



*New Mexico Department of Health  
Bureau of Health Emergency Management*



# Volunteer Handbook

**June 2009**

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## ACRONYMS

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

## 1. OVERVIEW

### 1.1 Emergency Systems for Advance Registration of Volunteer Health Professionals

Recent natural and man-made catastrophic events have demonstrated the need for volunteer healthcare professionals and lay volunteers to supplement and enhance response and recovery capabilities during and after such events. Additionally, the potential for widespread consequences from these events often cross jurisdictional lines. As a result, public health preparedness initiatives that include pre-credentialed volunteers have been developed to address local, regional, multi-state and federal collaboration.

Congress passed the Public Health Security and Bioterrorism Preparedness and Response Act of 2002 to facilitate the effective use of volunteer health professionals during public health emergencies. Section 107 of the Act directs the Health and Human Services Secretary to “establish and maintain a system for the advance registration of health professionals for the purpose of verifying the credentials, licenses, accreditations, and hospital privileges of such professionals when, during public health emergencies, the professionals volunteer to provide health services.”

The Health Resources and Services Administration (HRSA) of the United States Department of Health and Human Services (HHS) was delegated the responsibility for assisting each state in establishing a standardized state-wide registry of volunteer health professionals which would include readily available, verifiable, up-to-date information including identity, licensing, credentialing, accreditation, and privileging in hospitals or other facilities. As a result, the Emergency Systems for Advance Registration of Volunteer Health Professionals (ESAR-VHP) was implemented. In 2006, the Pandemic and All Hazards Preparedness Act (PAHPA) transferred the responsibility for ESAR-VHP to the Office of the Assistant Secretary for Preparedness and Response (ASPR).

Implementation of an ESAR-VHP program became a required ASPR Level One Sub-capability during the 2007 grant funding year. Compliance requirements for ESAR-VHP were included in the Centers for Disease Control (CDC) Program Announcement for the 2008 grant funding year. Eligibility for 2009 grant funds required participation in the ESAR-VHP program. As a recipient of federal funding from both CDC and ASPR, the New Mexico Department of Health (NMDOH), Bureau of Health Emergency Management (BHEM), has implemented *NMserves* as the statewide ESAR-VHP compliant volunteer registry for the State of New Mexico.

### 1.2 NMserves Volunteers

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

Volunteers can be agents of change. The contributions of volunteers have helped to solve critical social challenges—addressing the needs of those at-risk or offering a helping hand to a neighbor in need. Volunteers have said that some of the strongest social ties they have made, has been with fellow volunteers. And, others have talked about the feeling of satisfaction that often comes

from performing a service that has the potential to contribute to the security and welfare of your community.

## **2 MISSION STATEMENT**

The Mission of New Mexico Department of Health (NMDOH) – Bureau of Health Emergency Management (BHEM) NMserves is:

**“To augment local community health and medical services during a disaster, public health emergency or community public health event with pre-identified, trained and credentialed volunteers.”**

## **3 GOALS AND OBJECTIVES**

The NMserves registry goals are to:

- Ensure an adequate and competent volunteer force of healthcare professionals and lay volunteers
- Enable efficient and effective public health emergency operations
- Allow sharing of healthcare professionals and lay volunteers across state lines
- Provide guidance on the legal protections that are available to volunteer healthcare professionals and lay volunteers who serve through the registry
- Establish clear protections for health professionals and lay volunteers

The ESAR-VHP program is guided by five fundamental objectives to ensure the proper development and operation of each ESAR-VHP system. These objectives are:

1. Recruit and register medical and non-medical volunteers;
2. Apply ESAR-VHP emergency credentialing standards to registered volunteers;
3. Allow for the verification of the identity, credentials and qualifications of registered volunteers prior to an emergency or disaster;
4. Automatically notify and confirm the availability of registered healthcare professionals and lay volunteers at the beginning of an emergency/disaster event; and
5. Provide deployment information to available volunteers and track/document their service from deployment through demobilization.

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

## **4 PHILOSOPHY OF VOLUNTEERISM**

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

## **5 RECRUITMENT AND RETENTION STRATEGIES**

NMserves will apply a comprehensive approach to the recruitment and retention of its volunteers. It is the goal of NMserves to engage volunteers who possess the necessary skills and

expertise which will increase the ability of local communities, and the State to better prepare for, respond to, and recovery from a public health emergency.

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

**5.1 Target Audience**

The NMserves target audience will include at a minimum, the following health care professionals as identified in the *ESAR-VHP Interim Technical and Policy Guidelines, Standards, and Definitions, June 2007*. This audience may be expanded to include additional professions identified by ESAR-VHP. See NMserves Recruitment and Retention Plan, Annex 1.

**5.1.1 Licensed Healthcare Professionals**

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

**Health Diagnosing and Treating Professions**

Advanced Practice Registered Nurse	Clinical Social Worker
Dentist	Marriage and Family Therapist
Mental Health Counselor	Pharmacist
Physician	Physician Assistant
Psychologist	Registered Nurse
Midwives	Respiratory Therapist and Veterinarian.

**Health Technologists and Technicians**

Cardiovascular Technologist and Technician	Diagnostic Medical Sonographer
Emergency Medical Technician and Paramedic	Licensed Practical Nurse and Licensed Vocational Nurse
Medical and Clinical Laboratory Technician	Medical and Clinical Laboratory Technologist
Medical Records and Health Information Technician	Radiologic Technologist and Technician.

**5.1.2 Lay Volunteers**

In addition to licensed health care volunteers, NMserves will also register volunteers with various skills and experience. Volunteers could be called upon to help staff mass immunization centers, participate in emergency preparedness/response/recovery exercises; assist at community health fairs; support sheltering operations and provide many other services that are critical to a quick and effective response during emergencies and disasters. If a decision is made to request a

volunteer’s service, the individual will be contacted using the information in the NMservices registry. If a volunteer agrees to deploy, that volunteer’s information will be forwarded to the requesting agency.

Lay volunteers from the following occupational groups are encouraged to register with NMservices database:

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

**6 STATE EMPLOYEES**

NMservices does not accept state employees as volunteers. State employees are considered resources of the state and those resources will be coordinated in accordance with state needs in the event of an emergency. Utilizing state employees as NMservices volunteers may disrupt the coordination of federal and/or state resource management for responding to a natural and/or man-made catastrophic event.

**7 NMSERVES REGISTRY**

NMservices is the statewide secure and confidential ESAR-VHP compliant volunteer registry for the State of New Mexico. During the registration process, you will be prompted through the on-line application. In order to be credentialed for deployment, you will be asked to enter information regarding your professional license(s) (if applicable), contact information, and other relevant background information. Once registration is complete, your professional license/credentials/background information will be validated by NMservices registry staff. All volunteers registering in NMservices will go through a background check. ESAR-VHP requires that volunteers at all credential levels be checked against the Office of Inspector General’s List

of Excluded Individuals/Entities (LEIE) database. Any individual whose name appears on the list of excluded individuals/entities will be excluded from volunteering. Volunteer information will only be viewed by authorized NMserve representatives. The registry is a module of the NMserve website [www.nmserves.org](http://www.nmserves.org).

