Los Angeles County
Disaster Healthcare Volunteers
Deployment Operations Manual

COUNTY OF LOS ANGELES
Public Health

EMERGENCY MEDICAL SERVICES AGENCY
LOS ANGELES COUNTY

Version date: September 5, 2014

Contents

Contents

Acronyms

Acronym	Meaning
AOD	Administrator on Duty
CalEMA	California Emergency Management Agency
CDPH	California Department of Public Health
DHV	Disaster Healthcare Volunteer (used for both the system and individual volunteers)
DOC	Department Operations Center
DPH	Department of Public Health
DSW	Disaster Service Worker
ECL	Emergency Credential Level
EMAC	Emergency Management Assistance Compact
EMS Authority	Emergency Medical Services Authority
ESAR-VHP	Emergency System for the Advanced Registration of Volunteer Health Professionals
FEMA	Federal Emergency Management Agency
HICS	Hospital Incident Command System
ICS	Incident Command System
MHOAC	Medical Health Operational Area Coordinator
MMAA	Master Mutual Aid Agreement
MRC	Medical Reserve Corps
MST	Mission Support Team
NIMS	National Incident Management System
OA	Operational Area
SEMS	Standardized Emergency Management System
SEP	State Emergency Plan
SUV	Spontaneous Unaffiliated Volunteer
VHP	Volunteer Health Professional

Introduction

Section Contents

1. Purpose and Scope

The Disaster Healthcare Volunteer (DHV) system is designed to facilitate and manage the registration, credentialing, and deployment of volunteer healthcare professionals (VHPs) in the event of an emergency requiring medical resource. The DHV program is administered by the California Emergency Medical Services Authority (California EMS Authority). State deployment policies and procedures are described in the state's DHV Deployment Operations Manual). This manual describes Los Angeles County's deployment policies and procedures, and should be seen as subordinate to the state's deployment policies and procedures. The purpose of this Los Angeles County Deployment Operations Manual is to provide Los Angeles County's operational framework, including guidelines and checklists, to guide the deployment of DHVs, including Medical Reserve Corps (MRC) members in such an emergency deployment. The manual addresses the following:

- Local deployment of DHVs based within Los Angeles County;

- Deployment of DHVs from Los Angeles County —both MRC and Emergency System for the Advance Registration of Volunteer Health Professionals (ESAR-VHP) affiliated—outside of the Los Angeles County operational area (OA); and
- Deployment of DHV resources from outside of the Los Angeles County operational area, deployed in to the Los Angeles County operational area.

This Disaster Operations Manual addresses the deployment of volunteers who are pre-registered in the DHV program. It does not address spontaneous volunteers who are not registered in the system at the time of the disaster or emergency. Thus, this manual does not cover the issues associated with such volunteers, known as Spontaneous Unaffiliated Volunteers (SUV). It is a key assumption of this document that SUVs will be directed to register in the DHV system and, when that has occurred, may be deployed according to the guidelines offered here.

The DHV program uses a software system for the management of volunteers (https://www.healthcarevolunteers.ca.gov/). This system addresses the registration, notification, communication, and credentialing needs associated with volunteer management. While effective use of that software is key to the deployment concepts outlined in this manual, this is not a user guide or training manual for the software.

2. Intended Audience

The intended audience for the Los Angeles County DHV Deployment Operations Manual includes:

- The Los Angeles County Medical Health Operational Area Coordinator (MHOAC) program;
- The Los Angeles County Emergency Medical Services (EMS) Agency;
- The Los Angeles County Department of Public Health (DPH);
- Medical Reserve Corps (MRC) coordinators within Los Angeles County, including MRC Los Angeles and Long Beach MRC;
- Healthcare facilities that may utilize DHVs in an emergency.

3. Deployment Operations Manual Conforms to Key Principles

The Los Angeles County DHV Disaster Operations Manual conforms to emergency management principles contained in State and federal law, including:

- Standardized Emergency Management System (SEMS)/National Incident Management System (NIMS);
- State Emergency Plan (SEP);
- California Disaster and Civil Defense Master Mutual Aid Agreement (MMAA);
- Emergency System for the Advanced Registration of Volunteer Health Professionals (ESAR-VHP) guidelines (federal);
- Disaster Healthcare Volunteers Principles of Operation;
- California Public Health and Medical Emergency Operations Manual (EOM)
- CDPH Standards and Guidelines for Healthcare Surge During Emergencies;
- Interstate Civil Defense and Disaster Compact;
- The State of California's DHV Deployment Operations Manual; and,
- Emergency Management Assistance Compact (EMAC).

4. Expectations and Governing Principles

A. Expectations for DHV System Use

The DHV system is intended for use in response to declared emergencies. Use of the system for non-disaster situations such as day-to-day staffing needs at healthcare facilities is not appropriate use.

It is understood that being properly prepared for emergencies will require use of the system to train or exercise for disaster preparedness. Similarly, it is appropriate to use the system to organize volunteers and to communicate with them regularly in order to be fully prepared for emergencies when they occur.

To ensure an effective response, it is expected that the Los Angeles County MHOAC program, in cooperation with the Department of Public Health (DPH), will have effective communications in place with all MRC coordinators within Los Angeles County. The MHOAC program and MRC coordinators are expected to communicate regularly and ensure that any limitations to readiness of resources are promptly and appropriately communicated. This includes routine

access to coordinators via telephone, as well as routine conference calls as part of the activation, notification, and deployment planning process.

B. Disaster Service Worker Volunteer Program

All volunteers deployed through the DHV system must be registered as Disaster Service Workers (DSW) prior to being deployed. The responsibility for ensuring that each deployed DHV is properly registered and sworn in as a DSW belongs with the individual unit—i.e., the three MRC units and the one Los Angeles County EMS Agency affiliated Los Angeles County Surge Unit. Each unit will have processes in place for the registration of DHVs as DSWs, including swearing in volunteers, management of associated paperwork, and management of any claim submitted under the DSW volunteer program for compensation relating to injuries incurred while serving in an emergency deployment or approved pre-deployment training or exercise.

The DSW program allows for registration on a one-time basis, for a limited and defined period of time, or for the period the DSW volunteer is a member of a group. In Los Angeles County:

- It is the responsibility of the unit coordinator to ensure that Los Angeles County DHV volunteers are properly registered and sworn in prior to deployment.
- Record keeping will be done by each unit according to the policies outlined in the State DSW Volunteer Program Guidance (available at http://www.calema.ca.gov/PlanningandPreparedness/Pages/Disaster-Service-Worker-Volunteer-Program.aspx).
- All Units in Los Angeles County must enter the date the DSW registration occurred into the DHV system for each volunteer that was sworn in. Units may also choose to upload copies of the DSW form into each volunteer's profile.
- Los Angeles County DHV volunteers may be registered as DSWs either for the specific incident or for the length of their participation in the unit. To the extent possible, these volunteers may also be sworn in prior to a disaster. Units may choose to administer the DSW registration and oath at team meetings or trainings on an annual basis.
- It is understood that volunteers from all four of the Los Angeles County Units are registered DSWs for the length of their membership in a unit.
- Each MRC unit will register its members at the time of enrollment according to their specific procedures. MRC units may also choose to register and swear in volunteers as DSWs at time of deployment.
- Volunteers in the Los Angeles County Surge Unit will at minimum be registered and sworn in as DSW at the time of deployment.

C. System Administrator Rights

The DHV system is organized into "units." Within Los Angeles County, there are three units: two MRC Units (Los Angeles and Long Beach) and one Los Angeles County Surge Unit (affiliated with the Los Angeles County EMS Agency.). It is expected that each of these units has

one or more individuals who are granted administrative rights over the unit of volunteers. In order to ensure this capacity, each unit should work closely with the DHV Coordinator at the California EMS Authority to ensure proper training and proper assignment of permissions necessary to perform the unit coordinator role.

Administrative rights in the software system include permissions to access and manage volunteers within a specific unit. Permissions in Los Angeles County are configured as follows:

- The MRC coordinator (and any designee) for each of the Los Angeles based MRCs has administrative rights for all DHVs enrolled within that specific MRC unit.
- The Los Angeles County Surge Unit coordinators, including designees in the Los Angeles County EMS Agency, have administrative rights over the surge unit.
- The Los Angeles County MHOAC program (and designees) has administrative rights for all DHVs registered in the county including all volunteers registered with MRCs located within Los Angeles County.
- The state level administrators, i.e., California EMS Authority staff, have administrative rights for all DHVs enrolled in Los Angeles County and for all units statewide.

System administrators, both county level and MRC, are expected to routinely communicate with the DHVs within their unit. Routine communication is important for operational readiness and for volunteer management.

D. Role of the MHOAC

All system administrators are expected to communicate regularly with the Medical Health Operational Area program, through the Department of Public Health and Los Angeles County EMS Agency DHV program leads. While the MHOAC his/herself may not actually function as a hands-on administrator, it is imperative that s/he be informed as to the status of DHV volunteers in the Los Angeles County operational area and the level of readiness that exists.

E. Photos of DHV Volunteers

As a part of the regular volunteer registration or DSW registration, volunteers may request that a picture of them be uploaded into their profile. The picture should be a "professional" type of picture the volunteer has, or may be a picture taken as a part of a unit event. Units may also decide whether a picture of the volunteer is a requirement. In all cases, the unit coordinator or designated system administrator must upload photos into the DHV system. For security reasons, individual volunteers are not granted authority for this function. Thus, the administrator must ensure that the proper photos are uploaded to the system and coordinated with the proper volunteer.

F. Expectations Regarding Volunteers

The following expectations are also articulated in the state's Deployment Operations Manual, and represent a foundation for volunteers in Los Angeles County. Expectations regarding the nature of the DHVs enrolled in the system have been articulated in the federal ESAR-VHP guidance and elsewhere. Some of the key expectations and assumptions are listed below:

- *DHVs deployed through the DHV system are not first responders.* These resources are not to be considered a rapid-reaction force. It is assumed that in emergencies and disasters, first responders will be appropriately deployed. The deployment of preregistered DHVs in the DHV system will most likely take several days to arrange.

- *DHVs in the DHV system are not self-deploying or self-supporting—either as individuals or as units.* Thus, deployment of these resources will require organization, preparation, and significant effort on the part of MHOAC programs.

- *Volunteers enrolled in the system are indeed <u>volunteers</u>.* This means that they have a right to be informed about the nature of the incident and what to expect about field conditions, housing, etc. It also means they are not paid for their service.

