resources and Initial Action Incidents and IS-800.B: National Response Framework, An Introduction

There will be just-in-time (JIT) training (e.g., training necessary for a specific job accomplished immediately prior to an individual assuming the job). This training may be necessary for existing health volunteers who are assigned jobs in an emergency and for individuals who volunteer the Apache County MRC unit as part of a general call for volunteers during a large-scale emergency.

Training Sources

Many sources of medical, emergency management, weapons of mass destruction (WMD) response and public health training are available to volunteers at little or no cost. Counties and Local MRC units are encouraged to integrate MRC TRAIN into their volunteer training program, and website resources. For more information contact your state MRC coordinator.

Training sources include:

- www.training.fema.gov/emiweb/IS/is100.asp
- <http://training.fema.gov/IS/crslist.asp> (FEMA On-Line Course List)

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- <https://training.mema.state.ma.us>
- www.texasapc.net/EmergencyPreparedness/APCCourses/MRC (Texas Emergency Management)
- www.prepareiowa.com
- www.region4a-mrc.org
- www.umvmrc.org/
- <http://training.fema.gov/EMIWeb/IS/is26.asp> (FEMA - IS26 Guide to PODs)
- <http://www.crestaznm.org/crest/ecs/main/home.html?homeid=uberlink> (U of A Preparedness Training Institute – On-Line Courses)

**ATTACHMENT I – Apache County AZ-ESAR-VHP Registrants
(As of 06/27/2016)**

APACHE COUNTY ESAR-VHP REGISTRANTS as of 06/27/2016

Advanced Practical Nurse	0
EMT	1
Health related workers	2
LPN	0
Licensed Social Worker	0
Laboratory Technician	0
Registered Nurse	0
Veterinarian	0
Non-Medical or Other	12
Total	15

Apache County Public Health Services District

17. PAGE ___ OF ___			18. PREPARED BY (NAME AND POSITION) USE BACK FOR REMARKS OR COMMENTS													

ATTACHMENT L: HHS Credential Levels Defined

**Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP)
Credential Level Definitions**

ESAR-VHP Credential Level Definitions

- **Level 1:** Highly qualified and actively employed in a hospital and has hospital privileges.
- **Level 2:** Highly qualified to deliver services in a wide variety of settings (examples include but not limited to: clinics, private practices, and nursing homes)
- **Level 3:** Meets basic qualifications to practice.
- **Level 4:** Healthcare experience and education that would be useful in basic care or support services.
- **None:** Do not accept volunteer at this time. The state has received information disqualifying participation or cannot verify credentials needed to assign the individual to one of the four levels.

Note: *Credential levels requirements are relevant for each critical profession and follow guidelines to ensure national interoperability. Additional professions and credential level requirements may be added to future version of the registry according to statewide needs and future HHS ESAR-VHP regulations.*

Attachment M- 311 Call Center Operations

Operation of the 311 Call Center is dependent on volunteers to help staff the Call Center after the first operational period to keep the center running on a regular schedule during an event/incident.

Type of Volunteers:

- Volunteer: Someone who willingly provides his/her services without receiving compensation.
- Spontaneous Volunteer: An individual who comes forward following a disaster to assist a governmental agency or non-governmental organization (NGO) with disaster related activities during the response or recovery phase.

Call Center Volunteers assist the ACPHSD with answering phone calls from community members in a call center atmosphere, greet individuals as they enter the center, and assist with check-in and check-out of volunteers.

The Need:

The Apache County Public Health Services District identifies volunteers as an essential component to the mission success. Trained volunteers are needed to staff the 311 Call Center which will be activated in the event of a public health emergency or request comes down from Apache County Emergency Management where 311 Call Center operations is required. It has been determined that the Apache County Public Health Services District (ACPHSD) does not have sufficient resources to complete this task without the assistance of volunteers.

This appendix deals specifically with recruiting and retaining affiliated volunteers which will be utilized to staff the 311 Call Center. Training for call center operations is also provided by ACPHSD, but are not part of this appendix.

It is estimated that in the event of a full activation of the 311 Call Center, at least 12 Volunteers will be needed to assist with answering telephones during the two 12-hour shifts, for a total of 22 volunteers needed each day the call center is open and operating at a full activation.

Outreach and Recruitment:

Recruitment for affiliated volunteer programs must be active and ongoing. ACPHSD is always actively recruiting 311 Call Center Volunteers. Methods vary but include announcements through networking, establishing partnerships, online websites, radio advertisements/PSA, local newspapers and social media. Active recruitment for 311

Call Centers is always on-going during all county events to include the Apache County Fair, Preparedness Fair, and local hospital health fairs.

It is possible for volunteers to “over commit” themselves by being contacted by more than one agency during an emergency. Because of this, it is important to recruit a sufficient number of volunteers. It is also known that in the event of a public health emergency, some registered and trained volunteers will choose not to or will not be able to participate in response and relief efforts.

ACPHSD needs to initiate and maintain active and ongoing 311 Call Center Volunteer recruitment efforts. Volunteers are recruited through partnership and contact with community organizations, civic groups, and social organizations.

Key Recruitment:

1. Ask the volunteers to participate. Announcements are not always enough to get people involved. Make a personalized email or phone call as well as using social media and justserve.org
2. Partnerships with community organizations are necessary. ACPHSD cannot operate with the number of volunteers needed.
 - Faith based community partnerships
 - Nursing school partnerships (Northern Pioneer College)
 - Local Rotary Clubs
 - Chamber of Commerce
 - Justserve.org
3. Statistically volunteers are more willing to volunteer and say “yes” to short term commitment.
4. Timing is everything. Sometime “no” means “not now”.