The NMserve website contains NMserve registry information, an online orientation, the volunteer handbook, newsletters, volunteer opportunities, upcoming training, volunteer news articles and a spotlight for outstanding volunteers. This website will also include a link to NMspheres, which is the NMDOH learning management system for on-line training opportunities.

## **8 CREDENTIALING POLICY AND LEVELS**

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

### **8.1 Overview of Emergency Credentialing Standards**

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

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

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

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

### **8.2 ESAR-VHP Health Volunteers Emergency Credentialing Standards**

Emergency credentialing standards establish common personnel resource definitions that assist in the efficient ordering and dispatching of personnel during an incident and to ensure that requesting authorities receive the personnel needed during an emergency or disaster. A limited set of credentials is utilized under the emergency credentialing standards. In addition, NMserve collects information on the qualifications of volunteers to provide health services in a disaster, such as whether volunteers have the appropriate disaster preparedness training or specialized

professional experience. Each volunteer registered in NMserves will be classified by emergency credentialing level in accordance with emergency credentialing standards.

### **8.2.1 ESAR-VHP Credential Level 1**

Credential Level 1 ensures that an adequate supply of hospital qualified health professionals are available to work in hospitals in times of an emergency. Hospital qualified health professionals are distinguished from other health professionals by the rigorous and constant review of credentials and performance. The standards for assignment to Credential Level 1 were developed in consultation with the hospital industry and reflect the level of review hospitals would require before accepting a volunteer into their facility. Assignment to Credential Level 1 requires confirmation that the volunteer is actively employed in a hospital or has hospital privileges. Implicit in this requirement is the ability to practice in a full and unrestricted manner within the State and meets other occupational specific qualifications identified in the ESAR-VHP Interim Technical and Policy Guidelines, Standards and Definitions: System Development Tools (June 2007).

### **8.2.2 ESAR-VHP Credential Level 2**

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

Assignment to Credential Level 2 requires confirmation that the volunteer is clinically active in any setting other than a hospital (e.g., clinic, private practice, nursing home, etc.). Implicit in this requirement is the ability to practice in a full and unrestricted manner within the State and meets other occupational specific qualifications identified in the ESAR-VHP Interim Technical and Policy Guidelines, Standards and Definitions: System Development Tools (June 2007).

### **8.2.3 ESAR-VHP Credential Level 3**

Credential Level 3 includes individuals who meet the basic qualifications necessary to practice in the State in which they are registered.

Assignment to Credential Level 3 usually requires verification of a volunteer's license or a certification. Where State law does not govern the practice of a particular profession, NMserves has identified requirements that are deemed to be usual and customary for employment in such professions, which must also be verified.

Implicit in this requirement is the ability to practice in a full and unrestricted manner within the State and meets other occupational specific qualifications identified in the ESAR-VHP Interim Technical and Policy Guidelines, Standards and Definitions: System Development Tools (June 2007).

### **8.2.4 ESAR-VHP Credential Level 4**

Credential Level 4 includes individuals who have healthcare experience or education in an area that would be useful in providing basic healthcare not controlled by a state's scope of practice laws, and to otherwise assist clinicians.

Assignment to Credential Level 4 requires that the volunteer possess verified documentation of healthcare education or experience. This classification may include, but is not limited to, healthcare students or retired healthcare professionals who no longer hold a license.

Implicit in this requirement is the ability to practice in a full and unrestricted manner within the State and meets other occupational specific qualifications identified in the ESAR-VHP Interim Technical and Policy Guidelines, Standards and Definitions: System Development Tools (June 2007).

### **8.2.5 NMserves Lay Volunteer Credential Level 5**

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

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

## **9 BACKGROUND CHECKS**

A background check will be conducted on all volunteers who register in the NMserves website. The NMserves registry staff utilizes the New Mexico Courts website ([www.nmcourts.gov](http://www.nmcourts.gov)) and other publicly available databases.

Exclusion criteria for acceptance of an applicant to the NMserves registry include, but are not limited to, conviction of a felony or of a misdemeanor involving abuse, neglect, exploitation or moral turpitude; or if they are listed in the New Mexico Department of Public Safety Sex Offender Registry.

## **10 NMSERVES REGISTRANT TERMS AND CONDITIONS**

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

Terms and Conditions requiring review and acceptance by volunteers include:

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

- Agreement to Non-Commercial Use of Site
- Pledge to Provide Accurate Information

Copies of the Terms and Conditions are located in Appendix A of this Manual.

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

## 11 TRAINING

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

### 11.1 Competency Training

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

Five training courses are **required** of volunteers before they can be deployed through NMservices. Most are available on-line through the Independent Study Program of the FEMA Emergency Management Institute available at (<http://training.fema.gov/IS/crslist.asp>).

- **IS-100a Introduction to Incident Command System**

This course introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training. This course describes the history, features and principles, and organizational structure of the Incident Command System. It also explains the relationship between ICS and the National Incident Management System (NIMS) (<http://training.fema.gov/IS/NIMS.asp>).

- **IS-200a Single Resources and Initial Action Incidents**

The Single Resources and Initial Action Incidents course provides training on and resources for personnel who are likely to assume a supervisory position within the ICS. This course is designed to enable personnel to operate efficiently during an incident or event within the ICS (<http://training.fema.gov/IS/NIMS.asp>).

- **IS-700 National Incident Management System**

This course introduces NIMS and takes approximately three hours to complete. It explains the purpose, principles, key components and benefits of NIMS. The course also contains "Planning Activity" screens giving you an opportunity to complete some planning tasks during this course.

The planning activity screens are printable so that you can use them after you complete the course (<http://training.fema.gov/IS/NIMS.asp>).

- **OHSA 1910.120 HazMat Awareness Training Equivalent**

IS-5.A An Introduction to Hazardous Materials. This course provides a general introduction to hazardous materials that can serve as a foundation for more specific studies in the future (<http://training.fema.gov/IS/crslist.asp>).

- **Health Insurance Portability and Accountability Act (HIPAA)**

Basic HIPAA. This course provides HIPAA basic, operations, and privacy level training and testing ([www.nmspheres.org](http://www.nmspheres.org)).

- **IS-800-B National Response Framework – Not required but highly recommended**

The course introduces participants to the concepts and principles of the National Response Framework available at (<http://training.fema.gov/IS/NIMS.asp>).

- **Answering the Call – Health and Medical Emergency Preparedness Response in New Mexico – Not required but highly recommended**

Answering the Call is organized into nine online modules which provide information regarding general concepts of emergency preparedness and response, as well as information regarding the specific roles and responsibilities of New Mexico agencies and individuals during a crisis. The information covered in this online curriculum is supplemented by reference materials and websites referenced in the modules. You are encouraged to use this material for continued study and research ([www.nmspheres.org](http://www.nmspheres.org)).

Additional classroom and online training opportunities will be posted on the NMservices website and advertised by email as they become available. While only Independent Study courses, IS 100a; IS 200a; and IS 700; are required it is strongly suggested that volunteers complete additional ICS training available on the FEMA website or through classroom instruction. Wherever possible, free Continuing Education Units will be awarded upon the successful completion of training.

## 12 IDENTIFICATION

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

As an NMservices volunteer, you will be required to wear your issued identification items and ID badge whenever engaging in an NMservices sponsored event. Loss of these items is to be reported immediately to NMservices registry staff by email ([nm.serves@state.nm.us](mailto:nm.serves@state.nm.us)). NMservices volunteers will **NOT** be allowed to participate in sponsored events or at any disaster/emergency site without proper identification.