- *DHVs are not assets.* Thus, unlike medical supplies, the number and type of volunteers available for a given incident will vary based on individual availability and interest in deploying.

G. Volunteer Code of Conduct

A Volunteer Code of Conduct is provided in Appendix D. It is up to the local unit coordinator to provide the code to individual volunteers for signature. This code does not preempt or preclude MRCs or other units from establishing additional expectations or conduct codes of DHVs or MRC members.

Volunteers are expected at all times to act in a manner consistent with their professional status and licensure. In agreeing to participate in the DHV system as a volunteer, each individual acknowledges understanding the nature of the volunteer role, the process for verifying credentials, and affirms that all information they provide in the system will be truthful.

H. Volunteer Responsibilities to Maintain Their Profiles

Volunteers are expected to update their profile in the system regularly and as needed. Thus, if there is any change to one's licensure status or personal or professional information, it is expected that the volunteer will access the DHV system and make appropriate changes.

I. Expectations Regarding Credentialing and Privileging

Deployed healthcare volunteers must be properly licensed and credentialed for the professional capacity expected of them. It was primarily to meet this challenge that the national ESAR-VHP

program and California's DHV program were developed. The following expectations and assumptions pertain to DHV credentialing and privileging:

- The DHV system regularly checks the licenses of professionals registered in the system to ensure that they have an active, unencumbered license. This checking occurs at least daily whether or not there is an emergency or an active deployment of volunteers. Also, licenses can be checked on an "as needed" basis, (e.g., at the push of a button in the DHV system prior to a specific deployment).

- The DHV system utilizes a process for checking and validating the "Emergency Credential Level" (ECL) of volunteers in the system. The system assigns the following designations which are readily visible at the time of a deployment:
  - ECL 1 = "Hospital Active," i.e., having an active, unencumbered license and confirmed to have been employed or privileged in a hospital within the last six months. Certain professions, such as Physicians, Physicians Assistants, Advance Practice Nurses, Psychologists who prescribe medications and carry a DEA license, must enter that license number into the DHV system in order to be credentialed to ECL 1.
  - ECL 2 = "Clinically Active," i.e., having an active, unencumbered license and confirmed to have been actively employed in a clinical setting within the last six months.
  - ECL 3 = "Licensed or Equivalent," i.e., having an active, unencumbered license (or equivalent).
  - ECL 4 = "Experienced or educated", i.e., having completed clinical education.

- Federal guidelines and guidelines set by The Joint Commission[1] set a lower threshold for disaster credentialing and privileging than for routine employment or privileging. An example of these lower thresholds is the disaster credentialing provision of The Joint Commission guidelines, which provide a 72-hour window to accomplish credentialing of disaster volunteers using a streamlined credentialing process. The ECL system used by the DHV system is designed to work with those lower thresholds. Receiving institutions should recognize that DHVs deployed by the system are licensed appropriately and, in the case of ECL 1 or 2, have had recently confirmed employment which suggests that they have been properly vetted either by a hospital or some other clinical setting.

J. Expectations for Badging and Identification of DHV Volunteers

Identification of DHV volunteers in Los Angeles County will be based on matching the volunteers with their government issued photo identification—e.g., California Driver's License or passport—and their clinical license. The system will not rely on a county-issued DHV identification or membership card. **Los Angeles County expects all volunteers to bring their government-issued photographic identification (such as driver's license) and clinical license**

---

[1] The Joint Commission standards EM.02.02.13 and EM.02.02.15

at the time of deployment. Any county-issued DHV membership card will not serve for identification purposes.

Individual sites, at which DHVs may be deployed, may choose to use incident-specific badges, passes, or identification tags. It is the responsibility of the site security to provide any such identification.

Concept of Operations

Concept of Operations

Section Contents

Concept of Operations—Summary Checklist

Activation/Use Considerations:

❐ Has an emergency been proclaimed?
❐ Is deployment in support of an emergency—e.g., approved training/exercise?
❐ Did the decision to use DHV originate in the MHOAC program?

Key Mobilization Steps in the DHV System:

❐ Step I—Create Mission
❐ Step II—Notify Volunteers
❐ Step III—Determine Volunteer Availability
❐ Step IV—Create Rosters
❐ Step V—Send Reminders/Follow up
❐ Step VI—Address Cancellations or Modifications of Rosters/Missions
❐ Step VII—Follow Day of Deployment Process
❐ Step VIII—Deactivation & Reassignment
❐ Step IX—Demobilization

Local MRC Deployment Considerations:

❐ Short term local deployments may occur without notification of the MHOAC program
❐ Communicate local emergency deployments to the LAC MHOAC program
❐ Inform the MHOAC program of estimated duration of deployment
❐ Inform the MHOAC program of any out of OA deployments

This section provides a summary of the likely use, activation criteria, roles and responsibilities, and decision-making processes related to the DHV system in Los Angeles County. In this discussion, the terms "activation" and "deployment" have the following meanings:

- **Activation** is the decision making process regarding the use of volunteers.
- **Deployment** is the process of sending out volunteers, supplies, and support systems as part of a disaster response.

1. Roles and Responsibilities

A. Los Angeles County MHOAC Program

Consistent with the State DHV policies and procedures, the decision to use or deploy DHVs in response to a disaster or emergency lies with the county's MHOAC program. In addition, the MHOAC program is primarily responsible for responding to requests from outside the OA, i.e., requests from California EMS Authority to supply DHV resources in other OAs throughout the state.

B. Incident Management Team

This manual and the DHV program are consistent with ICS, SEMS and NIMS. It is the responsibility of the requesting OA to provide oversight of deployed DHVs. This responsibility may be assigned to an incident management team. An incident management team referenced within this document may be comprised of incident command staff, Department Operations Center (DOC) staff, site management staff, healthcare facility management staff, etc.

C. Volunteer Management Leader

In both the Los Angeles County EMS Agency and Department of Public Health, key responsibility for DHV deployment coordination and support lies with the appropriate Los Angeles County DHV program administrative lead or Volunteer Management Leader. In emergencies that are primarily a medical/health or hospital surge response, that responsibility rests with the Volunteer Management Leader of the Los Angeles County EMS Agency. In public health emergencies, responsibility rests with the Volunteer Management Leader of the Department of Public Health.

The scope of the responsibility includes at a minimum:

- ❐ Notification of volunteers,
- ❐ Coordination of efforts among units, i.e., Los Angeles County Surge Unit and MRCs,
- ❐ Development of rosters,
- ❐ Providing 24/7 contact for deployed volunteers,

❏ Addressing discipline and performance problems,
❏ Providing mobilization/demobilization services,
❏ Arrange for the appropriate health or mental health follow up for volunteers, and
❏ Ensuring proper recognition of volunteers.

Appendix A outlines the shared job elements for these positions within the two agencies.

D. Logistics Section of Department Operations Centers

As with the Volunteer Management Leader position, the determination of which department's DOC is responsible will depend on the nature of the declared emergency—i.e., whether it is primarily a hospital surge response or a public health response.

The Logistics Section of the DOC of the appropriate department is responsible for the logistics support of deployed DHVs. This includes support of local DHVs within the Los Angeles County operational area as well as support of Los Angeles DHVs deployed out of the OA or incoming DHVs from another OA.

2. Activation Criteria

With the exception of local MRC deployments, training events, and exercises, activation of the DHV system requires a proclaimed emergency. **Under no circumstances will any volunteer or member of a DHV unit self-deploy to an incident.** When deployment is in response to a declared emergency (local, state, or federal), no volunteers will be deployed before ensuring that the appropriate declaration is in place. However, the system may be used pending an emergency declaration to poll volunteers, identify available resources, and plan for deployment once a declaration is made.

3. Likely Use Scenarios

LAC is likely to deploy DHV volunteers in the following scenarios:

- For the local MRC units, volunteers may be deployed for local (city, county, or operational area-based) emergencies, non-emergency events, training, and exercises, as well as in support of the additional scenarios described below.
- The Los Angeles County Surge Unit may be deployed for local (city, county, or operational area-based) emergencies, non-emergency events, training, and exercises, as well as in support of the additional scenarios described below.

- For all LAC DHV units, system activation and deployment may come in response to a medical, health, or mental health professional resource request from a hospital or other provider within the OA during a disaster or public health emergency.
- For all LAC DHV units, system activation and deployment may come in response to a major disaster that results in a hospital surge or public health emergency.
- For all LAC DHV units, system activation and deployment may come in response to a request to provide mutual aid outside of the OA.

4. Decision to Activate Volunteers

DHV Activation – Sequence of Events

☐ The LAC EMS Agency's Administrator on Duty (AOD) is the likely first point of contact for an incident in which DHVs are likely to be deployed, including requests from outside of the LAC OA. For certain public health emergencies, the likely first point of contact might be the Health Officer or Department of Public Health Emergency Desk.

☐ The AOD will contact the appropriate Department (LAC EMS Agency or Department of Public Health).

☐ The specific request for DHVs from within the OA will either come from local hospitals via a formal resource request, with generation of an approved, state recognized resource request for medical/health resources (e.g. as found in the California Public Health and Medical Emergency Operations Manual, or EOM) , *or* as part of incident action planning within the DOC.

☐ If the request for DHVs comes from requestors within the county, but outside of the DOC, the request will be reviewed and approved (or rejected) by the LAC EMS Agency or DPH DOC. If approved, the request is forwarded to the Logistics Section.

☐ If the use of DHVs evolves as part of the incident action planning process, it is anticipated that the Logistics Section Volunteer Management Leader will be involved in the planning process.

☐ Requests to deploy DHVs between LAC EMS and LAC DPH will be managed at the departmental level (not the unit leader level).

5. Mobilization Process

Once a decision to activate DHVs is made, the following mobilization process should occur:

❒ Step I--Creation of Mission
  ❒ Convene a conference call between DPH and EMS to establish communication expectations and to agree on how mission requests will be set up in Mission Manager.
  ❒ Los Angeles County DPH and/or EMS Agency staff will create a mission and deployment group(s) in the DHV system utilizing the Mission Manager (unless system is unavailable).
  ❒ DPH will coordinate with the two MRC units. Units who will be assisting with the response will be invited to utilize the created mission to notify and track their volunteers.

❒ Step II—Notification Process
  ❒ When a request for volunteers to respond to an emergency is received from DPH and/or Los Angeles County EMS Agency, a notification email will be sent by designated Unit Administrators to their respective unit volunteers through the DHV system. (The requesting agency – EMS and/or DPH – will provide the template for the notification email to be sent by the unit administrator. See Appendix C.)

