

[Facility/Agency Logo]

[Facility/Agency Name]

Volunteer Reception Center Plan

“The information contained in this document is confidential. No information from this document shall be released when such release would jeopardize efforts to prepare for a public health emergency, and thereby endanger the life or safety of the people of this locality.”

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Acronyms

ESAR-VHP: Emergency System for Advance Registration of Volunteer Health Professionals

MRC: Medical Reserve Corps

PREP Act: Public Readiness and Emergency Preparedness Act

Definitions

Affiliated Volunteers: A person officially attached to a larger body, such as the American Red Cross or Medical Reserve Corp.

Medical Reserve Corps¹: The Medical Reserve Corps (MRC) is a national network of volunteers, organized locally to improve the health and safety of their communities. The MRC network comprises nearly 1,000 community-based units and almost 200,000 volunteers located throughout the United States and its territories.

MRC volunteers include medical and public health professionals, as well as other community members without healthcare backgrounds.

Emergency System for Advance Registration of Volunteer Health Professionals²: The Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) is a federal program created to support states and territories in establishing standardized volunteer registration programs for disasters and public health and medical emergencies.

The program, administered on the state level, verifies health professionals' identification and credentials so that they can respond more quickly when disaster strikes. By registering through ESAR-VHP, volunteers' identities, licenses, credentials, accreditations, and hospital privileges are all verified in advance, saving valuable time in emergency situations.

PREP Act: The Public Readiness and Emergency Preparedness Act (PREP Act) authorizes the Secretary of the Department of Health and Human Services (Secretary) to issue a declaration (PREP Act declaration) that provides immunity from liability (except for willful misconduct) for claims of loss caused, arising out of, relating to, or resulting from administration or use of countermeasures to diseases, threats and conditions determined by the Secretary to constitute a present, or credible risk of a future public health emergency to entities and individuals involved in the development, manufacture, testing, distribution, administration, and use of such countermeasures.

ServNY: ServNY is a registry of health care and mental health professionals who wish to volunteer during an emergency or major disaster.

¹ Medical Reserve Corps. ND. *About the Medical Reserve Corps*. <https://mrc.hhs.gov/pageviewfldr/About>

² HHS. ND. What is ESAR-VHP? <http://www.phe.gov/esarvhp/Pages/about.aspx>

Spontaneous / Unaffiliated Volunteers³: Spontaneous, unaffiliated volunteers – our neighbors and ordinary citizens – often arrive on-site at a disaster ready to help. Yet because they are not associated with any part of the existing emergency management response system, their offers of help are often underutilized and even problematic to professional responders.

³ FEMA. *Managing Spontaneous volunteers in times of disaster*.
<https://www.fema.gov/pdf/donations/ManagingSpontaneousVolunteers.pdf>

I. Introduction

This plan considers a variety of volunteer management practices undertaken in California, western New York, and New York City. In California, volunteer processing centers are routinely established, a product of collaboration between official agencies and nonprofit disaster response organizations. In New York City, the Office of Emergency Management has designated New York Cares, a nonprofit organization, as the agency responsible for mobilizing unaffiliated volunteers seeking to help after disasters.

In Chautauqua County, in upstate New York, the Emergent Volunteer Processing Center (EVPC) Plan, was developed by Chautauqua County Salvation Army facilities in Jamestown, NY and Dunkirk, NY and included in the Chautauqua County Comprehensive Emergency Management Plan. The 2009 flooding in Gowanda and Silver Creek proved the plan to be a valuable tool in support of a collaborative and community-wide disaster response and recovery effort.

A. Considerations

Experienced and practiced professionals in the emergency response community recognize three important realities regarding the management of unaffiliated volunteers responding spontaneously to a sudden disaster.

- First, it is essential to properly screen and evaluate spontaneous volunteers in order to identify those with the valuable and necessary skills needed to assist recovery.
- Second, spontaneous volunteers strain available resources and impose burdens at the most inopportune times; the most effective response comes from volunteers that have affiliated themselves with established response organizations before the disaster strikes.
- Third, all spontaneous volunteers, regardless of capability, must be appropriately received, processed, and (if possible) utilized; failure to do so may result in the loss of valuable volunteer resources and lead to long term public relations setbacks for involved organizations.