## **13 DEPLOYMENT OF NMSERVES VOLUNTEERS**

NMserves employs generally accepted protocols when gathering deployment information; identifying and disseminating information to volunteers; processing and tracking deployed volunteers; and demobilization of volunteers.

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

### **13.1 Deployment Protocols for Non-Emergency Events**

Requests for NMserves volunteers to support community events, public health events such as health fairs, exercises, and immunization clinics will be made directly to the NMDOH Emergency Operations Center-Representative (EOC-R).

### **13.2 Deployment Protocols for an Emergency/Disaster**

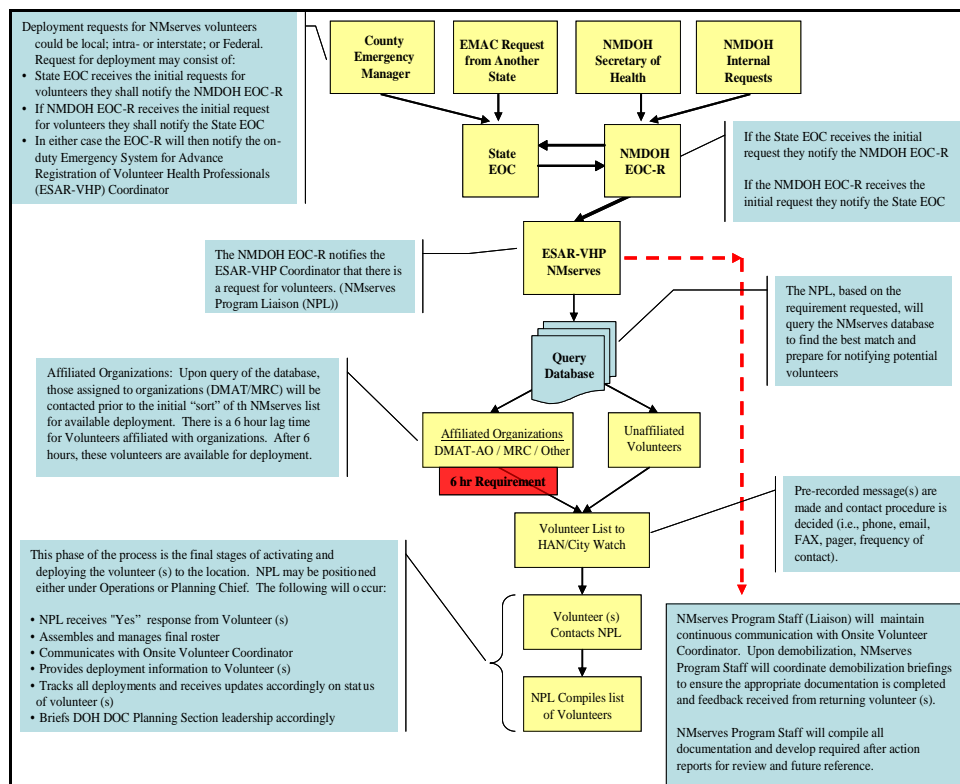
Deployment requests for NMserves volunteers could be local; intra- or interstate; or federal. All requests should be directed through the State EOC. If a request is received by the on-duty Department of Health EOC-R, that individual will coordinate with the personnel at the EOC. Requests for deployment are handled as follows:

- State EOC receives the initial request for volunteers and notifies the Department of Health EOC-R
- If the Department of Health EOC-R receives the initial request for volunteers, the State EOC is notified by the EOC-R.
- In either case, the EOC-R notifies the on-duty NMserves Registry Liaison (NRL), a NMDOH Department Operations Center (DOC) position under the Planning Section Resource Unit.

Requests for NMserves volunteers from within the state could originate from local/county/ state emergency managers, as well as the NMDOH Secretary of Health. Requests from outside the state will be pursuant to the Emergency Medical Assistance Compact (EMAC)<sup>1</sup> or a federal request for assistance. Figure 1 outlines the process for requesting NMserves volunteers.

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<sup>1</sup> EMAC, the Emergency Management Assistance Compact, is a congressionally ratified organization that provides form and structure for interstate mutual aid. Through EMAC, a disaster impacted state can request and receive assistance from other member states quickly and efficiently.



**Figure 1: Requesting NMserves Volunteers**

Upon receipt of an official request for volunteers, the NRL will search the NMserves registry for the types of volunteers being requested. The NMserves registry database may be searched using different criteria such as profession, professional license, or geographic location.

In keeping with the ESAR-VHP requirements, upon receipt of a request for volunteers, NMserves registry staff will: (1) produce a list of requested volunteers within 2 hours of the request; (2) contact potential volunteers; (3) within 12 hours, respond with an initial list of volunteers available to deploy; and (4) within 24 hours, provide the requestor with a verified list of volunteers for deployment.

NMserves registered volunteers affiliated with other volunteer organizations, such as Medical Reserve Corps (MRC) and Disaster Medical Assistance Team (DMAT), will not be activated for 6 hours in the event such other volunteer organizations would need to roster a team for deployment. After the expiration of the 6 hour window, these volunteers are considered to have been released for deployment through NMserves.

The final roster of deployable NMserves volunteers will be managed by the NRL, who will manage the roster which includes deployment, tracking, and demobilization of NMserves volunteers during a particular incident or event.

### 13.3 NMserves Pre-Deployment Considerations

The NRL will collect as much available information regarding a request for volunteers prior to contacting NMserves volunteers to determine their availability to serve. However, volunteers

should be aware that situations can rapidly change and that they should plan for worst case scenarios when considering volunteering for a deployment.

Issues to consider include:

- Transportation: Responsibility for transportation to the deployment location (and return) will be the responsibility of each NMserves volunteer unless otherwise specified.
- Lodging: Hotel accommodations can not be guaranteed; therefore volunteers must be prepared to stay in shelter type conditions.
- Meals: At some locations, meals will be provided. At other locations, meals will be on your own.
- Operational Hours: Unless otherwise specified by the Incident Commander (IC) or the onsite volunteer coordinator, volunteers will work in 12 hour rotations with breaks every two (2) hours and one (1) hour for lunch, for a term of not more than 30 days.

Deployment to an emergency or disaster site where there are limited resources and physical hardships may be more difficult for some than others. Volunteers will be asked to consider the following before agreeing to deployment:

- Do you have children or adult dependents? Will you be able to arrange for their care while you are gone? Can these arrangements be easily extended if your assignment runs longer than anticipated?
- Do you have pets? Will you be able to arrange for their care while you are gone? Can these arrangements be easily extended if your assignment runs longer than anticipated?
- Is there someone who can take care of your home while you are gone (take in the mail and newspapers)? Are your bills (utilities, rent) paid and up-to-date?
- Are you taking any prescription medications that may impact your ability (causing drowsiness) to function in an emergency or disaster situation? Does your medication require strict administration times or need refrigeration?
- Do you have a health condition such as significant mobility concerns or a heart condition that would prohibit your participation? Do you have difficulty bending or stooping? Can you sit or stand for extended periods of time?
- Do you have allergies to medications, foods or insect bites?
- Do you have a medical condition such as asthma or diabetes which could worsen due to the difficult conditions at an emergency or disaster site?
- Do you have a psychological condition such as anxiety disorder or depression which may prohibit your participation in a disaster response?
- Have you had a recent emotional or psychological event which would make you unable to participate effectively in a disaster response?
- Do you have special dietary requirements which you may not be able to follow while at an emergency or disaster site?