❒ Step III—Availability Response Process
  ❒ A volunteer availability response email will be sent to each volunteer who replied to the notification with his or her availability to respond. The volunteers' DHV status will be made "Available" in the DHV system for each deployment group the volunteer selects. A volunteer is considered "available" if they have indicated their willingness and availability and have not yet received an assignment.
  ❒ Gathering availability should be an ongoing process, rather than a one-time occurrence.
  ❒ Regular calls between DPH and EMS (if both are involved in the deployment) should continue through the rostering process, as should on-going conversations DPH and EMS DOC Logistics.

❒ Step IV—Rostering Process
  ❒ Based on specified (i.e. clinical or non-clinical) volunteer staffing needs, staff will draw from a pool of "available" volunteers in each deployment group on the DHV system; the status of each volunteer that will be deployed should be changed from "available" to "rostered." A "confirmation of assignment" email will be sent to each rostered volunteer, with specific reporting instructions.

❒ Verification of licensure and required qualifications for each volunteer must be completed prior to converting volunteer's status to "rostered." A volunteer is considered "rostered" if they have had their license verified, required qualifications confirmed, and have received a specific assignment. (See the CORES/DHV system administration manual for specific instructions.)

❒ Step V—Reminder/Follow-up Process for Rostered & Available Volunteers
   ❒ Rostered volunteers:
      ▪ A confirmation reminder **email** will be sent to rostered volunteers as soon as possible or within 72 hours prior to deployment.
      ▪ A confirmation reminder **phone** message will be delivered to rostered volunteers 24 hours prior to deployment.
   ❒ Available volunteers who are not rostered
      ▪ A "release of availability" email will be sent to available volunteers as soon as known or within 72 hours prior to a deployment. Volunteers who receive this release of availability have not been rostered and therefore need to be released as soon as it is apparent that they will not be needed for a particular assignment.

❒ Step VI—Cancellations/Modifications of Deployment and/or Rostered Assignment
   ❒ Cancellation/Modification of Deployment:
      ▪ Rostered and Available volunteers will be immediately notified of the *cancellation* of a deployment via the DHV email system.
      ▪ Rostered volunteers will be immediately notified of any *modification* to a deployment via the DHV email system.
      ▪ Depending on the timing of the cancellation/modification, the unit administrator may decide to make follow-up phone calls to these volunteers.
   ❒ Cancellation of Volunteer Assignment –
      ▪ If a rostered volunteer must cancel his/her assignment, the volunteer's status is updated from "rostered" to "unavailable" on DHV. Best efforts will be made by staff to identify an equivalent replacement.

❒ Step VII—Day of Deployment Process
   ❒ **No volunteer shall self-deploy under any circumstances.**
   ❒ Check-in –
      ▪ Per specific reporting instructions provided in confirmations and reminders of assignment email communications, rostered volunteers will be informed of work shift times and required identification documents (i.e. government-issued identification and clinical license, etc.).

- All volunteers must check in with specified staff at location of deployment.
- ❐ Assignment – After check-in, rostered volunteer will be given his/her assignment.
- ❐ Check-out – Prior to leaving deployment location, all volunteers must check-out with specified staff where they were assigned.

❐ Step VIII—Deactivation & Reassignment
- ❐ After checking out from the assigned shift, volunteers are automatically deactivated in the DHV system unless they have already been assigned for another deployment.
- ❐ If new deployment opportunities are available, volunteers will be assigned utilizing steps detailed above.

❐ Step IX—Demobilization

Managing Demobilization Behavior

Hospitals and clinics may try to re-assign volunteers for the next day/shift without going through the EMS DOC Logistics Volunteer Unit Leader. This is human nature, but causes problems.

Volunteers may not be reassigned directly by staff at the assignment location. If a hospital, clinic, POD, etc, would like the volunteer to remain for additional shifts or return for another disaster assignment, then that request must go back through the Logistics section in the Department DOC that is overseeing the volunteer deployment. The request will go from that Department DOC to the Department where the volunteer Unit is located to make the determination on the reassignment request.

- ❐ Demobilization occurs when all requests for volunteers have concluded.
- ❐ Volunteers will be notified by unit coordinators of demobilization.

6. MRC Units and Local Deployments

The Medical Reserve Corps (MRC) units located within Los Angeles County may be activated by local authorities. For example, in a local emergency, the local authorities may request activation of the MRCs. No authorization by the county is required for this deployment.

MRC coordinators should inform the Los Angeles County DPH Volunteer Management Leader when their units is activated or their units' readiness is compromised due to local deployments or training events.

Therefore, the deployment and communication policy for MRCs within the Los Angeles County Operational Area is as follows:

❐ MRC units may be activated and deployed in response to local needs. This may be in response to a locally declared emergency, for local training or exercise needs, or other local need.
❐ Short term, non-emergent deployments need not be communicated to the Los Angeles County MHOAC program.
❐ If deployment is in response to an emergent incident, the local MRC unit coordinator will communicate the deployment to the LA MHOAC program, (i.e., Jee Kim, Sandra Shields, or designee), in order to allow the county to evaluate response capability and to evaluate the potential growth of the emergent incident.
❐ If the deployment is for an extended duration, i.e., greater than a short-term, one-day deployment, the local MRC unit coordinator will inform the MHOAC of the estimated time that the MRC would be available for deployment.
❐ If the deployment is out of the Los Angeles Operational Area, the MRC coordinator will inform the MHOAC program of the deployment and the estimated time that the MRC would be available for deployment within the Operational Area.

7. Multi-Operational Area Deployment Overview

A. Introduction

Depending on the nature of the underlying incident, Los Angeles County may require DHV resources from other Operational Areas. Similarly, Los Angeles County, given its size and resources, is likely to be asked for assistance in a disaster.

This manual addresses the actions that must be taken if a DHV deployment takes place in Los Angeles County or if Los Angeles County DHV resources are deployed outside of the OA.

The State of California DHV Deployment Operations Manual details the deployment of DHV resources between and among OAs.

B. Flowchart

This flowchart describes the overall process of requesting and deploying DHV resources between and among OAs.

REQUESTING Operational Area

Incident Occurs

1. Exhaust Local Resources
2. Request DHV Resources

8. Receive DHV Resources

9. Training, Orientation

10 Volunteer Assignments

11. Demobilization

SENDING Operational Area

3. Receive Request

4. Identify who will manage logistics and operational issues for the DHV Volunteers

5. Locate Local Deployable Volunteers

6. Create Mission & assign DHVs

7. Mobilize and Transport DHVs

12. Post Deployment Volunteer Management

EMSA

Requesting DHVs

Requesting DHVs

Section Contents

Requesting DHV Resources Checklist

The following checklist should be used by the Volunteer Management Leader or designee in determining whether DHV resources should be requested and which resources to request. This checklist should be used in discussion with particular facilities that may be requesting resources.

Pre-Request:

- ❒ Has an emergency or disaster been declared?
- ❒ Are there existing conditions (e.g., as a result of the underlying incident) that would suggest the need to determine fitness for duty screening for volunteers? (See Appendix J)
- ❒ Is there a need to address logistical concerns, such as housing, feeding, and transportation of volunteers?
- ❒ If yes, has it been determined which entity will address the logistics concerns?
- ❒ Has it been determined where volunteers should report?
- ❒ How much lead time is there before volunteers are needed?
- ❒ Will ECL levels be accepted by the requesting facility?
- ❒ Will DHV volunteers report directly to facilities, or will volunteers go to a mobilization center first? (And if so, where is the mobilization center?)

Request considerations (for resource request form in the California Public Health and Medical Emergency Operations Manual):

- ❒ Which occupation(s) are needed?
- ❒ Number of personnel needed for each occupation?
- ❒ Specialty/subspecialty requirements?
- ❒ Emergency Credential Level(s) required/desired for each occupation?
- ❒ Any specific training requirements?
- ❒ Specific language capabilities required/desired?
- ❒ Expected duration of assignment? (minimum one shift) (Note that requests for volunteers for less than one shift cannot be filled by DHV volunteers due to the time and resources involved. If healthcare facilities need volunteers for shorter periods, consider referring the request to other partner volunteer programs such as CERT.

1. Determining the Need for DHV Resources

Prior to requesting DHV/MRC resources, the LAC MHOAC program should confirm the following:

- ❏ Is the health professional/staffing resource available through mutual assistance agreements?
- ❏ Is the health professional resource available from the internal operational area medical surge or corporate mechanisms, such as shared staffing between health care facilities?
- ❏ Is the health professional resource need immediate and significant?
- ❏ Has the supply of the requested health professional resource been exhausted, or is exhaustion imminent?
- ❏ Is the health resource or an acceptable alternative of the resource available from other sources, including local (internal operational area) volunteers, medical surge staffing measures such as extended shifts, healthcare staffing registries, etc.?
- ❏ Have payment/reimbursement issues related to the deployment and logistics support of volunteers been addressed? (Note: Volunteers are not paid as part of their deployment.)

2. Requesting DHVs from Within Los Angeles County

Requests from the field, i.e., from an existing healthcare facility, an alternate care site, or from the incident management team of another site seeking DHVs, should be developed using the EOM Medical Health Resource Request Form.

The request should be submitted to the appropriate DOC, (Los Angeles County EMS Agency or DPH), for review and necessary action.

3. Requesting DHVs from Outside Los Angeles County

In a situation in which local resources are determined to be inadequate to meet the needs presented by the emergency, the Los Angeles County Operational Area may request personnel, including DHVs, from outside the OA. This request will be done in accordance with the California Public Health and Medical Emergency Operations Manual.

Deploying DHVs

Deploying DHVs

Section Contents

Deploying DHVs—Summary Checklist

Los Angeles County Deployments:

- ☐ Activate Field Volunteer Coordinator Role
- ☐ Make onsite visits to every deployment site where DHVs are deployed
- ☐ Ensure deployed DHVs receive appropriate support and management
- ☐ Ensure distribution of ICS 226—Performance Evaluation Forms
- ☐ Address specific volunteer concerns including behavioral/performance concerns
- ☐ See Appendix C for critical pre-deployment communication elements

Out of Los Angeles OA Deployments:

- ☐ Ensure requests made in accordance with State Deployment Operations Manual
- ☐ Volunteer Management Leaders/Emergency Managers will evaluate each request for clarity regarding:
  - o Location and Mission
  - o Type/Number of volunteers requested
  - o Service site details
  - o Clarification of logistics concerns
- ☐ Volunteer Management Leaders/Unit coordinators:
  - o Appoint a travel leader volunteer for each group of volunteers deploying
  - o Notify volunteers of potential/actual mission
  - o Acknowledge preferences of volunteers
  - o Admonish against self-deployment
  - o Determine availability of volunteers
  - o See Appendix C for critical pre-deployment communication elements
  - o Generate rosters
  - o Determine need for point of embarkation or mobilization
  - o Arrange "check-in" procedure
  - o Designate travel leads
  - o Distribute travel cards, as needed

1. Deploying DHVs Within Los Angeles County

A. Field Coordination

Whenever DHVs are activated, a Field Volunteer Coordinator should be activated as part of the ICS structure. This role's function is to ensure the appropriate coordination, support, and management of deployed volunteer health professionals.