Note: Any volunteers not suitable will be referred to local volunteer organizations (see Attachment 1).

B. Disclaimer

The use of volunteers in any situation poses liability concerns. Some volunteer organizations may provide liability coverage for volunteers, and others may be able to provide information regarding the volunteer but no liability coverage. The [hospital / health department] will consider liability issues prior to activating this plan. [Optional: add link to agency specific liability coverage]

C. Purpose

A Volunteer Reception Center screens and organizes volunteers to keep communities safe and to maximize the productivity of the generous people offering to help them through the recovery and rebuilding process.

Though it would be helpful for community volunteer agencies to provide oversight of any Volunteer Reception Center, [hospitals / health departments] may need to provide their own staff or current volunteers for direct management. See Attachment 1 for a list of volunteer organizations.

The purpose of this Volunteer Reception Center Plan is to provide detailed response tools for healthcare agencies to rapidly respond to volunteers who are associated/certified with a volunteer organization following an emergency/disaster event, as well as managing any spontaneous volunteers who may present to the reception center.

II. Preparedness

A. Local Resources

Medical Reserve Corps

The Medical Reserve Corps (MRC) Program coordinates the skills of practicing and retired physicians, nurses and other health professionals as well as other citizens interested in health issues, who are eager to volunteer to address their community's ongoing public health needs and to help their community during large-scale emergency situations.

Local community leaders can develop their own Medical Reserve Corps Units and identify the duties of the MRC volunteers according to specific community needs. For example, MRC volunteers may deliver necessary public health services during a crisis, assist emergency response teams with patients, and provide care directly to those with less serious injuries and other health-related issues.

[Additional information specific to the local MRC should be added here.]

B. State Resources

ServNY

ServNY is a registry of health care and mental health professionals who wish to volunteer during an emergency or major disaster. Some counties have also listed non-medical volunteers in ServNY.

These volunteers may be contacted by the local health department or activated by the state, upon request.

C. National Resources

Corporation for National and Community Service

Most counties have national service volunteers that can be deployed during a disaster. For example, RSVP, the Retired and Senior Volunteer Program, engages individuals age 55 and older in service to support unmet community needs. A dedicated group of RSVP members are trained to assist with clerical, logistical and physical tasks. They

are covered by supplemental liability insurance while serving. See Attachment 1 under "Rochester Region VOAD" for contact information.

D. Legal Considerations

The use of volunteers in any situation includes liability concerns. Some volunteer organizations may provide liability coverage for volunteers, and others may be able to provide information regarding the volunteer but no liability coverage. Considerations include:

- **Verify licensure/certification**

- **Has there been a declaration of the PREP Act?**

The Public Readiness and Emergency Preparedness Act (PREP Act) authorizes the Secretary of the Department of Health and Human Services (Secretary) to issue a declaration (PREP Act declaration) that provides immunity from liability (except for willful misconduct) for claims of loss caused, arising out of, relating to, or resulting from administration or use of countermeasures to diseases, threats and conditions determined by the Secretary to constitute a present, or credible risk of a future public health emergency to entities and individuals involved in the development, manufacture, testing, distribution, administration, and use of such countermeasures. A PREP Act declaration is specifically for the purpose of providing immunity from liability, and is different from, and not dependent on, other emergency declarations.

- **Could ServNY volunteers be activated?**

[According to NYSDOH Volunteer Coordinator] Credentialed medical volunteers who are registered and activated through NY State Department of Health are covered under Public Officer's Law 17. There are a number of tests that must be satisfied and administrative actions that must occur before volunteers are activated and mobilized at the state level.

- **What other waivers may be granted at the time?**

NOTE: Notify the Command Center/Legal Department immediately, in the event that any presenting volunteer is listed on a sex offender database.

III. Response

A. Plan Activation

The [hospital / health department] Command Center will determine the need to activate this plan based on a need for volunteers and/or the presence of spontaneous volunteers. The appropriate location for the Volunteer Reception Center will be a Command Center decision, but the following could be considered:

- [location]
- [location]
- [location]

Once the decision is made to activate this plan, a designated "Reception Center Manager" will be appointed. See Attachment 5 for job action sheets.