- Are there any other concerns that would make you unable to participate effectively in an emergency or disaster response at this time?

### **13.4 Responding to an Emergency Activation In State**

In the event of a public health emergency in the State, the NRL will notify NMserves volunteers via the City Watch/Health Alert Network (HAN) and email. Notification will include all pertinent information such as the nature of the emergency; sleeping, eating and travel arrangements; and expectations of the length of deployment and hours of operation. Volunteers will also be provided with an NMserves deployment packet (see Appendix E). Volunteers will follow these procedures:

- Volunteers will report to the designated staging area specified by the NRL and present their deployment papers to the onsite volunteer coordinator.
- Once a volunteer arrives at the staging area they will log in; fill out all necessary paper work; receive deployment papers and briefing; and receive assignment to a position and work location. Volunteers without an NMserves identification badge will be issued a new one. *(Only volunteers holding an NMserves badge and that are able to show proof of deployment will be allowed on the site.)*
- Once a volunteer arrives at the site of deployment, additional paperwork may be required to receive assignment to an area Supervisor. The Supervisor will give the volunteer further instructions. It is very important for every volunteer to sign in and out each day (including lunch) and keep track of all hours worked on the required form that must be signed by the Supervisor.
- Before leaving the site, volunteers will brief replacement volunteers on all pertinent information needed to perform the job and continue smooth operations.
- After demobilization, volunteers will be asked to report back to the check-in area to log out, turn in a Volunteer Feedback Form and return any assigned equipment.

### **13.5 Responding to an Emergency Activation Out of State**

NMserves will follow the same protocols for in and out of state deployments. The only difference is that an official request will flow through the EMAC system or federal deployment protocols. Appendix B provides additional information on how the EMAC coordination system operates among states.

### **13.6 Onsite Volunteer Coordinator Responsibilities**

Onsite volunteer coordinators play a very important role in managing volunteers. These responsibilities include, but are not limited to:

- Processing incoming/outgoing volunteers
- Conducting/providing “Just-in-Time” training as necessary or required
- Assigning volunteers to positions commensurate with their skills and training
- Maintaining emergency/disaster volunteer records
- Administrative assistance as required

Appendix C, D and E provide an outline of the responsibilities for the activation, deployment, receipt and demobilization of NMserves volunteers.

### **13.7 Post Deployment Responsibilities**

Once you have completed your deployment responsibilities, you will be asked to provide the NMservices Program Staff with feedback on your deployment experience. This information will be used to enhance NMservices' deployment protocols; provide feedback to the supported location; and keep a record for future requirements on program needs. This feedback is requested to be returned within 7 business days following your return home. A copy of this form is located in Appendix E of this handbook.

## **14 VOLUNTEER TRACKING**

### **14.1 During Volunteer Deployment**

Volunteers who are deployed must be accounted for from the initiation of assignments through demobilization. Depending on the situation, reporting protocols will be established for either a "once a day" or an "every 12 hour" tracking of volunteers. The NRL will coordinate the required tracking mechanisms with the onsite volunteer coordinator at the duty station.

## **15 DEMOBILIZATION**

Volunteer deployment protocols will be communicated by the onsite volunteer coordinator or designated representative. NMservices registry staff (NRS) will coordinate with the onsite volunteer coordinator to determine when NMservices volunteers have been deactivated. The NRS will:

- Contact the volunteer to assure return to their home base
- Provide the volunteer with an NMservices Volunteer Feedback Form-Activation/Deployment to complete and return (see Appendix D)
- The NRS will ensure the volunteers service is recorded in the NMservices registry

## **16 LEGAL PROTECTIONS FOR NMSERVES VOLUNTEERS**

### **16.1 Legal Protections**

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

Generally, the extent of legal protections available to volunteers who provide services during an emergency and the entity responsible for providing such protections (i.e., State of New Mexico, another state, federal government) will depend upon the particular circumstances, which may include but are not limited to whether the volunteer: (1) is a licensed health care professional or a lay volunteer; (2) is considered a "public employee," an "officer, employee or servant," or "personnel," of a government entity; (3) is acting on behalf or in the service of a governmental entity in an official capacity performing duties that are requested, required or authorized; (4) is performing services during a "declared emergency" or during emergency preparedness training,

drills or exercises prior to a declared emergency; (5) is deployed to another state pursuant to a request for emergency assistance under the Emergency Management Assistance Compact (EMAC); (6) is rendering services for a non-profit organization or a governmental entity; (7) is paid and, if so, how much; (8) is acting within the scope of duties as a volunteer; or (9) commits willful or criminal misconduct, gross negligence or recklessness. A volunteer may not be entitled to legal protections based upon other limitations and/or exceptions that apply.

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

## **16.2 Tort Liability**

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

## **16.3 Workers' Compensation**

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

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

#### **16.4 Federal Volunteer Liability Protections**

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

**TABLE 1  
LEGAL PROTECTIONS  
FOR NMSERVES  
VOLUNTEERS**

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

**Tort Liability/Immunity**

The New Mexico Tort Claims Act (TCA) provides *professional liability coverage* (i.e., defense and indemnity) if (1) licensed by NM or permitted by law to provide health care services; (2) acting on behalf or in service of a NM governmental entity in any official capacity; (3) with or without compensation; and (4) acting within scope of duties requested, required or authorized to perform without regard to time and place of performance (i.e., during emergency or emergency training, drills or exercises).

No *immunity* from tort liability is afforded to health care providers under the TCA.

**Workers' Compensation**

Under the New Mexico Workers' Compensation Act (WCA), all unpaid health professionals deployed by NMDOH within the state in response to a declared public emergency or public health emergency or deployed by NMDOH in response to an emergency in another state pursuant to the Emergency Management Assistance Compact (EMAC), are "public employees" of NM entitled to receive NM workers' compensation benefits.

Benefits do not apply to injury or death occurring during emergency preparedness training, drills or exercises prior to an emergency.

**Non-Licensed Health Care  
Professionals or Lay Volunteers  
(Credential Levels 4 and 5)**

**Tort Liability/Immunity**

New Mexico TCA provides *immunity* from tort liability if (1) acting on behalf or in service of a NM governmental entity in any official capacity; (2) with or without compensation; (3) acting within scope of duties requested, required or authorized to perform without regard to time and place (i.e., during emergency or emergency training, drills or exercises); and (4) there is no waiver of immunity under TCA for activities in which volunteer is engaged (i.e., the operation of motor vehicle, etc.).

If *immunity is waived* under the TCA, liability coverage (i.e., defense and indemnity) is provided.

**Workers' Compensation**

No NM workers' compensation benefits for NMserves volunteers who are non-licensed health care professionals or lay volunteers for injury or death occurring during volunteer services since they are not "public employees" under the WCA.

**All NMserves Volunteers  
(Credential Levels 1 through 5)**

**Tort Liability/Immunity**

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

Other limitations and exceptions apply.