In an incident in which deployment of individual DHVs lasts multiple shifts or days, the **Field Volunteer Coordinator (see Job Action Sheet in Appendix B**) would:

- Make onsite visits to every deployment site where volunteers have been deployed through the DHV system;
- Ensure that deployed DHVs are being appropriately managed and supported;
- Ensure distribution of volunteer performance evaluation forms (using ICS Form 226; see discussion below) to receiving sites; and
- Ensure that specific problems are resolved.

B. Evaluation of Volunteer Performance

At time of disaster, all Los Angeles County DHV units will determine the appropriate requirements for volunteer performance evaluations. (For example, units may only require performance evaluations be completed for volunteers deployed for five consecutive days or more, etc.) After the performance evaluation requirements for that particular deployment are determined, unit leaders will ensure that performance evaluations are given to all deployed DHVs by the DHV's immediate supervisor at the location where they are assigned, using a **National Incident Command System form 226, Individual Personnel Rating**, (see Appendix E). The form 226 should be uploaded and stored in each volunteer's DHV file, after review by the appropriate unit coordinator and/or the appropriate LAC Volunteer Management Leader.

If a volunteer receives a rating of "Unacceptable," the coordinator for the unit where the DHV is assigned should do the following:

- ❒ Review and follow their unit's policies on volunteer disciplinary actions.
- ❒ Fully read and review the form and all comments;
- ❒ If appropriate, communicate with the issuer of the Form 226 to ascertain additional details or relevant information;
- ❒ Consider consulting with the LAC EMS Agency and/or DPH Volunteer Management Leaders to determine the appropriate follow up strategy with may include meeting with the volunteer in person, by phone, or by letter to discuss the evaluation results and

necessary next steps (training, restriction from volunteers outside of Los Angeles County, etc.);

❏ Document the resolution of the matter according to each unit's DHV volunteer disciplinary policy.

Violation of the DHV Code of Conduct may be cause for dismissal from the deployment and the DHV program. In Los Angeles County, the Volunteer Management Leaders shall have the authority to remove a volunteer from a specific deployment. Each individual unit may apply its own rules regarding discontinuing membership or enrollment with the unit.

2. Deploying DHVs Outside Los Angeles County

A. Processing Requests for DHVs

Any deployment of Los Angeles County DHVs out of the county will be in response to a request from the State of California, through the California EMS Authority, the Joint Emergency Operations Center, or the State Operations Center. Requests for DHVs originating outside the Los Angeles County Operational Area will be made in accordance with the State DHV Deployment Operations Manual. As such, all requests for resources will be made in accordance with SEMS/NIMS. **A primary principle of SEMS and of mutual aid in general is that no jurisdiction must deplete its own resources if doing so would leave it unacceptably vulnerable.**

Emergency managers and Volunteer Management Leaders in Los Angeles County should ensure that the following issues are clear in the resource request:

❏ Location and type of mission for which DHVs are requested;
❏ The number, type, and expected level of disaster training and preparation (such as Hospital Incident Command (HICS), FEMA ICS classes, etc.) for deployment of the requested DHVs;
❏ Details regarding the duty setting, work environment, housing conditions, deployment duration, likely transportation mechanisms, and other aspects of the deployment; and,
❏ Which agencies will be coordinating and supporting deployment logistics.

Within Los Angeles County, the Volunteer Management Leaders will evaluate the request, including determining if resources are available from within the LAC County Surge Unit, LAC MRC unit, and/or Long Beach MRC. Local MRC units will be considered for deployment only after other resources are exhausted.

As part of the deployment process, the Volunteer Management Leader, in coordination with MRC or LAC Surge Unit coordinators, should address the following issues for out-of-area deployments:

❐ **Notification Process:**
- Ensure the initial notification addresses the location of the incident.
- Notification may be limited to those DHVs who have indicated preferences for out-of-area deployment or deployment of a length of time that is appropriate to cover the request.
- Ensure that admonition against self-deployment is part of the original notification message to DHV volunteers.
- Consider setting up a call center for handling inquiries of registered DHVs, (especially if the incident is one that commands significant public attention and DHVs are likely to be interested in responding).
- See Appendix C for critical pre-deployment communication elements

❐ **Availability Response Process:**
Ensure that all DHVs are notified of the deployment's location and duration, likely transportation arrangements, service site conditions, fitness for duty considerations (shift length, ability to walk, stand, and lift, etc.), and any other information that would be pertinent to a DHV deciding whether they are available to be deployed.

❐ **Rostering Process:**
- Licensure and qualifications must be verified prior to deployment through the DHV system.
- For out-of-OA deployments, and if available resources permit, consider limiting rosters to those DHVs with a minimum of ICS 100 level training.
- Ensure that DSW registration/oath is completed prior to sending DHVs out of the Los Angeles County OA.
- See Appendix C for critical elements to be communicated to volunteers.

❐ **Day of Deployment Process:**
- Determine whether there will be a mobilization center or point of embarkation for Los Angeles DHVs prior to being sent to another OA.
- Ensure that information about the mobilization center is communicated to DHVs.
- Arrange for a "Check-in" procedure at point of embarkation. At the check-in point, ensure that roster information is accurate and up to date, and that DHVs are provided with all appropriate contact information, including contact in receiving OA and contact in Los Angeles. (If a mobilization center is needed, follow written mobilization procedures maintained by each unit.)

- Consider designating "team leads" or "travel leads" for deployed groups of DHVs traveling together. The limited duties of this role include carrying DHV contact information and copies of the formal deployment rosters for delivery to the appropriate individual(s) in the receiving OA.
- If travel conditions—e.g., availability of aircraft, etc.—necessitate that DHVs travel alone or in very small groups, consider the use of a "deployment card" for each traveling DHV. Such a card should include a 24-hour contact telephone in Los Angeles (i.e., unit coordinator or designated contact), who-to-call information if there are problems with transportation, and contact information for appropriate individuals in the receiving OA. (This could be designated by the local MHOAC program and/or could be a Mission Support Team (MST) representative.)

❒ **Demobilization Process:**
- Ensure that there is a process for interviewing DHVs on their return from deployment outside the OA.
- Ensure that there is a sufficient "welcome home" process for volunteers. Consider individual phone calls to returning DHVs and/or group meetings for returning DHVs.
- Ensure that DHVs are educated about potential post-deployment mental and physical health concerns and are made aware of resources for addressing them.
- Ensure that returning DHVs are given formal recognition for their services.

Receiving DHVs

Section Contents

Receiving DHVs—Summary Checklist

Key Issues to Consider for Receiving DHVs:

- ❑ Travel arrangements
- ❑ Meeting arriving DHVs/check-in location/mobilization center(s)
- ❑ Giving assignments to arriving DHVs
- ❑ Housing
- ❑ Food
- ❑ Other logistical concerns (e.g., parking, local transportation)
- ❑ Informing sending MHOAC of DHV arrival
- ❑ Briefing of incoming DHVs on mission, necessary trainings
- ❑ Providing local volunteer management contact information to DHVs
- ❑ Providing DHVs with information about possible post-deployment mental/physical concerns
- ❑ Transportation home

Key Tools Used for Tracking DHVs From Out of the LAC OA During Deployment:

- ❑ DHV generated roster
- ❑ ICS Form 204—Assignment List
- ❑ ICS Form 211—Incident Check-in List
- ❑ HICS Form 253—Volunteer Staff Registration

1. Operational Activity

As with requesting volunteers from outside the OA, the process of receiving and managing volunteers follows the principles set out in SEMS and in the State's DHV Deployment Operations Manual.

Key principles include:

- Once deployed, DHVs come under the control of the local incident management team in the receiving OA.
- In accordance with the principle of not self-deploying, all DHVs will be deployed through the DHV system. Thus, **only those out-of-OA volunteers who are on a DHV-generated roster and have appropriate identification will be accepted and scheduled for duty.**
- DHVs are expected to perform their duties in a professional manner and abide by the appropriate Code of Conduct.

2. Key Responsibilities

The key responsibilities for the management of incoming DHVs are identified in Appendix B – Field Volunteer Coordinator job action sheet – and include:

- ❒ Ensuring that DHVs' travel arrangements are completed. This may involve:
  - o Communication with State logistics staff to ensure that arrangements are made to transport the DHV from the sending OA to Los Angeles.
  - o Ensuring that a clear point of arrival/check-in/mobilization is designated and communicated to the sending OA (and/or California EMS Authority duty officer).
- ❒ Ensuring that there is a process in place for meeting DHVs and having DHVs "check-in".
- ❒ Ensuring that arriving DHVs are given their assignment.
- ❒ Ensuring that housing is arranged for incoming volunteers and that they have the appropriate information to access that housing.
- ❒ Ensuring that other logistical concerns, including food, have been addressed.
- ❒ Ensuring that sending OA is informed when DHVs have arrived in Los Angeles.
- ❒ Ensuring that incoming DHVs are briefed on the local mission and receive necessary orientations or trainings (which might include briefings on safety, local rules and code of conduct, and training related to one's assignments).
- ❒ Ensuring that DHVs have the contact information of a local, Los Angeles County volunteer coordinator or designee.

❑ Ensuring that DHVs have opportunity to obtain information on possible post-deployment mental and physical health issues including arranging for a mental health exit interview prior to departing the OA when necessary.

❑ Ensuring that, at the end of deployment, arrangements are in place for transportation of DHVs to their home OA.

3. Volunteer Tracking During Deployment

When Los Angeles County is receiving volunteers from other operational areas, the responsibility for managing the tracking/accountability of DHVs, belongs with the Volunteer Management Leader position working in conjunction with the Volunteer Field Coordinator (see Appendix B – Field Volunteer Coordinator job action sheet).