B. Operational Checklist

- Command decision to open a Reception Center
- Reception Center Manager appointed
- Staff designated to manage the Reception Center
- Reception Center Manager manages the setup of the area and conducts just in time training for staff
- Logistics provides equipment and supplies as requested
- Operations and Planning provide ongoing information regarding volunteers needed
- Command Center continues to provide oversight and direction for the Reception Center
- Once the Reception Center is no longer needed, the Command Center will instruct the Reception Center Manager to demobilize

C. Command and Control

[Hospital / health department] manages all emergency response using the Incident Command System. The Volunteer Reception Center Manager is under the Logistics Section. See Attachment 4.

Note: All response activities listed in this document are under the direction of the Command Center and will be carried out as directed based on the event and required response.

D. Communications

Internal

Communication devices should be readily available within the reception center. The Reception Center Manager will assign radios or obtain cell phone numbers for staff working at the site to provide a means of rapid communication between stations.

The Reception Center Manager will obtain a means of communication with Command Center authorities to ensure open lines of communication between the Command Center and the Reception Center.

External

External communication will need to be made with a variety of agencies including:

- Volunteer organization they are affiliated with – see Attachment 1
- NYS Department of Education Professional licensure
<http://www.op.nysed.gov/opsearches.htm>

- NYS Sex Offender Registry <http://www.ny.gov/services/search-sex-offender-registry>
- National Sex Offender Database <https://www.nsopw.gov>
- Others as instructed by the Command Center

NOTE: Notify the Command Center/Legal Department immediately, in the event that any presenting volunteer is listed on a sex offender database.

E. Safety/Security

1. Physical Safety & Security

- Areas designated as Volunteer Reception Centers should have adequate modes of egress, fire alarm systems and fire suppression systems (where applicable) in compliance with NFPA 101 LSC.
- The area should have a single point of entrance and a single point of exit to provide access and crowd control.
- Due to a potentially large volume of people in a single area, consideration should be made to position a uniformed presence (if available) in or about the reception center, particularly in situations where spontaneous, unaffiliated volunteers are expected.

2. Volunteer Personnel Safety & Security

- As with all those involved in emergency response and recovery efforts, organizations must ensure the safety and security of volunteers working within their facilities.
- The same conditions, support services, etc. afforded to organizational staff must be extended to volunteers

3. Population Served Safety & Security

- It is important to remember that you are introducing a number of individuals that will be working with your [patients/community residents] and staff that have not gone through your organizations background checks and vetting.
- At a minimum, non-affiliated spontaneous volunteers should:
 - Complete a basic application providing Name, Address, Phone Number, and DOB
 - Provide a valid Photo ID
 - Have their information checked against the National Sex Offender Database (www.nsopw.gov), particularly if they would be working around vulnerable persons.
- Non-affiliated, spontaneous volunteers should not be placed in roles dealing directly with [patients/community residents].

F. ID requirements

- Government issued ID
- A current hospital or health department ID
- Documentation of a current active license, certification, or registration
- Identification indicating that the individual is a member of a recognized state or federal volunteer organization
- Identification by current [hospital/health department] staff member(s) who possess personal knowledge regarding the volunteer's qualifications

IV. Recovery

All emergency response ends in a recovery period. The Command Center will determine when the reception center is no longer needed. Once volunteers are no longer needed, they will be debriefed and sign out.

In the event that volunteers are still on duty when the reception center is closed, the Labor Pool Unit Leader will ensure tracking of these volunteers and ensure they are debriefed and sign out prior to leaving the facility. See *Attachment 7*.

Before any volunteer leaves, ensure all documentation has been completed and their contact information is available. See Attachment 6. Additional follow up with volunteers will be in accordance with the [hospital/health department] specific emergency response plans.