**Workers' Compensation**

No workers' compensation benefits provided under federal law.

## 17 FREQUENTLY ASKED QUESTIONS

### **What Might be Expected of Me?**

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

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

As part of the deployment consideration process, volunteers are required to fill out a Volunteer Fit for Duty Survey (Appendix F). This information will assist NMserves Registry Staff in matching your abilities with the deployment request.

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

### **What if I am Called and am unable or unwilling to help?**

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

### **Will I Be Compensated?**

Volunteers are individuals who perform a service without compensation. Reimbursement may be available for identified items under certain conditions. If you are deployed as a volunteer, you **should not** assume you will receive any compensation or reimbursement. Every attempt will be made by NMserves registry staff to provide information regarding the possibility of reimbursement with a deployment request.

### **What about my family and my job?**

It is your responsibility to coordinate your volunteer time with the needs of your family, employer and/or any other obligations you may have.

### **What will my Role be in a Large-Scale Disaster or Public Health Emergency?**

Every attempt will be made to match your skills, competencies and license or credential level with assignments during a large-scale disaster or public health emergency. However, you may be asked to assist with activities that are less challenging than your usual professional activities.

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

**Who will have Access to my Information?**

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

**How Would I Be Deployed?**

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

**What Personal Items Should I Bring if I am Deployed?**

The basic rule is 2-3-4. This means that each volunteer should deploy with 2 bags, 3 days of food and 4 quarts of water. Appendix E contains an itemized checklist of the types of items you should bring with you. The list includes not only minimally required items, but others to help you travel and live more comfortably during the span of assignment.

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

**Will I be Issued an ID Card?**

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

Volunteers are required to wear their issued identification items and ID badge whenever engaging in an NMserves sponsored event. Loss of these items is to be reported immediately to NMserves registry staff by email ([nm.serves@state.nm.us](mailto:nm.serves@state.nm.us)). NMserves volunteers will **NOT** be allowed at a disaster/emergency site without proper identification.

**NMSERVES MEMBER HANDBOOK APPENDICES**

Appendix A: Volunteers Terms and Conditions

Appendix B: Emergency Management Assistance Compact

Appendix C: Volunteer Deployment – Point of Origin

Appendix D: Volunteer Deployment – Receiving Location

Appendix E: NMserves Volunteer Deployment Documents

- Volunteer Activity and Deployment Release Form
- Record of Emergency Data
- Employment Locator and Processing Checklist
- Timesheet/Leave and Overtime Application
- Deployment Checklist
- Helpful Hints and Things to Remember

Appendix F: Volunteer Fit for Duty Survey

Appendix G: NMserves Volunteer Feedback Form

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## **APPENDIX A: NMSERVES VOLUNTEER TERMS AND CONDITIONS OF SERVICE**

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

### **Registrant Volunteer Terms and Conditions of Service**

I agree to voluntarily provide personal information that will be collected, used and maintained by NMserve registry staff in implementing the NMserve registry.

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

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

I further understand and agree to:

1. Perform my volunteer services assignment and responsibilities under the terms, conditions and general direction of NMserve, State of New Mexico departments or agencies (i.e., NMDOH or NMDHSEM) or other public or private health care entities (i.e., hospitals or clinics), and as approved or supervised by an appropriate and designated official of such public or private entities.
2. Be assigned to serve in potentially dangerous and uncomfortable situations.
3. Be responsible for any actions that are not directly related to the performance of my volunteer services assignment.
4. Maintain current professional licensure, certification or registration, as applicable.
5. Notify the NMserve registry staff of any changes in personal contact information or licensure, certification or registration status, within 72-hours of the change.
6. Provide the necessary health and identification information as required by my participation in NMserve, which may be disclosed by NMserve registry staff to other public or private entities as necessary for the administration of the registry.
7. Abide by all applicable State of New Mexico laws, regulations, rules, policies, procedures and protocols concerning standards of conduct and conflicts of interest.
8. Abide by the New Mexico Department of Health NMserve Policy and Procedures Manual.

I understand that either party (i.e., NMserve or me as a registered volunteer) may terminate my registration and/or volunteer assignment at any time.

### **Consent to Use and Disclosure of Personal Information**

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

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

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

#### **Acknowledgement of Volunteer Selection Process**

I understand that the process of being selected as an NMserves volunteer to render volunteer services for a specific emergency or disaster is based upon an evaluation of the information I provide with my NMserves registration in conjunction with the NMserves' mission requirements. I understand that, if selected, I will be contacted by the NMserves registry staff or state or local emergency or disaster managers, and I will be given the choice of whether or not to volunteer my services for that specific emergency or disaster. I understand and agree that if I register on the NMserves registry, no guarantee or assurance is provided that I will be requested for a specific emergency or disaster deployment. Similarly, I understand and agree that registering on the NMserves registry in no way obligates me to participate or agree to deploy for a specific emergency or disaster and that I may decline to participate or deploy for whatever reason I choose.

#### **Statement of Physical & Mental Competence & Assumption of the Risk**

I acknowledge that by registering on the NMserves registry I am representing that I am of sound physical and mental capacity, and capable of performing volunteer services in an emergency or disaster. I acknowledge that emergency or disaster settings may pose significant psychological and physical hardships and risks to those volunteering services and that there are often a lack of

the normal amenities of daily life and accommodations for persons with disabilities. In volunteering my services, I agree to accept such conditions and risks as may occur in any emergency or disaster to which I am assigned.

**Agreement to Perform Volunteer Services Without Compensation**

By registering on the NMservices registry, I agree that I am not an employee of NMservices or the State of New Mexico and that I agree to participate as a volunteer without compensation or payment for my services.

**Agreement to Non-Commercial Use of Site**

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

**Pledge to Provide Accurate Information**

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

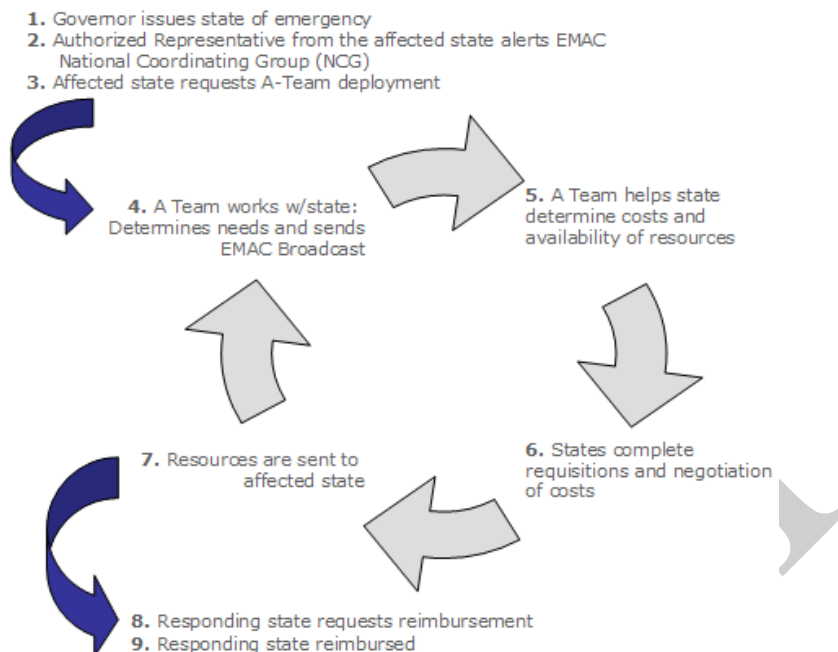
By indicating “ACCEPT” on these Volunteer Terms and Conditions of Service, I affirm that I understand its contents and that I have been given the opportunity to ask questions about any part of this document which I may not understand. Questions can be directed to [nm.serves@state.nm.us](mailto:nm.serves@state.nm.us).