In all deployments, and especially in deployments outside the Los Angeles County operational area, individual DHVs are expected to take actions that ensure accountability and volunteer safety. In particular, deployed DHVs will:

- Adhere to the safety concerns and trainings provided,
- Ensure that the local incident management team or team leader is aware of their whereabouts by, at a minimum, checking out and checking in to the deployment area, and
- Provide local/personal contact information to the local incident management team.

The grid below represents actions that must be taken to ensure accountability of DHVs on deployments involving either sending of Los Angeles DHVs to other OA or receiving DHVs into Los Angeles from an another OA. The forms/paperwork listed are suggestions of how to perform the required action. **The referenced forms are available in the State DHV Deployment Operations Manual and in the appendices of this manual.**

Checkpoint (point in time)	Responsible entity	Appropriate Forms/Paperwork	Additional Notes
Embarkation/arrival for transportation or duty	Los Angeles County MHOAC Program, assisted by appropriate Volunteer Management Leader(s) (if sending volunteers out of area, via transportation provided by Los Angeles MHOAC).	DHV-generated Roster (from DHV system) ICS 204 – Assignment List or ICS 211 (Incident Check-in List) may	Ensure deployed DHVs given 24/7 contact number and have opportunity to provide it to family. Ensure collection of DHV personal contact information—e.g., cell

Checkpoint (point in time)	Responsible entity	Appropriate Forms/Paperwork	Additional Notes
	If DHVs will self-transport from Los Angeles to the impacted OA, then that MHOAC Program is responsible. The Los Angeles County MHOAC needs to: ❑ Know about DHVs departing from and returning to the Los Angeles County operational area, whether they are from unaffiliated DHVs or MRC Units. ❑ Record arrival of DHVs <u>at</u> the receiving (deployment) site and <u>from</u> the incident site.	be used	phone/pager Check DHV's identification documents against deployment roster Ensure DSW process completed Need to ensure that Los Angeles County MHOAC knows of arrival of DHVs at deployment location. If receiving DHVs from outside Los Angeles, Los Angeles MHOAC program need to ensure that sending MHOAC is informed of arrival of DHVs.
Arrival of DHVs for duty (if different from above)	Los Angeles MHOAC Program-if deployment within Los Angeles County operational area. Receiving MHOAC program—if deployment outside of Los Angeles County operational area	HICS 253 – Volunteer Staff Registration Check-off against DHV-generated Roster	Issue badge or local identification, if appropriate
Beginning of each shift (check in)	Incident management team or delegated team lead	HICS 253 – Volunteer Staff Registration	This may be the same as "arrival for duty" for a one-day/one-shift assignment
End of each shift	Incident management	HICS 253 –	Maintain tally of hours

Checkpoint (point in time)	Responsible entity	Appropriate Forms/Paperwork	Additional Notes
(check out)	team or delegated staffing lead	Volunteer Staff Registration	volunteered
If DHV leaves the deployment area (lodging/meals or work site)	Local IC or team lead is responsible for knowing where DHVs are including where they are lodged. If leaving the deployment area, the DHV is responsible for notifying proper authority. If DHV leaves without authorization, the MHOAC program is not responsible for the DHV during the period of unauthorized absence.		DHV is responsible for ensuring that local incident management team /team leader is aware of their leaving the deployment area and provides appropriate contact information.
Conclusion of mission	Incident management team or delegated team lead	HICS 253 – Volunteer Staff Registration Check-off against DHV-generated Roster	This may be the same as "end of shift" for a one-day/one-shift assignment Collect badges, if appropriate Tally total number of volunteer hours worked per volunteer When deployment is within Los Angeles County, the Los Angeles MHOAC program, with assistance from

Checkpoint (point in time)	Responsible entity	Appropriate Forms/Paperwork	Additional Notes
			appropriate Volunteer Management Leader(s) should ensure that tallied information is made available to the sending MHOAC.
Embarkation for transportation home	Receiving MHOAC Program (if outside of Los Angeles) For deployments within the Los Angeles County operational area, the Volunteer Field Coordinator and the appropriate Volunteer Management Leader(s)	Check-off against DHV-generated Roster	Ensure that sending MHOAC is informed of the DHVs leaving the receiving OA. Ensure no DHV is being left behind.
Return/arrival home	Sending MHOAC Program—if deployment within Los Angeles. For deployments outside of Los Angeles, the Volunteer Management Leader(s)	Check-off against DHV-generated Roster	Sending MHOAC may conduct a hot wash after the event. If DHVs sent from Los Angeles, each specific unit coordinator is responsible for conducting hot wash and post-deployment operational debriefing as indicated.

4. Embarkation/Arrival of DHVs for Transport or Assignment

The following chart, from the State of California DHV Deployment Operations Manual, outlines the specific responsibilities and steps that should be taken in connection with receiving DHV volunteers from another OA.

The forms referenced in the chart can be found in the appendices of this manual.

Sending MHOAC Program When sending volunteers out of area, via transportation provided by sending MHOAC or the Receiving MHOAC Program if DHVs self-transport and arrive at duty location.	

Arrival of DHVs	**The sending MHOAC needs to:**
	
	Know about DHVs departing from and returning to the MHOAC's OA
	
	  Form: Use the Assignment List from DHV system
	
	  Track by recording arrival of DHVs at the receiving site and from the incident site.
	
	  F**orm:** ICS 204, Appendix F, *"Assignment List."*
	
	  Form: ICS 211, Appendix G, *"Incident Check-in List."*
	
	1. Ensure deployed DHVs given 24/7 contact number and will have opportunity to provide it to family
	2. Ensure collection of DHV personal contact information—e.g., cell phone/pager
	3. Check DHVs' identification documents against DHV-generated Assignment List.
	4. Ensure DSW process completed.
	5. Ensure that sending MHOAC is informed of arrival at deployment location

	Arrival of DHVs for Duty (if different from above)

Disaster Healthcare Volunteers Deployment Operations Manual – 9/5/2014   Page 47

	Responsible Party: Receiving MHOAC Program if DHVs self-transport and arrive at duty location
	
	    Form: DHV system-generated roster
	
	    1. Check-off against DHV-generated Assignment List
	    2. Issue badge or local identification, if appropriate

Shifts	**Beginning of Each Shift** (check in)
	
	Responsible Party: Incident commander or delegated team lead
	
	    Form: HICS 253, Appendix I, *"Volunteer Staff Registration."*
	
	    This could be the same as "arrival for duty" for a one-day/one-shift
	
	    assignment

	End of Each Shift (check out)
	
	Responsible Party: Incident commander or delegated team lead
	
	    Form: HICS 253, Appendix I, *"Volunteer Staff Registration."*
	
	    Maintain tally of hours volunteered

	If DHV Leaves the Deployment Area (lodging/meals or work site)
	
	Responsible Party: Local IC or team lead is responsible for knowing location of DHVs, including sleeping location.
	
	    1. If leaving the deployment area, the DHV is responsible for notifying proper authority.
	    2. If DHV leaves without authorization, the sending/receiving MHOAC is not responsible for the DHV during the period of unauthorized absence.
	    3. DHV is responsible for ensuring that local incident commander/team leader is aware of their leaving the deployment area and provides appropriate contact information.

<table>
<tr>
<td rowspan="3" style="text-align:center">Conclusion and Return Home</td>
<td>

Conclusion of Mission

Responsible Party: Incident commander or delegated team lead

    Form: HICS 253, Appendix R, *"Volunteer Staff Registration."*

    Or Check-off against DHV-generated Assignment List

1. This may be the same as "end of shift" for a one-day/one-shift assignment
2. Collect badges, if appropriate
3. Tally total number of volunteer hours worked per volunteer
4. Receiving MHOAC should ensure that tallied information is made available to the sending MHOAC

</td>
</tr>
<tr>
<td>

Embarkation for Transportation Home

Responsible Party: Receiving MHOAC Program

1. Check-off against DHV-generated Assignment List
2. Ensure that sending MHOAC is informed of the DHVs leaving the receiving OA.
3. Ensure no DHV is being left behind.

</td>
</tr>
<tr>
<td>

Return/Arrival Home

Responsible Party: Sending MHOAC Program

1. Check-off returning volunteers against DHV-generated Assignment List
2. Sending MHOAC may conduct a hot wash after the event.

</td>
</tr>
</table>

5. Volunteer Identification

Identification of DHV volunteers in Los Angeles County will be based on matching the volunteers with their government issued photo identification—e.g., California Driver's License or passport—and their clinical license. The system will not rely on a LAC-issued DHV membership card. Los Angeles County expects all volunteers to bring their government-issued photographic identification (such as driver's license) and clinical license at the time of

deployment. Any county-issued DHV membership card will not serve for identification purposes.

Individual sites, at which DHVs may be deployed, may choose to use incident-specific badges, passes, or identification tags. It is the responsibility of the site security to provide any such identification.

When Los Angeles County DHVs are being sent to another OA, it should be noted that not all jurisdictions will manage identification in the same way. It is the responsibility of the requesting OA to state their requirements for identification at the time of the request. It is the responsibility of individual DHVs to comply with the identification requirements. Also, if a receiving OA or facility provides and requires badges, it is the responsibility of DHVs to comply with that requirement.

6. Management of Injuries During Deployment

The Los Angeles County DHV program is committed to the health and well-being of its volunteers. As noted above, every deployed DHV will have been sworn in as a DSW. The DSW Volunteer Program will be the sole source of workers' compensation in the case of injury during a deployment.

In the case of illness or an injury to a DHV during a deployment or an approved training or exercise, the following actions should be taken:

- ❑ Seek appropriate and timely medical care. If the injury is emergent in nature, the incident commander should select the most appropriate healthcare provider.
- ❑ As soon as is practicable, the injured volunteer or deployment-site volunteer supervisor, manager, or incident commander should contact the injured DHV's unit coordinator or county point of contact (e.g., incident commander, volunteer unit leader, etc.) to report the injury, the volunteer's status and needs, plan of care, and necessary follow-up actions.
- ❑ If necessary, the volunteer should seek compensation through the DSW Volunteer Program.

The guidance for accessing the DSW Volunteer Program for workers' compensation benefits is described in the State of California DHV Deployment Operations Manual. In addition, information and forms can be accessed at the following site: http://www.calema.ca.gov/PlanningandPreparedness/Pages/Disaster-Service-Worker-Volunteer-Program.aspx

7. Volunteer Support During Deployment

For complex deployments, (i.e., more than one shift served locally), support of the deployment should include baseline communications and tracking of volunteers necessary to enable contact with deployed DHVs. This includes:

- ❐ Providing a 24/7 telephone contact which DHVs can provide to their families, and ensuring that all DHVs have this number prior to deployment (it can be communicated to volunteers through the DHV system).
- ❐ Compiling a current contact list of the personal cell phone/pager numbers of deployed DHVs.
- ❐ Maintaining current emergency contact information for all deployed DHVs.