Attachment 1: Volunteer Organizations

<p>2-1-1 Lifeline <i>2-1-1 /LIFE LINE is a 24/7 crisis/suicide intervention program and Information & Referral (I&R) service serving Monroe, Wayne, Ontario, Livingston, Cayuga and Seneca Counties. We offer assistance and referrals for emergency food, shelter, clothing, crisis counseling, substance abuse issues, employment, financial and legal issues, physical and mental health needs, and more. If you need help, just ask!</i></p>	<p>Dial 2-1-1 or 1-877-FLNY2-1-1 (1-877-356-9211), accessible 24 hours a day, seven days a week, including holidays, with Spanish-speaking telecounselors and telephone translation services available.</p> <p>https://211lifeline.org/</p>
<p>2-1-1 Helpline <i>Finger Lakes Region 211</i> <i>Connections to Steuben, Chemung, Allegheny, Schuyler, and Yates Counties – 24/7</i></p>	<p>Dial 2-1-1 or 1-800-346-2211</p> <p>http://www.211helpline.org/</p>
<p>American Red Cross Finger Lakes Chapter <i>Serving Chemung, Schuyler, Seneca, Steuben, Wayne and Yates Counties.</i></p>	<p>123 West Market Street Corning, NY 14830 Phone: 607-936-3766 Fax: 607-936-0287 Website: http://www.redcross.org/local/new-york/western-central-new-york/chapters/finger-lakes</p>
<p>American Red Cross of Greater Rochester <i>Serving Livingston, Monroe, and Ontario Counties.</i></p>	<p>50 Prince Street Rochester, NY 14607 Phone: 585-241-4400 Fax: 585-241-4464 Website http://www.redcross.org/ny/rochester</p>
<p>American Red Cross of Western and Central</p>	<p>344 West Genesee Street Syracuse, NY 13202 Phone: 315-234-2200 Website: http://www.redcross.org/local/new-york/western-central-new-york</p>
<p>Foodlink, Inc. <i>Foodlink is a regional food hub and the Feeding America food bank serving Allegany, Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming, and Yates counties.</i></p>	<p>1999 Mt. Read Blvd. Rochester, NY 14615 Phone: 585-328-3380 Fax: 585-328-9951 Email contact@foodlinkny.org</p>
<p>Medical Reserve Corps (Livingston County)</p>	<p>2 Livingston County Campus Mt. Morris, NY 14510 Phone: 585-243-7524</p>
<p>Medical Reserve Corps (Monroe County)</p>	<p>111 Westfall Road, Room 854 Rochester, NY 14620 Email: mcmrc@monroecounty.gov</p>