**ACCEPT**

**DECLINE**

## APPENDIX B: EMERGENCY MANAGEMENT ASSISTANCE COMPACT

In the simplest of terms, EMAC works as follows:



There are 8 key players in EMAC operations:

- **Requesting State**- any EMAC member state that is asking for interstate assistance under the Compact. The governor must declare a state of emergency before the EMAC process can be initiated
- **Assisting State** - any EMAC member state responding to a request for assistance from and providing resources to another EMAC member state through the Compact
- **Authorized Representative (AR)** - the person within a member state empowered to obligate state resources (provide assistance) and expend state funds (request assistance) under EMAC. In a Requesting State, the AR is the person who can legally initiate a request for assistance under EMAC. In an Assisting State, the AR is the person who can legally approve the response to a request for assistance. State Emergency Management Directors are automatically ARs. The director may delegate authority to other emergency management officials in organization, as long as they possess the same obligating authority as the director
- **Designated Contact (DC)** - is a person within a member state who is very familiar with the EMAC process. The DC serves as the point of contact for EMAC in his or her state and can discuss the details of a request for assistance. This person is not usually legally empowered to initiate an EMAC request or authorize EMAC assistance without direction from the AR. A list of DCs is found in Appendix E in Section V of the *EMAC Operations Manual*
- **EMAC National Coordination Group (NCG)** - is the nationwide EMAC point of contact during normal day-to-day, nonevent periods. The NCG is prepared to activate EMAC on short notice by coordinating with the ARs and DCs of the EMAC member states when an emergency or disaster is anticipated or occurs. The NCG is collocated with the current Chair of the EMAC Operations Subcommittee and Executive Task Force. Because the Chair of the EMAC Operations Subcommittee changes every year, so does the NCG

- **EMAC National Coordinating Team (NCT)** - If DHS/FEMA activates the National Response Coordination Center to coordinate the federal response and recovery operations during an emergency or disaster, DHS/FEMA may request a coordination element from EMAC. The EMAC NCT is the EMAC team that is deployed to serve as a liaison at the NRCC, located in Washington, D.C. From the NRCC, the EMAC NCT coordinates with the deployed EMAC components responding to the emergency or disaster and is the liaison between the EMAC assistance efforts and the federally provided assistance efforts. The costs for deploying and maintaining an EMAC NCT at the NEOC are reimbursed by DHS/FEMA through NEMA/CSG
- **EMAC Regional Coordinating Team (RCT)** - If DHS/FEMA activates a Regional Coordination Center (RRCC) to coordinate the regional response and recovery operations during an emergency or disaster, DHS/FEMA may request a coordination element from EMAC. The EMAC RCT is the EMAC team that is deployed to serve as a liaison at the RRCC. From the RRCC, the EMAC RCT coordinates with deployed EMAC components responding to the emergency in states within the region, and is the liaison between the EMAC assistance efforts and the federally provided assistance efforts
- **Member states**

All **Member States** have the following responsibilities:

- To be familiar with possible joint member situations
- To be familiar with other states' emergency plans
- To Develop an emergency plan and procedures for managing and provisioning assistance
- Assist in warnings
- Protect and ensure uninterrupted delivery of services, medicine, water, food, energy and fuel, search and rescue, and critical lifeline equipment, services, and resources
- Inventory and set procedures for interstate loan and delivery of human and material resources, including procedures for reimbursement or forgiveness
- Provide for the temporary suspension of any statutes or ordinances that restrict implementation

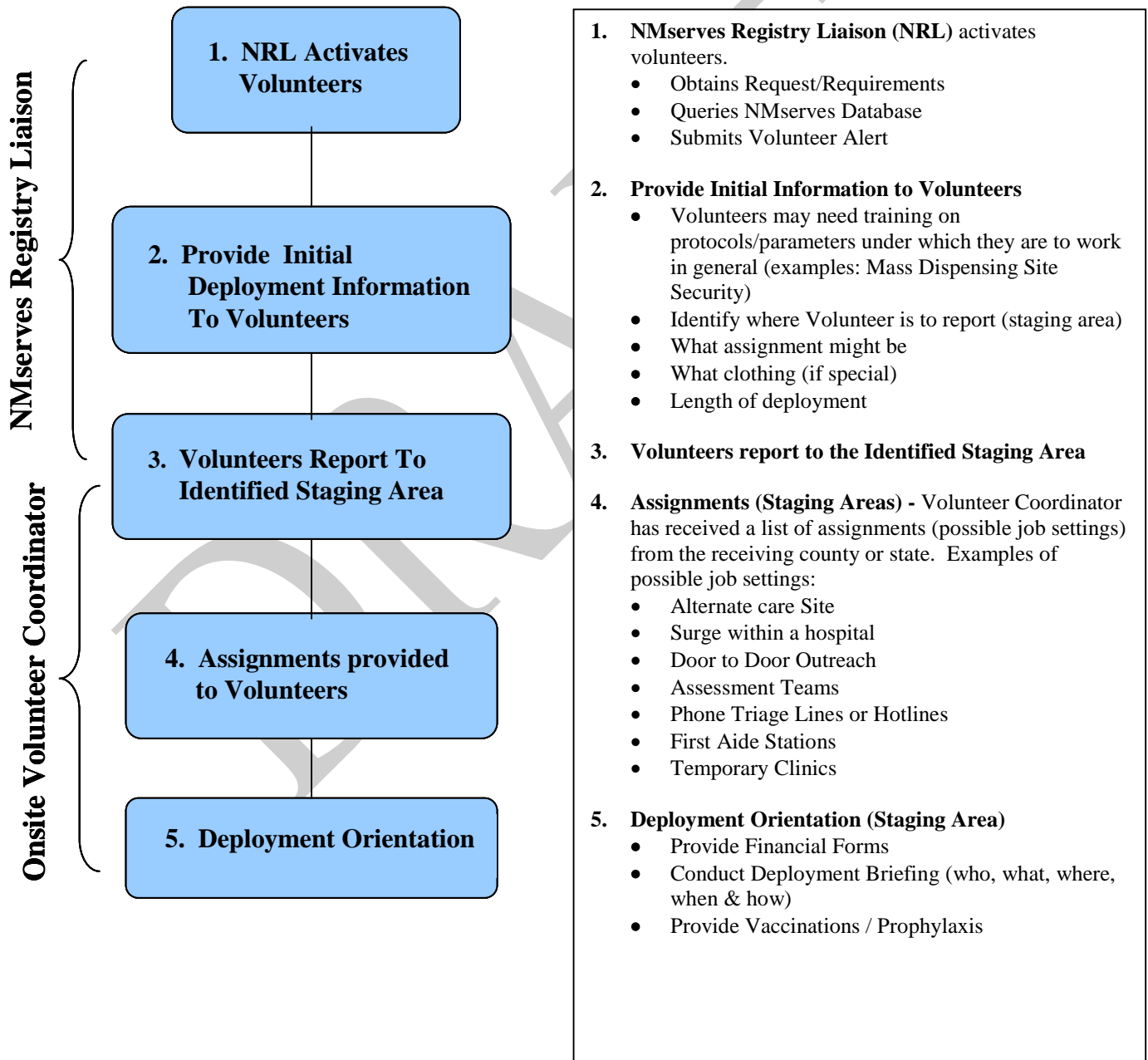
EMAC can be used for ANY capability one member state has that can be shared with another member state. So long as there is a governor declared state of emergency, EMAC can be called to action and used.<sup>2</sup>