Methods for Retention

ACPHSD must be committed to ensure that call center volunteers are actively engaging in volunteer opportunities, trainings and are provided with updated emergency response planning resources. To achieve this commitment and goal, ACPHSD should attempt to provide and conduct the following:

- Ongoing, continuing education opportunities
- Invite volunteer participation in ACPHSD activities and events
- Encourage volunteer participation in county exercises and drills
- Present volunteer recognition and appreciation communications
- Continue to foster community partnerships.

311 Call Center Volunteers should be attracted to the position due to an underlying need to assist with the “mission” of Public Health. It has been stated that most people have a desire to “give back” to the community, or assist their neighborhood in some committed manner. It is imperative that ACPHSD instill a sense of valued public service to the volunteers. This has the effect of making 311 Call Center Volunteers even more effective than someone who simply wants to “volunteer” for any cause, or get “involved” with a governmental unit.

Retention is an ongoing issue with many 311 Call Center Volunteers and volunteer programs. Some affiliated volunteers may separate from the program due to life circumstances, such as a job change or move to another area. ACPHSD will actively employ retention tools to include member meetings, training, drills and exercises, continuing education units, and formal recognition or acknowledgment of call center volunteers and their service in order to maintain a clean database.

Additional Methods for Retention of 311 Call Center Volunteers

There are many motivators which compel people to volunteer. A belief in the specific mission (helping others in time of need) is always a strong motivator. Others see volunteering as a way to meet people, increase skill sets, an organization with which they are affiliated is participating, or they were personally asked. One study revealed that 71% of people personally asked agreed to volunteer. While not practical when seeking hundreds of volunteers, this is a powerful tool to attract volunteers.

From the very beginning of the call center volunteers’ involvement with Public Health, frequent and pertinent communications will be maintained. This is essential to keep the volunteers interested and involved. They need to feel that they belong and are a value to the organization. And this only happens when we frequently remind them of this.

There are several other techniques which can be utilized to retain volunteers.

- Welcoming and respecting volunteers
- Informing volunteers through regular communication
- Supporting new volunteers
- Appreciating volunteers
- Rewarding volunteers
- Involving volunteers

New volunteers will be welcomed, even if done electronically. Volunteers also need to feel that they are respected for who they are and what they bring to the volunteer assignment. They will never be viewed as “one of those volunteers.” They serve a vital role in our organization and need to be respected for the function that they perform.

Communications were discussed above but it is worth repeating the critical nature of ongoing and regular communications with the 311 Call Center Volunteers. This is the one way we can keep the group engaged, interested, and informed. Be prompt in your

response to phone calls/e-mails. Return volunteer calls or e-mails within 24 hours. Be thorough in your explanation of call center volunteer duties. Use their names often. This helps developing a personal connection.

ACPHSD must keep the commitments we make to volunteers. People will not support us if you don't provide information requested, address issues they bring up, and/or miss scheduled appointments. Keeping volunteers motivated and excited about the mission is the best guarantee for success.

New 311 Call Center Volunteers need to be supported. Just as we would for new employee, an orientation must be conducted to ensure all pertinent information has been covered. This information includes the mission, role, safety, and operations.

Notification Procedure

During an activation, 311 Call Center Volunteers will be requested by Emergency Management and then ACPHSD will be notified of the request for volunteers to help support the incident.

Notification for volunteers who are registered will come down from Ready Apache County and they will be notified via phone call, text, or email. It is the volunteer's responsibility to inform ACPHSD staff what method they prefer to be notified by.

Time Keeping Procedure

Time keeping is essential in the 311 Call Center. Volunteers are responsible for signing in and signing out every time they enter or exit the call center.

A special form is used for time keeping procedure to track not only ACPHSD staff hours, but as well for 311 Call Center Volunteers and the hours they are spending in the call center.

It is the responsibility of the Volunteer Greeter to insure that all volunteers are signing in and out during the duration of the event.

Call Center Volunteer Roles

The 311 Call Center has several volunteer positions that need to be filled:

Volunteer Reception Center Manager:

- Oversee the operation of the VRC for 311 Call Center Operations.
- Monitor the operation and make staffing changes when necessary.
- Maintain all records of safety and job training provided to volunteers, and hours worked in the VRC by employees and volunteers.
- Set up the room for efficient flow of volunteers and information.
- Brief and assign tasks to staff and volunteers of center.

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- Turn all records in to appropriate agencies weekly or at end of activation.

Greeter/Registration:

- This position greets people with a friendly and firm demeanor, determine the purpose of their visit and directs them accordingly.
- If they are there to volunteer, thank them, give them a “Volunteer Instructions” sheet and ask them to fill out a “Registration Form”.
- If they are media personnel, direct them to the Public Information Officer.
- If they are disaster survivors, refer them to the appropriate relief organization.
- If there is a long wait, some volunteers may not understand the reason and may become impatient. Thank everyone for volunteering, briefly explain the process and ask everyone to be patient.
- Responsible for Time Keeping for 311 Call Center Volunteers.

Phone Operators:

- This position will be handling various types of calls. Primarily from community members who are looking for updated information on the current event. There can also be calls from agencies requesting volunteers, people wanting to volunteer, and media personnel.
- Be sure and take control of each call immediately. You will need to be able to transfer the call or give the caller the appropriate contact information.
- Call log forms as well as evacuation logs are a common form that will be filled out by phone operators. You may need to fill out other forms such as a Volunteer Registration Form or Request for Volunteers form. It’s much more efficient to ask the questions in the order in which they appear on the forms.