

NMservices Volunteer Terms and Conditions

Frequently Asked Questions

If I apply as a volunteer, how is my background check performed?

NMservices is federally mandated to perform background checks every six months on all registered volunteers. Background checks are performed by checking publicly available websites, such as those for the New Mexico courts, the Office of Inspector General, relevant New Mexico licensing boards, and the New Mexico Sex Offender Registry.

What is an NMservices Credential Level?

Once the credentials of a volunteer are verified, the volunteer is assigned to one of four credential levels based upon the type of credentials that have been verified.

- **Credential Level 1** identifies volunteers who are New Mexico licensed health care professionals and either actively employed in a hospital or who possess hospital privileges.
- **Credential Level 2** identifies volunteers who are New Mexico licensed health care professionals and are clinically active in any setting other than a hospital, such as a clinic, private practice, nursing home, etc.
- **Credential Level 3** identifies volunteers who possess unencumbered New Mexico health care licenses, but who are not working in a hospital or otherwise clinically active.
- **Credential Level 4** identifies volunteers who currently have no active New Mexico health care license, but who possess health care education, training or experience, including retired health care professionals.
- **Credential 5** identifies volunteers who neither possess a health care license nor any health care education, training or experience, such as HAM radio operators, fork lift operators, clerical staff, etc.

The above information for each registered volunteer becomes a part of the NMservices database that can be provided to hospitals and emergency management agencies during a disaster or emergency requiring the deployment of volunteers.

How can I update my personal information in the NMserve database?

To update your personal information in the NMserve database, simply log on to your profile using your user name and password and select the “Edit” function. Here you can update any of the information on your application and profile.

Will my personal information in the NMserve database be secure?

Yes. All personal information is maintained in a secure database administered by the State of New Mexico and used ONLY for ESAR-VHP activities, such as responding to an official request for emergency assistance, recruitment of volunteers for disaster training and/or community service events.

How do I access the NMserve Volunteer Handbook?

From the Homepage of the NMserve website, you may access the “Volunteer Handbook” on the left hand side of the page by clicking on “Handbook.” The “Volunteer Handbook” is in PDF format and can be easily printed.

How do I terminate or inactivate my name from the NMserve Registry?

As an NMserve volunteer, you have the right to inactivate your account at any time. To do this, simply log on to your profile, place your cursor over “Volunteer” and select “Inactivate.” You may also reactivate your account at any time if you should decide to rejoin the registry.

What is the NMserve Mission?

The NMserve Mission 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.”

Can State employees register to be NMserve volunteers?

State employees are considered resources of the State that will be coordinated and utilized in accordance with the State’s needs in the event of a disaster or emergency. Utilizing State employees as NMserve volunteers may disrupt the coordination of federal and/or state resource management for responding to such an event.

As an NMservices volunteer, am I required to deploy when asked?

You always retain the right to decline for any reason if requested to serve as an NMservices volunteer in any given situation.

What will my role be in a large-scale disaster or emergency?

Every attempt will be made by NMservices to match your skills, competencies, license, and credentials level with your responsibilities. You will never be asked to perform duties beyond your qualifications. In addition, you have the opportunity to choose the types of incidents or events for which you volunteer, the length of time you are willing to be deployed, and the distance you are willing to travel for such deployment.

Will I have any legal protections serving as an NMservices volunteer?

While not intended to constitute legal advice, the following is a general summary of the legal protections to which NMservices volunteers may be entitled. You should always discuss your specific situation with an attorney or other legal advisor to determine your legal rights.

Tort Liability - All NMservices volunteers who are acting on behalf or in the service of a New Mexico governmental entity, such as the New Mexico Department of Health (NMDOH) or New Mexico Department of Homeland Security and Emergency Management, and performing duties that are requested, required or authorized, regardless of time and place of performance, are entitled to the liability protections of the New Mexico Tort Claims Act (TCA). A health care professional licensed by New Mexico or otherwise permitted by law to provide health care services in the State is covered under the TCA for liability for damages caused by any negligent acts or omissions committed in the performance of duties as a volunteer. An NMservices volunteer who is a non-licensed health care professional or lay volunteer is entitled to immunity from tort liability, unless immunity is waived in the TCA for the specific activities in which the volunteer is engaged (i.e., operation of a motor vehicle). In this case, such volunteer is covered for liability for damages caused by negligent acts or omissions committed in the performance of duties as a volunteer.

Workers' Compensation - Although NMservices volunteers are not employed by the State of New Mexico, all unpaid licensed health care professionals registered with NMservices 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 and entitled to New Mexico workers’ compensation benefits. There is no coverage for injury or death to volunteers occurring during emergency preparedness training, drills or exercises prior to an emergency.

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