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<sup>2</sup> Emergency Management Assistance Compact information can be located at <http://www.emacweb.org/>

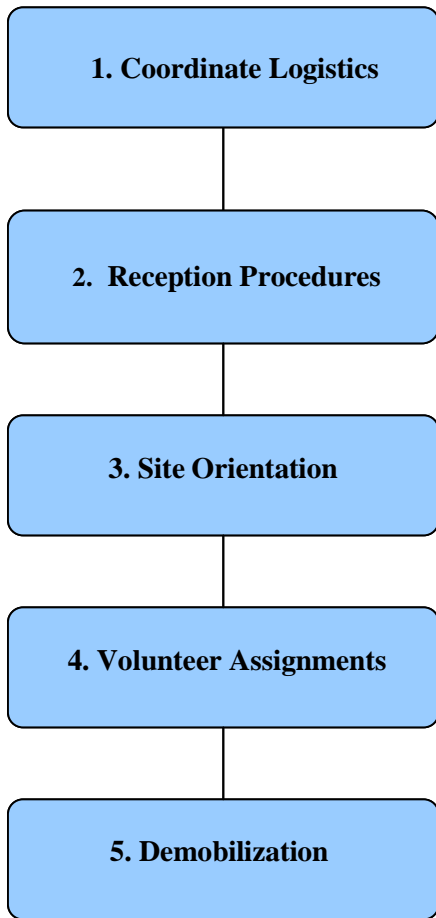
**APPENDIX C: VOLUNTEER DEPLOYMENT– SENDING LOCATION**

**VOLUNTEER DEPLOYMENT – SENDING LOCATION  
NMserves REGISTRY LIAISON (NRL) & ONSITE VOLUNTEER  
COORDINATOR RESPONSIBILITIES**



**APPENDIX D: VOLUNTEER DEPLOYMENT – RECEIVING LOCATION**

**ONSITE VOLUNTEER COORDINATOR RESPONSIBILITIES FOR VOLUNTEERS**

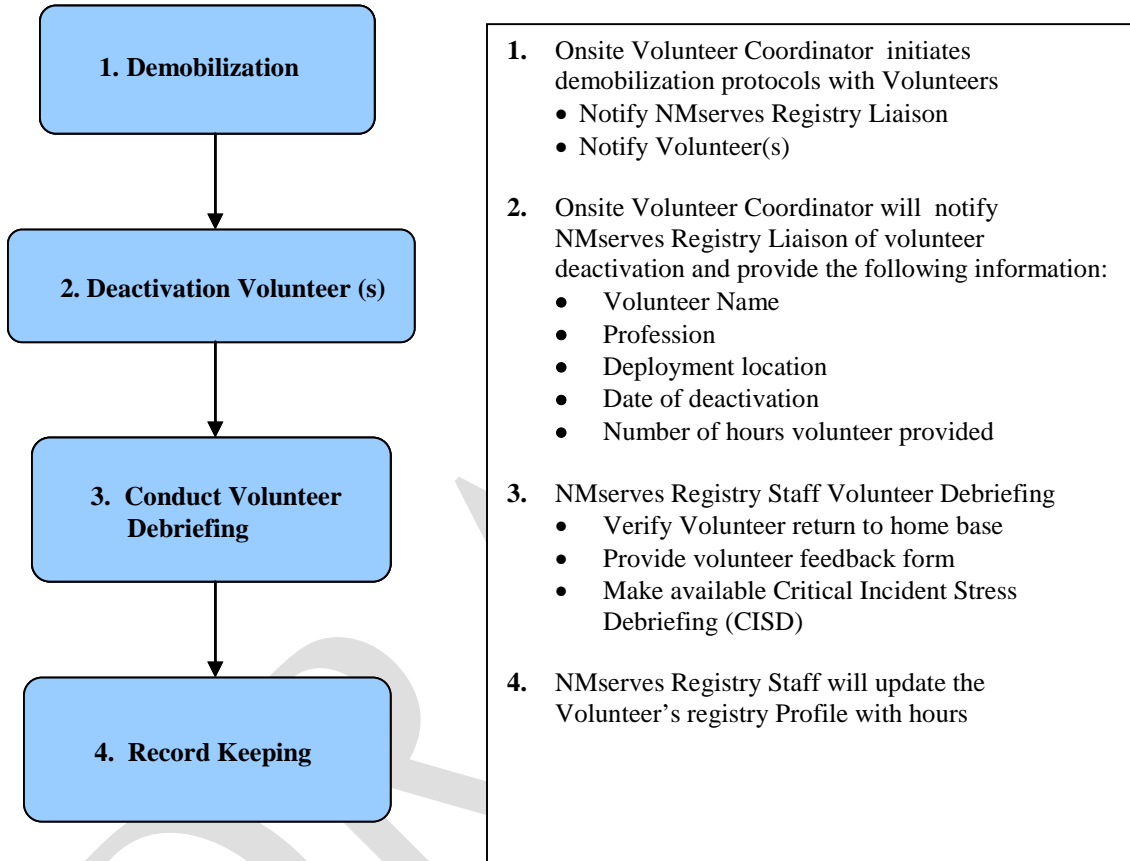


**Onsite Volunteer Coordinator**

- 1. Coordinate Logistics**
  - Lodging/Food/Transportation
  - Equipment: special clothing, personal protection equipment, radios
- 2. Reception Procedures**
  - Verify credentials and license with Volunteer badge prior to site orientation and assignments
  - Conduct Volunteer registration
  - In & Out processing (volunteers must check in & out) [Incident Command System (ICS) Form 211]
  - Verification health screening
  - Policies e.g. work hours/days, communication methods, dress codes, equipment use, ethics, and or code of conduct, contact with the media
- 3. Site Orientation**
  - Site specific
  - Volunteer Responsibilities
  - Just in Time Training (job specific)
  - If needed; geographic orientation
- 4. Volunteer Assignments**
  - Assignments specific to event or the job the Volunteer is trained TO PERFORM
  - Each event may have specific hardships that may need to be communicated
  - Assign to Supervisor: chain of command, supervision, information reported to supervisor, discipline
  - Worksite to which Volunteer is to report
- 5. Demobilization**
  - See Appendix D