8. Volunteer Conduct During Deployment

Volunteer-related problems encountered during deployment, (code of conduct violations, health issues, performance issues, etc.), should be reported up the chain of local incident command (to the volunteer's supervisor), to the Volunteer Field Coordinator and the Volunteer Management Leader(s). **When problems or concerns involve volunteers received from other OAs, the issues will also be communicated to the appropriate sending MHOAC program.**

Demobilization

Demobilization

Section Contents

Demobilization—Summary Checklist

- ❏ Release from Duty
- ❏ Out-processing and Exit Interview
- ❏ Volunteer Brief of Replacement
- ❏ Notification of Home MHOAC or Unit Coordinator
- ❏ Completion of Tracking Data
- ❏ Transportation Back to Point of Departure/Embarkation
- ❏ Operational debriefing
- ❏ Consider the post-assignment mental and physical well-being of DHVs
- ❏ Welcome Home
- ❏ Follow Up

1. Post-Deployment Record Keeping

As noted above, each unit in Los Angeles—i.e., each individual MRC and the Los Angeles County Surge Unit—is responsible for collecting and maintaining DSW registration and oath forms. As DHVs will be deployed through the DHV system, the majority of records associated with the deployment will be kept within the DHV system and be available through it. Thus, a record will be available in the system indicating which volunteers were deployed for each mission. Rosters created in the missions are available and accessible to system administrators within the DHV system.

The DHV system may be used to capture additional specific information about a mission. Thus, depending on the availability of the system, unit coordinators in Los Angeles may use the DHV system to capture information about shifts and hours worked for each volunteer. Other information captured in the system may include data related to check-in and check-out.

Los Angeles County units will collect the minimum data set as outlined in the California DHV Disaster Operations Manual. Thus, whether captured in the DHV system or otherwise collected, the following information for each volunteer will be maintained by the individual units:

- ❏ Mission/deployment (including incident name, location, etc.),
- ❏ Date(s) of service,
- ❏ Number of hours of volunteer service,
- ❏ Role assigned during deployment, and
- ❏ Individual Performance Rating (ICS form 226).

In situations in which Los Angeles DHVs are sent to other operational areas, the receiving MHOAC program should produce an ICS form 226 for each deployed DHV. It is the responsibility of the Los Angeles unit coordinator to review and address the performance rating. These records should be maintained locally. (See Evaluation of Volunteer Performance on page 34.)

2. End-of-Incident Demobilization Interview

A county unit coordinator must ensure that all DHVs should receive a post-deployment interview as soon as possible upon returning home. The appropriate Volunteer Management Leader(s) will coordinate these efforts with the specific unit coordinators involved. The interview may be quick or comprehensive, one-on-one or in a group, conducted as a phone call or in person, depending on the needs of the deployment. The particular content of an interview will be determined by the nature of the incident to which the volunteers have responded. At a minimum, out-processing of

volunteers should address any physical concerns (e.g., exposures that may have occurred during a deployment) and mental health concerns related to the volunteer's experience.

Volunteers should be informed of common mental health reactions to the experiences they have been involved in and informed of any mental health resources that are appropriate and available.

Beyond health and mental health concerns, post-deployment interviews should address what went well with the deployment process as well as identifying those areas that need improvement.

Finally, Los Angeles County volunteer management leaders should ensure that proper recognition of DHV service should be part of the post-deployment interview.

Appendices

Appendices

Appendices Contents

Appendix A: Volunteer Management Leader Shared Job Elements

Volunteer Management Leader—Shared Job Elements

While the Volunteer Management Leaders of both the Los Angeles County Emergency Medical Services Agency and the Department of Public Health may have somewhat different duties, the following job elements are shared as relate to the DHV system.

Communications:

- Maintain ongoing communication with other Volunteer Management Leader
- Maintain ongoing communications with unit coordinators
- Ensure coordination of efforts among Los Angeles County Surge Unit and MRCs

Requests for DHV Resources:
- Ensure request for volunteers are directed to appropriate Volunteer Management Leader
- Work with requesting entity (e.g., healthcare facility) to ensure that request for services is appropriate (e.g., request entails services available in DHV system, request for appropriate duration of service, etc.)
- Facilitate request for DHV resources using Medical Health Resource Request Form
- Evaluate requests for out of OA deployment of Los Angeles County DHV resources
    - o Ensure resources are available
    - o Ensure requests are appropriate

Notification/Deployment:
- Ensure timely notification of volunteers of possible and actual deployments
- Ensure volunteers are admonished against self-deployment
- Ensure appropriate creation of missions
- Oversee creation of rosters
- Ensure 24/7 communication with deployed DHVs
- Address volunteer discipline and performance issues (both during and after deployment)

Post-deployment:
- Ensure proper debriefing and demobilization services available for DHVs
- Ensure proper recognition of volunteers
- Ensure returning volunteers informed of available resources

Appendix B: Field Volunteer Coordinator Job Action Sheet

DHV FIELD VOLUNTEER COORDINATOR

Version 1.0

Mission:

> Provide support for deployed Disaster Healthcare Volunteers (DHV). Ensure that deployed volunteers are being utilized appropriately. Assess needs of deployed volunteers and assist the MHOAC program in responding to ongoing volunteer needs.

Qualifications (Recommended):

- ☐ NIMS IS 700 or equivalent
- ☐ Familiar with DOC Operations
- ☐ ICS Training
- ☐ Required DOC training
- ☐ Experience managing volunteers
- ☐ Valid California Driver's License

Equipment (Recommended):

- ☐ Communications Equipment—2-way radio, cell phone, contact numbers, computer with printer and Internet access
- ☐ Automobile
- ☐ Vest/ID Badge
- ☐ Roster of Department of Public Health and Emergency Medical Services Agency staff
- ☐ Roster of sites and contact information for all sites where DHVs deployed
- ☐ Rosters of DHVs deployed through the DHV system
- ☐ GPS system

Immediate Duties:

- ☐ Read entire Job Action Sheet
- ☐ Put on Vest
- ☐ Obtain briefing on current and proposed volunteer staffing situation from Volunteer Management Leader (s), including:

- o   Numbers and locations of DHVs deployed
- o   Likely duration of incident
- o   Known volunteer needs

Ongoing Duties:

☐ Make onsite visits to every deployment site where volunteers have been deployed through the DHV program

☐ Ensure that specific needs or concerns of deployed volunteers are addressed

☐ Communicate concerns or unmet needs to the Volunteer Management Leader(s)

☐ Assess the overall needs of deployment sites for healthcare professional resources and help MHOAC program assess that need and plan for ongoing efforts to meet the need

Extended Duties:

☐ Prepare End of Shift Report and present to oncoming Field Volunteer Coordinator

☐ Prepare updated end of shift reports and brief oncoming Volunteer Management Leader

☐ Clean up your work area before you leave

☐ Leave a forwarding phone number where you can be reached

☐ List all supplies and resources that need replenishment

☐ Plan for the possibility of extended operational periods related to the incident and ongoing activities.

Appendix C: Los Angeles County DHV Communications Templates for Los Angeles Unit Coordinators

The following templates should be used in drafting messages to volunteers through the DHV system as outlined in the Mobilization Process:

Notification e-mail:

The contents of a notification e-mail will be incident specific. In drafting an e-mail to notify DHVs of the incident and the possibility of volunteering, unit coordinators should include the following information:

- Information about the nature of the incident that may require response—e.g., earthquake, vaccination effort for pandemic, etc.;
- Time frame in which volunteer response is anticipated—e.g., need to staff shelters for an anticipated period of time, anticipated schedule for vaccination efforts, etc.;
- Specific requests for licensure, certification, clinical expertise and/or credentials, or ability (e.g., language ability);
- Specific risks or conditions relating to the incident that a volunteer would reasonably need to know in determining availability to volunteer, including ability to walk and stand, lift, carry, etc.;
- Any receiving-facility or county expectations regarding recent tuberculosis testing (either PPD or chest x-ray);
- Method of communicating with unit to indicate willingness/availability to volunteer;
- Thanks for the volunteer's commitment.

Confirmation e-mail or other communication with rostered volunteers:

Confirmed volunteers should receive clear communication regarding the following elements prior to the deployment:

- Confirmation of their deployment, including deployment location, travel information, directions, parking instructions, mobilization center check-in information, and related logistics.
- Appropriate attire for the deployment, *including a warning that inappropriately attired DHVs will be turned away.* Appropriate attire will depend on the

deployment and service location (e.g., scrubs vs. cargo pants), and should include guidance on appropriate footwear.

- Fitness for duty expectations, including ability to walk, stand, lift, carry, and other measures of necessary activity related to the mission.
- Notification that personal contact information will be released to the receiving facility/incident commander for coordination purposes.
- Reminder to bring the necessary certifications, *and copies* of those certifications, such as PALS, ACLS, CPR, and their clinical licenses.
- Reminder to bring government-issued photo identification.

Volunteer availability response e-mail template:

Subject: Volunteer Availability

Thank you for responding. We have received and noted your availability. We will be coordinating assignments based on staffing needs at [insert type of location]. If you have been assigned and rostered to a [insert deployment location], you will receive a Rostered Assignment Confirmation email by [insert time frame], which will include specific reporting instructions.

Your commitment is greatly appreciated. If you have any questions regarding this email, please contact [Insert Contact Info]

[Insert Unit Name]

Confirmation of assignment/reminder e-mail template:

Subject: Confirmation/Reminder of Volunteer Assignment

This email is a confirmation that you have been assigned to work at the following [insert type of deployment location—e.g., POD, hospital, etc.]:

Date:

Location:

Address:

Work shift:

Please bring the **following required items** with you when you report to the location:

(1) Government-issued photo identification, such as driver's license or passport.
(2) Clinical License (if applicable)

(3) A printout of the assignment confirmation email

When you sign in at volunteer registration, please indicate which unit you are affiliated with.

We also recommend that you bring the following items with you:

[Insert specific issues related to assignment, if any. e.g., availability of storage space, parking, lunch, etc.]

[Insert specific information related to training, orientation, etc., if applicable]

If you need to cancel this assignment or need further assistance, please email [insert contact e-mail] or call the [insert telephone contact information].