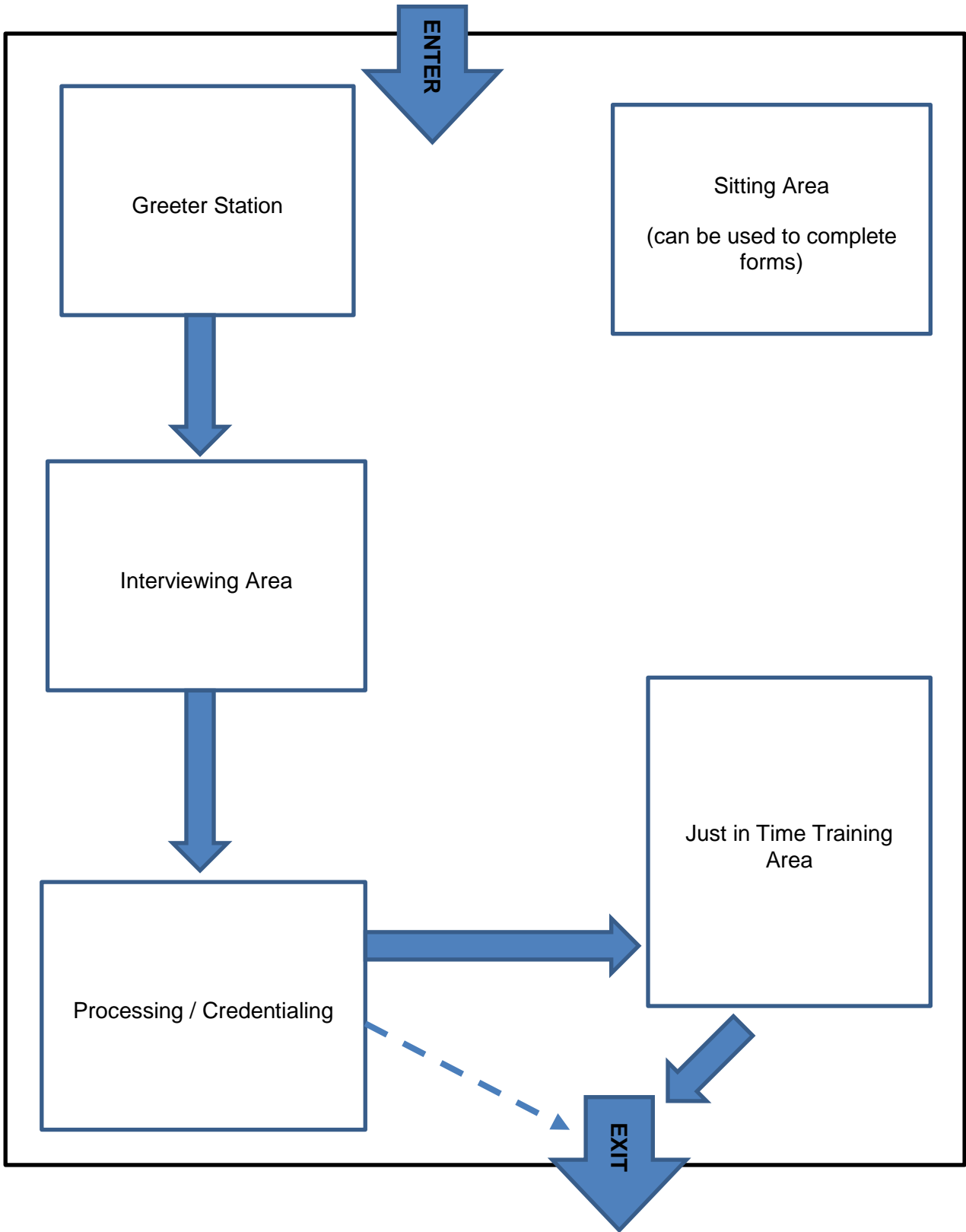
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Medical Reserve Corps (Steuben County)	3 E. Pulteney Square Bath, NY 14810 Phone: 607-664-2438
Medical Reserve Corps (Yates County)	417 Liberty Street Suite 2120 Penn Yan, NY 14527 Phone: 315-536-5160
NYCONNECTS <i>NY Connects serves older individuals and individuals with disabilities of all ages. They can help families, caregivers, and professionals.</i>	Services: https://www.nyconnects.ny.gov/NYServices?c=NYServicesCataloguePage State Partner links https://www.nyconnects.ny.gov/Links?c=ExternalLinksPage
NYSERVES Upstate New York <i>New York's s first coordinated network of public, private, and non-profit organizations working together to serve veterans, service members and their families.</i>	If you are in crisis, please call Veterans Crisis Line at 1-800-273-8255 and Press 1 or send a text message to 838255 to receive confidential support 24/7. Request services online: http://upstate.americaserves.org/
Rochester Region VOAD <i>NYVOAD (Voluntary Organizations Active in Disaster) provides a collaborative structure to coordinate the work of voluntary agencies within New York State in times of disaster and acts as a conduit for disaster preparedness.</i>	Deborah S. Palumbos Program Director, RSVP Lifespan of Greater Rochester, Inc. 1900 S. Clinton Avenue Rochester, NY 14618 Phone: 585-244-8400 x128 Direct: 585-287-6428 Cell: 585-746-5847 Fax: 585-244-9114 Dpalumbos@lifespan-roch.org
Salvation Army Locations	Website: http://www.salvationarmyusa.org
Salvation Army (Canandaigua)	110 Saltonstall Street PO Box 510 Canandaigua, NY 14424 Phone: 585-394-6968 Email: robin.rice@use.salvationarmy.org
Salvation Army (Corning)	32 Denison Parkway East Corning, NY Phone: 607-962-4681 Email: Francisco.Rivera@use.salvationarmy.org Website: http://www.salvationarmy.org