**APPENDIX E: VOLUNTEER DEMOBILIZATION**

**Deployment Flow Chart - Demobilization**



## **APPENDIX F: NMSERVES DEPLOYMENT PACKAGE**

**Record of Emergency Data**

**Volunteer Locator and Processing Checklist**

**Volunteer Timesheet**

**Helpful Hints and Things to Remember**

**Checklist for Deployed Volunteer**

**NMservices Volunteer Feedback Form**

**NMservices Contact List**



**Record of Emergency Data**

**Date:** \_\_\_\_\_ **Organization** \_\_\_\_\_

**Name:** \_\_\_\_\_ **NMservices ID Number** \_\_\_\_\_

**Home/Cell Phone:** \_\_\_\_\_ **Work Phone:** \_\_\_\_\_

**Religious Preference:** \_\_\_\_\_ **Marital Status:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Emergency Notification in Order of Preference**

Name	Relationship	Phone	Address
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Remarks**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**I certify that the information that I have provided is true and correct to the best of my knowledge.**

\_\_\_\_\_

*Signature*

*Date*



**Volunteer Locator and Processing Checklist**

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

**Name:** (Last, First, Middle Initial)

**NMservices ID Number:**      **Gender:** M F  
 (circle one)

**Organization:**

**Address:**

**Phone:**

**Supervisor:**

**Phone:**

**Area Deployed To:**

**Deployed From:**

**Date Departed:** \_\_/\_\_/\_\_

**Date Arrived:** \_\_/\_\_/\_\_

**Mode of Transportation:**

**Airline Name:**

**Flight #:**

**Bus Company:**

**Bus # :**

**Personal Owned Vehicle:**

**Year:**

**Make:**

**License Plate #:**

**Drivers License:**

**State:**

**Number:**

**Expiration:**



**Timesheet**

Volunteer Name:				NMservices ID Number				
District/Bureau				Deployment Period		From	To	
Date								<b>Week 1</b>
	Sat	Sun	Mon	Tue	Wed	Thurs	Fri	
Supervisor Initial & Date For First Week:								TOTAL HRS
Volunteer Name:				NMservices ID Number				
District/Bureau				Deployment Period		From	To	
Date								<b>Week 2</b>
	Sat	Sun	Mon	Tue	Wed	Thurs	Fri	
Supervisor Initial & Date For second Week:								TOTAL HRS

**Required Certifications**

The undersigned certify that the above account is true in all respects	
Volunteer Signature	Date
Supervisor Signature	Date
Timekeeper Signature	Date



## Helpful Hints and Things to Remember

1. Pack all of your clothing in 1 or 2 gallon Ziploc bags before putting into your suitcases. Line your entire luggage with plastic trash bags to protect clothes and other content against moisture and possible mold.
2. Meals Ready to Eat (MRE's) are available at most camping stores. If you are transporting your own food, make sure it's easily transportable and doesn't need cooking or refrigeration.
3. The basic rule is "2-3-4." This means that each volunteer should deploy with 2 bags, 3 days of food, and 4 quarts of water. The "Check List for Deployed Volunteers" (Appendix I) includes not only minimally required items, but others to help each team member travel and live more comfortably during the deployment.
4. Contact the airline for most up-to-date flight times and rules for carry on personal luggage. As a general rule, two bags/suitcases to be utilized are a large one for transportation which will possibly not be available during transit, and the smaller "ready bag" to contain items needed during the transport.



**CHECK LIST FOR DEPLOYED PERSONNEL**

**MAIN TRAVEL/FLIGHT BAG**

**NECESSARY PAPER WORK**

- Deployment Papers
- Driver's License/Picture ID
- Badge
- Vaccination Records
- Professional License
- Time Cards

**CLOTHING**

- Long trousers (2 pairs)
- Shorts
- Long sleeved shirts (2)
- Short sleeved shirts (3-5)
- Work boots (steel toe recommended)
- Canvas shoes (comfortable)
- Large bandana
- Underwear (3)
- Socks (3)

**PERSONAL GEAR**

- Razor/blades
- Shaving cream
- Toilet paper
- Deodorant
- Shampoo
- Hand lotion
- Insect repellent with 35% DEET
- Foot care (alcohol, powder, moleskin)
- Medications (Tylenol, Advil or other pain medication; RXS, decongestants, antacids)
- Handiwipes
- Bar soap/container
- Toothpaste/brush
- Personal Hygiene
- Comb/brush
- Lip Balm
- Sunscreen
- Detergent (cloths)
- Flip-flops
- Bathing suit (just in case)
- Towel

**COOKING AND FOOD**

- Mess Kit (plate, cup, and bowl)
- Knife, spoon, and fork set
- Enough easy-to-carry food for 48 hrs, such as beef jerky, granola bars, and trail mix (non-perishable items)
- Water purification tablets
- 1 – qt canteens (3)

**SLEEPING GEAR**

- Sleeping bag (+15)
- Ground Cloth
- Sleeping bag liner for cold weather

**MISCELLANEOUS**

- Head lamp (second flash light)
- Extra bulb/batteries
- Waterproof matches/fire starters (no butane)
- Hard hat
- Goggles
- Face mask/dust mask
- Tape, safety pins, sewing kit

**READY/CARRY BAG**

**CLOTHES**

- Sun hat (baseball cap)
- Jacket with hood
- Rain coat and rain pants
- Leather work gloves

**FOOD**

- High nutrition snacks
- Enough non-perishable food for 24 hrs.
- 1 qt. water

**MISCELLANEOUS/SUGGESTED ITEMS**

- Book/reading material
- Sunglasses
- Extra glasses/contacts
- Cash, travelers checks and/or credit cards
- Necessary meds (airsickness)
- Necessary hygiene items
- Inflatable pillow
- Camera/film
- Personal medical equipment (scissors, stethoscope, etc.)
- Flashlight/batteries
- Notebook
- Pocket Knife
- Hearing protection
- Trash bags

*Information provided by New Mexico Disaster Medical Assistance Team (NM DMAT-1 Permission to use information provided by NM DMAT-1 Administrative Officer.*

**APPENDIX K: NMSERVES VOLUNTEER FEEDBACK FORM**



**NMserves Volunteer Feedback Form**  
**\_\_\_\_\_ Response/Deployment**

Please provide us your name and email address so we can follow up with you; or, you are free to submit this form anonymously. We **will** use your comments, criticisms and suggestions to improve our volunteer deployment procedures.

1. Name \_\_\_\_\_ (leave blank if anonymous)

2. Email \_\_\_\_\_ (leave blank if anonymous)

3. List your role(s) during the deployment (example: usher, medication dispenser, registration clerk).

\_\_\_\_\_

4. Was this your first deployment as an NMserves volunteer? (Check one)  Yes  No

5. Please comment on the phone/email notification message you received? (for example: efficiency of the process, clarity of the message). We are especially interested in your suggestion for improvement.

\_\_\_\_\_  
\_\_\_\_\_

**Your experience during the deployment**

6. Please comment on the volunteer check-in process, providing suggestions for possible improvement if you have them.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. Were you provided adequate training to perform your responsibilities on deployment? If no, what aspect of the training was inadequate or missing?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. What could have been done differently to make this response/deployment a better experience for you as a volunteer?

\_\_\_\_\_  
\_\_\_\_\_



**DEPARTMENT OF HEALTH  
BUREAU OF HEALTH EMERGENCY MANAGEMENT  
1301 SILER RD, BLDG. F  
SANTA FE, NM 87507**

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