Thank you for volunteering!

[Insert Unit Name]

Confirmation reminder telephone script:

Hello [Insert Name],

This is a reminder phone call that you have been assigned to the following [insert type of deployment location]:

Date:

Work Shift:

Location:

You are required to bring your:

    i.   Government-issued photo identification, such as driver's license or passport.
   ii.   Clinical License if you are clinical staff
  iii.   A printout of the original assignment confirmation email

When you sign in at volunteer registration, please indicate which unit you are affiliated with

Please also make note of the following recommended items:

[Insert specific issues related to assignment, if any. E.g., availability of storage space, parking, lunch, etc.]

[Insert specific information related to training, orientation, etc., if applicable]

If you need to cancel this assignment or need further assistance, please email [insert contact e-mail] or call the [insert telephone contact information.

Thank you for volunteering!

[Insert Unit Name]

Release of availability e-mail template:

Subject: [Insert deployment location] Availability Update

We would like to thank you for informing us of your availability to assist at the following location:

Date:

Location:

All staffing requests for this location have been completed and confirmation emails have been sent to all assigned volunteers through the DHV system. You are receiving this email because we had more available volunteers than volunteer staff needed and will not need your assistance at this location at this location.

We may need you at other locations, so please check the schedule attached to your internal DHV message and continue to submit your availability to us at [insert e-mail address for submission of availability].

Your commitment is greatly appreciated. If you have any questions regarding this email, please contact [Insert Contact Info]

[Insert Unit Name]

Appendix D: California Disaster Healthcare Volunteers Code of Conduct

Version 1.0

The purpose of the Disaster Healthcare Volunteer program is to ensure the deployment of competent credentialed healthcare professional in times of emergency. To ensure the completion of that goal, I shall meet the following standards of conduct:

Professional:

- Maintain and abide by the standards of my profession, including licensure, certification and training requirements.
- Comply with all legal requirements associated with my professional status including confidentiality of personal information and reporting of suspected child abuse, vulnerable adult abuse and neglect.
- Accept assignments appropriate to the level of my skill.
- Be professionally dependable, recognizing the commitment and responsibility in accepting an assignment.
- Act only in the capacity in which I am assigned as a volunteer and refrain from self-deploying, (i.e., going to a disaster area without having been requested by a government agency).
- Treat all individuals with dignity, respect, and personal worth.
- Accept feedback from my supervisor in order to do the best job possible.

Ethical Conduct:

- Avoid situations that could be interpreted as a conflict of interest and refrain from actions that may be perceived as such.
- Refrain from proselytizing or pressuring anyone to accept my political, cultural, or religious beliefs.
- Refrain from accepting tips, requesting meals to be paid for, or otherwise accepting payment for my volunteer work or seeking to gain financial benefit from association with the DHV program
- Address ethical concerns by speaking directly with the colleague/volunteer with whom I have the concern and, when necessary, report such to my team leader or proper authority in the chain of command.
- Abstain from the use of equipment or resources for personal use.

- Refrain from commenting, answering questions, or divulging any information to the media.
- Refrain from taking pictures or videos, and from posting videos or pictures to the Internet (including sites such as YouTube), without first receiving authorization from my supervisor or the press officer.

Safety:

- Follow the directions of my immediate supervisor, team leader, safety officer, incident management team members or other appropriate authority.
- Follow safe workplace practices, including participation in applicable education sessions, using appropriate personal safety equipment and reporting accidents, injuries, and unsafe situations.
- Report any suspicious activity to my supervisor.
- Abstain from all illegal activity.
- Abstain from bringing any weapon to a deployment.
- Abstain from bringing children, friends, and pets to a deployment.
- Abstain from the transport, storage, or consumption of alcoholic beverages and/or illegal substance while on deployment.
- Avoid profane and abusive language and disruptive behavior, including behavior that is dangerous to me and others, (including acts of violence, physical abuse, sexual abuse, or harassment).
- Provide all pertinent and truthful information about my fitness and ability to carry out a particular assignment.
- Ensure that my supervisor, team leader, incident management team or other appropriate authority is aware of my whereabouts and is able to contact me if necessary.
- Wear required identification and clothing if requested to do so. All items of clothing must be suitable for the work environment and should not contain offensive or objectionable material (e.g., slogans or graphics).
- Recognize that I have a responsibility to adhere to the rules and procedures of the Disaster Healthcare Volunteer program and failure to do so, including but not limited to: Failure to satisfactorily perform my assigned duties; Engaging in illegal activity; or gross misconduct, will cause me to be subject for dismissal from the Disaster Healthcare Volunteer program and/or criminal prosecution.

Name of Volunteer: _____

Signature of Volunteer:_____   Date:_____

Appendix E: DSW Frequently Asked Questions

Los Angeles County DSW Frequently Asked Questions (FAQs)

1. What is a Disaster Service Worker (DSW)?
    Answer: *Disaster Service Worker volunteers are persons who have chosen to volunteer their time to assist in a disaster or in a public health emergency. They are required to be registered in the DSW program and do not receive any pay, monetary or otherwise for services provided.*

2. What does the DSW program provide?
    Answer: *The California DSW Volunteer Program provides state <u>workers' compensation insurance coverage</u> in the event a DSW volunteer is injured while performing assigned disaster duties.* ***Los Angeles County volunteers MUST become registered DSW workers BEFORE they volunteer to become eligible for this coverage.***

3. How do I get registered as DSW?
    Answer: *Fill out the "Disaster Service Worker Registration Local and State Information" form. Make sure that highlighted areas are completed, signed and dated. You will take the loyalty oath today that declares you to be disaster service workers in time of need.*

4. Why do I have to sign the form ahead of time?
    Answer: *Since we are expecting a large volume of participants at out conference today, we are requesting that you sign the form ahead of time for ease of deploying you more quickly in case of a future disaster. After you take the loyalty oath, officials administering the oath will sign the DSW registration form. A copy will be stored in your volunteer file.*

5. How often do I renew my DSW status?
    Answer: *The DSW form is good for as long as you remain an active volunteer with the Los Angeles County Disaster Healthcare Volunteer (DHV) program. (This includes Los Angeles County MRC and Long Beach MRC teams.)*

6. Where can I get additional information about the program?
    Answer:
    - *For more information on the State of California Disaster Services Worker program go to: http://www.oes.ca.gov and type in "DSWVP Guidance" in the "Search" box. This brings up a PDF copy of the Disaster Service Worker Volunteer Program Guidance manual.*
    - *The California Government Code for the DSW Program is found in section 3100-3109. (See http://www.leginfo.ca.gov/calaw.html)*

Appendix F: ICS Form 204—Assignment List

1. BRANCH	2. DIVISION/GROUP	**ASSIGNMENT LIST**

3. INCIDENT NAME	4. OPERATIONAL PERIOD
	DATE _____ TIME _____

5. OPERATIONAL PERSONNEL

OPERATIONS CHIEF	DIVISION/GROUP SUPERVISOR	
BRANCH DIRECTOR	AIR TACTICAL GROUP SUPERVISOR	

6. RESOURCES ASSIGNED TO THIS PERIOD

STRIKE TEAM/TASK FORCE/ RESOURCE DESIGNATOR	EMT	LEADER	NUMBER PERSONS	TRANS. NEEDED	PICKUP PT./TIME	DROP OFF PT./TIME

7. CONTROL OPERATIONS

8. SPECIAL INSTRUCTIONS

9. DIVISION/GROUP COMMUNICATIONS SUMMARY

FUNCTION		FREQ.	SYSTEM	CHAN.	FUNCTION		FREQ.	SYSTEM	CHAN.
COMMAND	LOCAL				SUPPORT	LOCAL			
	REPEAT					REPEAT			
DIV./GROUP TACTICAL					GROUND TO AIR				

PREPARED BY (RESOURCE UNIT LEADER)	APPROVED BY (PLANNING SECT. CH.)	DATE	TIME

Appendix G: ICS Form 211—Incident Check-in List

INCIDENT CHECK-IN LIST *Check one:* ☐ Personnel ☐ Handcrew ☐ Misc. ☐ Engines ☐ Dozers ☐ Helicopters ☐ Aircraft	1. Incident Name	2. Check-In Location (complete all that apply) ☐ Base ☐ Camp ☐ Staging Area ☐ ICP Restat ☐ Helibase					3. Date/Time

Check-In Information

4. List Personnel (overhead) by Agency & Name -OR- List equipment by the following format:					5. Order/Request Number	6. Date/ Time Check-In	7. Leader's Name	8. Total No. Personnel	9. Manifest		10. Crew or Individual's Weight	11. Home Base	12. Departure Point	13. Method of Travel	14. Incident Assignment	16. Other Qualifications	16. Sent to RESTAT Time/Int
Agency	Single	Kind	Type	I.D. No/Name					Yes	No							

Page ___ of ____	17. Prepared by (Name and Position) *Use back for remarks or comments*

Appendix H: ICS Form 226—Performance Rating

INDIVIDUAL PERFORMANCE RATING	INSTRUCTIONS: The immediate supervisor will prepare this form for a subordinate person. Rating will be reviewed with the individual who will sign and date the form. The completed rating will be given to the Planning Section Chief before the rater leaves the incident.

1. NAME	2. INCIDENT NAME AND NUMBER	START DATE OF INCIDENT

3. HOME UNIT ADDRESS	4. INCIDENT AGENCY AND ADDRESS

5. POSITION HELD ON INCIDENT	6. TRAINEE POSITION ☐ YES ☐ NO	7. INCIDENT COMPLEXITY ☐ I ☐ II ☐ III	8. DATE OF ASSIGNMENT FROM: TO:

PERFORMANCE LEVEL

9. List the main duties from the Position Checklist, on which the position will be rated. Enter X under the appropriate column indicating the individual's level of performance for each duty listed.	Did not apply on this incident	Unacceptable	Need to Improve	Fully Successful	Exceeds Successful
			EXPLAIN IN REMARKS		

10. REMARKS

11. THIS RATING HAS BEEN DISCUSSED WITH ME (Signature of individual being rated.)	12. DATE

13. RATED BY (Signature)	14. HOME UNIT	15. POSITION HELD ON THIS INCIDENT	16. DATE

Appendix I: HICS Form 253—Volunteer Staff Registration

HICS 253 - Volunteer Staff Registration			
1. FROM DATE/TIME	*2. TO DATE/TIME*	*3. SECTION*	*4. TEAM LEADER*

5. REGISTRATION						
Name (Last Name, First Name)	*Address City, Sate, Zip*	*Telephone Number*	*Certification/Licensure and Number*	*Time IN*	*Time OUT*	*Signature*

6. CERTIFYING OFFICER	*7. Date/Time Submitted:*
8. Facility Name	

Appendix J: Medical Health Resource Request Form

1. **Mission Name:**   Click here to enter text.

2. **Mission Type:**   ☐   Local Emergency   ☐   Local Non-Emergency

3. **Mission Dates:**   **Start:** Click here to enter a date.   **End:** Click here to enter a date.

4. **Shift Times:**   **Start:** Click here to enter text.   **End:** Click here to enter text.

    Describe additional shifts, if needed: Click here to enter text.

5. **Mission Description:** What you want the volunteer(s) to do? Be specific.

    Click here to enter text.

6. **Volunteer Occupation Needed:** <mark>Submit one mission request form per occupation</mark>.

    Occupation Type: ☐   Medical   ☐   Non-Medical   ☐   Either

    Occupation Needed: Be specific. (e.g., RN with Emergency Department experience)

    Click here to enter text.

    How many needed for this mission: Click here to enter text.

    Emergency Credential Level (ECL): For medical occupations only. Check all that apply.

    ☐   ECL 1 - Hospital Active   ☐   ECL 4 - Experienced or Educated

    ☐   ECL 2 - Clinically Active   ☐   No ECL - Indeterminate Credentials

    ☐   ECL 3 - Licensed or Equivalent

7. **Requesting Agency or Organization:**

    Agency/Organization Name   Click here to enter text.

    Name: Click here to enter text.   Title: Click here to enter text.

    Telephone: Click here to enter text.   Cell Phone: Click here to enter text.

    Email Address: Click here to enter text.

8. **Check-In Information:** Where and when do volunteers check in?

    Address: Click here to enter text.

    Check-In Location: Be specific (e.g., The guard shack located at the northeast gate)

    Click here to enter text.

    Check-In Date: Click here to enter a date.   Check-In Time: Click here to enter text.

    Point of Contact: Click here to enter text.   ICS Position: Click here to enter text.

    Telephone: Click here to enter text.   Cell Phone: Click here to enter text.

Email Address: Click here to enter text.

9. **Accommodations Information:** Describe what the requesting agency/organization is providing.

Meals: Click here to enter text.

Lodging: Click here to enter text.

Transportation: Click here to enter text.

Other: Click here to enter text.

10. **Working Conditions:**

☐ Indoors   ☐ Outdoors   ☐ Both

Describe expected working conditions. Be specific.

Click here to enter text.

11. **Preparation Information:** What should volunteers bring to be prepared for the mission?

☐	DHV/Disaster Service Worker card	☐	Flash light and spare batteries
☐	Government issued photo ID	☐	Lunch
☐	Proof of professional licensure	☐	Drinking water
☐	Stethoscope	☐	Non-perishable snacks
☐	Clothing suitable for the HOT climate	☐	Waterless hand sanitizer
☐	Clothing suitable for the COLD climate	☐	Personal prescription medications
☐	Rain gear	☐	Personal hygiene products
☐	Scrubs	☐	Change of clothing
☐	Closed toe shoes or boots	☐	Sleeping bag, pillow and air mattress
☐	Work gloves	☐	Cell phone and charger
☐	Hat or cap	☐	Click here to enter text.
☐	Sun glasses	☐	Click here to enter text.
☐	Sun Screen	☐	Click here to enter text.
☐	Insect repellent with DEET	☐	Click here to enter text.

12. **Additional Information:**

Click here to enter text.

Appendix K: Quick Reference Guide—Complex Deployments

	Items to Consider or Ensure in Complex Deployments
Resource Requests	❐ Location and type of mission for which DHVs are requested ❐ The number, type, and expected level of disaster training and preparation required ❐ Details regarding the duty setting, work environment, housing conditions, deployment duration, likely transportation mechanisms, and other aspects of the mission ❐ Which agencies will be coordinating and supporting deployment logistics ❐ Is a local incident management team needed to support DHVs?
Activation & Mission Creation	❐ Has an emergency been proclaimed? Did the decision to use DHV originate in the MHOAC program? ❐ DHV Unit Coordinators (MRC or Surge Unit) notified? ❐ Consider setting up a call center for handling inquiries from registered DHVs, ❐ Create mission and deployment group(s) in Mission Manager (unless system is unavailable). ❐ Unit coordinators should use the created mission to notify and track their volunteers.
Notification & Availability	❐ Unit Administrators notify their unit volunteers through the DHV system, including deployment's location and duration, likely transportation arrangements, service site conditions, and any other information that would help a DHV decide to deploy ❐ Include admonition against self-deployment in the original notification message ❐ DHV's status becomes "Available" in the DHV system for each deployment group the DHV selects. ❐ A volunteer availability response email will be sent to DHVs who becomes available.

Rostering & Assignment Cancellation/Modification	❐ Verify licensure and required qualifications for each DHV before converting volunteer's status to "rostered." A DHV is "rostered" if their license is verified, required qualifications are confirmed, and they have received a specific assignment.
	❐ Send a confirmation-of-assignment email to each rostered volunteer, with specific reporting instructions.
	❐ Rostered volunteers
	    ○ Send a confirmation reminder **email** to rostered volunteers as soon as possible or within <u>72 hours prior to deployment</u>.
	    ○ Send a confirmation **phone** message to rostered volunteers <u>24 hours prior to deployment</u>.
	❐ Available volunteers who are not rostered
	    ○ Send a "release of availability" email to available volunteers as soon as known or within 72 hours prior to a deployment. Volunteers who receive this release of availability have not been rostered and need to be released as soon as possible.
	❐ Cancellation/Modification of Deployment: The DHV system will notify Rostered and Available volunteers immediately if a deployment is cancelled or modified. The unit administrator may decide to make follow-up phone calls to these volunteers.

Deployment Logistics, Travel & Arrival	❐ If a rostered volunteer cancels an assignment, the DHV's status changes from "rostered" to "unavailable."
	❐ Inform rostered DHVs of work shift times and required identification documents (i.e. government-issued identification and clinical license)
	❐ Consider a staging point prior to sending to another OA. Communicate time/location for embarkation to DHVs, sending/receiving OA, and California EMS Authority duty officer. At check-in, ensure that roster information is up to date
	❐ Ensure that DSW registration/oath is completed prior to sending DHVs out of the Los Angeles County OA
	❐ For DHV groups traveling together, consider designating "travel leads" to carry formal deployment rosters for delivery to the receiving OA
	❐ For DHVs traveling alone or in very small groups, consider a "deployment card" for each DHV, with 24-hour contact telephone in Los Angeles (i.e., unit coordinator or designated contact), who-to-call information if there are problems, and contact information for appropriate individuals in the receiving OA.
	❐ Inform the sending/receiving OA when DHVs have arrived
	❐ Arrange DHV housing and meals as needed. Provide information to access those arrangements.
	❐ Brief incoming DHVs on the local mission. Provide necessary orientations or trainings to address safety, local rules and code of conduct, and assignment-related training
	❐ Provide 24/7 telephone contact number for DHVs to give to their families; disseminate this number prior to deployment.
	❐ Compile current contact list of the personal cell phone of deployed DHVs.
	❐ Maintain current emergency contact information for all deployed DHVs.

	❐ Tracking of DHVs during deployment:
	  o _Arrival of DHVs for duty_: Use HICS 253 form – Volunteer Staff Registration; check-off against DHV-generated roster; issue badge or local identification, if appropriate.
	  o _Beginning/end of each shift (check in/out)_: HICS 253; Maintain tally of hours volunteered.
	  o Local IC or team lead is responsible for knowing where DHVs are lodged. If leaving the deployment area, the DHV is responsible for notifying proper authority.

	❐ Ensuring that, at the end of deployment, arrangements are in place for transportation of DHVs to their home OA.
Demob	❐ Sufficient "welcome home" process
	❐ Process for interviewing DHVs on their return
	❐ Consider individual phone calls, exit interviews, and/or group meetings
	❐ Provide education about potential mental and physical health concerns and relevant resources
	❐ Formal recognition for DHVs' services

Appendix L: Medical Screening Form

(Insert Hospital Name)
DISASTER HEALTHCARE VOLUNTEERS
HOSPITAL ASSIGNMENT PRE-DEPLOYMENT SCREENING

Name: _____

MEDICAL SCREENING		
In order to determine your fitness for duty and ability to participate in the current deployment. Please provide the following information regarding your current health status.		
Do you currently have or within the last 24 hours, have you had a:		
o Fever of > 38C/100.4 F	Yes*	No
o Cough	Yes	No
o Sore throat	Yes	No
o Diarrhea	Yes	No
o Vomiting	Yes	No
Work Restrictions If yes, please list:	Yes	No
Have you had a TB skin test in the past 12 months?	Yes	No
If Yes , what were the results of the test	Positive	Negative
If you ever had a positive TB skin test when was your last chest x-ray ? Date: _____ Results:	Positive	Negative
Have you had any of the following diseases or immunizations for them:		
• Chicken Pox / Varicella	Yes	No
• Mumps	Yes	No
• Rubella	Yes	No
• Rubeola	Yes	No
• Hepatitis	Yes	No
Do you have any current medical conditions or injuries? If yes, please list:	Yes	No
Do you take any prescribed medications? If yes, please list:	Yes	No
Do you have any allergies to medications?	Yes	No

If yes, please list:		

*Fever within the past twenty four hours automatically disqualifies you from deployment.

I understand that any answers in the shaded boxes may preclude me from deployment. This is for my safety and the safety of others.

Volunteer Signature: _____ Date: _____ Time: _____

Reviewed By: _____ Title: _____

❑Deployed ❑Not Deployed ❑ Deployed with Restrictions / Accommodations

(Insert Hospital Name)
DISASTER HEALTHCARE VOLUNTEERS
HOSPITAL ASSIGNMENT POST-DEPLOYMENT SCREENING

RETURN THIS COMPLETED FORM AT CHECK OUT

MEDICAL SCREENING		
In order to determine your current health status and the need for follow up, please provide the following information.		
Did you sustain any health conditions, including injuries, illnesses or exposures during your deployment that would require evaluation and/or treatment? If yes, list and describe them here:	Yes	No
Did you incur any risk factors identified on the *PsySTART Staff Self Triage System* form that indicates a need for further follow up? If yes, list:	Yes	No

Signature: _____ Date: _____ Time: _____

Reviewed By: _____ Title: _____