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Salvation Army (Geneva)	41 North Street PO Box 532 Geneva, NY Phone: 315-789-1055, 1775 Email: luis.martinez@use.salvationarmy.org
Salvation Army (Hornell)	95 Seneca Street PO Box 398 Hornell, NY Phone: 607-324-1933 Email: Francisco.Rivera@use.salvationarmy.org
Salvation Army (Rochester)	70 Liberty Pole Way Rochester, New York 14604 Phone: 585-987-9500 Fax: 585-987-9599
Southern Tier / Finger Lakes VOAD <i>VOAD (Voluntary Organizations Active in Disaster) is a network of independent associations at the national, state, or local level which provides a forum where organizations share knowledge and resources through all phases of the disaster cycle in order to help survivors and their communities.</i>	http://www.211helpline.org/stflvoad http://www.ihsnet.org/southerntierfingerlakesvoad
Veterans Outreach Center	CALL TOLL FREE: 1-866-906-VETS (8387) ROCHESTER: 585-546-1081 447 South Avenue Rochester, NY 14620 BUFFALO: 716-424-1892 403 Main Street - Suite 320 Buffalo, NY 14203 HOURS: MONDAY - FRIDAY 8:30AM - 5:00PM http://www.veteransoutreachcenter.org

Attachment 2: Sample Floor Plan



Attachment 3: Supplies and Equipment

Suggested Supplies and Equipment

Computers
Printer
Signage
Dry erase board and markers
Digital camera (or phone may be used) – for making badges
Laminating machine and badge making supplies
Tables and chairs
Radios
Copies of the Volunteer Reception Center Plan

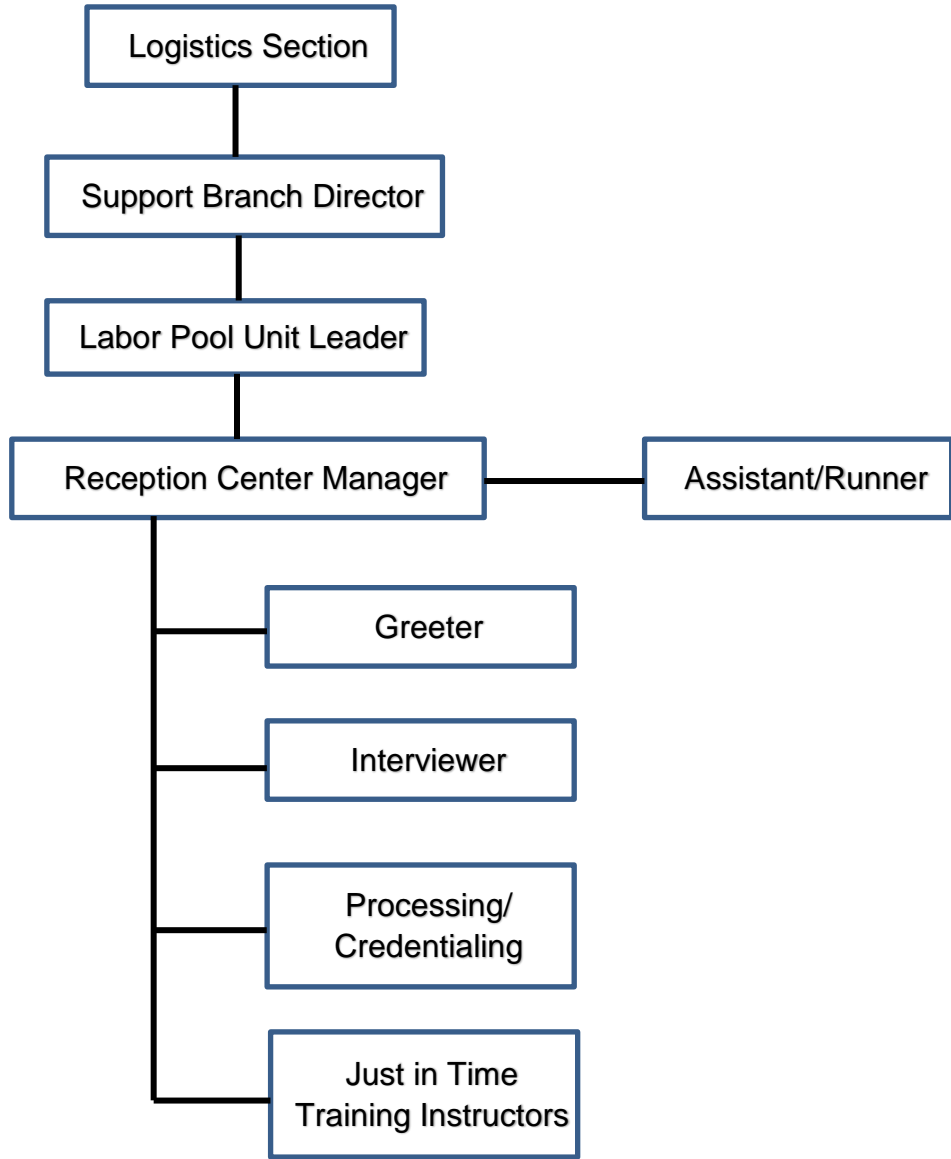
Office supplies:

- Staplers, staples, staple remover
- Paper clips
- Assorted markers, pens, highlighters, dry erase markers, eraser
- Folders
- Paper, note pads, post-it notes
- Masking tape
- Scotch tape
- Scissors
- Clipboards

Forms:

- Floor Plan
- Staffing Flow Chart
- Job Action Sheets
- Volunteer Information/Release Form
- Disaster Volunteer Sign in Sheet
- Just in Time Training Script

Attachment 4: Staffing Flow Chart



Reception Center Manager

Reports to (Logistics Section): _____

Mission: *Oversee all Reception Center Operations*

Preferred Skills:

- *Exceptional interpersonal and organizational skills*
- *Exceptional problem-solving skills*
- *Ability to communicate well verbally and in writing*
- *Experience managing staff and assigning tasks*
- *Knowledge of office machines and equipment preferred*
- *Bilingual skills useful (e.g. Spanish, ASL)*
- *Affiliated Agency Volunteer*

Duties to Perform:

- Read entire Job Action Sheet.
- Obtain briefing from direct supervisor.
- Determine needed staff.
- Work with other staff members to set up Reception Center.
- Ensure that all assigned staff are present and at the work site.
- Brief clinic staff on the current situation and communicate standard operating procedures. (Just in Time Training - JITT)
- Assign Job Action Sheets and tasks.
- Ensure that all necessary paperwork is completed.
- Monitor status of supplies and request as needed.
- Continually reassess operational status and needs.
- Monitor staff for signs of fatigue and stress. Ensure staff downtime.
- Ensure all volunteers sign out after their assignment has been completed.
- Debrief and thank all volunteers at the end of their shift.
- Brief incoming Reception Center Manager at the end of your shift.
- Document all key activities, actions, and decisions on an ICS Form 214: Operational Log, on a continual basis.

NOTE: Notify the Command Center/Legal Department immediately, in the event that any presenting volunteer is listed on a sex offender database.

Assistant / Runner

Reports to (Reception Center Manager): _____

Mission: *Provide direct assistance to the Reception Center Manager.*

Preferred Skills:

- *Exceptional interpersonal and organizational skills*
- *Exceptional problem-solving skills*
- *Ability to communicate well verbally and in writing*
- *Experience managing staff and assigning tasks*
- *Knowledge of office machines and equipment preferred*
- *Bilingual skills useful (e.g. Spanish, ASL)*
- *Ability to stand and/or walk for extended periods of time.*

Duties to Perform:

- Read entire Job Action Sheet.
- Obtain briefing from direct supervisor.
- Assist in setting up Reception Center.
- Ensure adequacy of supplies and distribute as needed.
- Update Volunteer information on board (as instructed).
- Ensure volunteer sign in / sign out procedures are being followed.
- Assume role of Reception Center Manager, as needed.
- Brief incoming Assistant / Runner at the end of your shift.

Greeter

Reports to (Reception Center Manager): _____

Mission: *Greet potential volunteers.*

Preferred Skills:

- *Pleasant, professional manner – enjoys meeting people.*
- *Good communication skills.*
- *Calm under pressure.*
- *Bilingual skills useful (e.g. Spanish, ASL)*
- *Ability to stand, walk for extended periods of time, if needed.*

Duties to Perform:

- Read entire Job Action Sheet.
- Obtain briefing from direct supervisor.
- Assist in setting up Reception Center.
- Greet potential volunteers – thank them for their patience as they wait.
- Provide appropriate forms to those entering the Reception Center.
- Request any needed supplies from your direct supervisor or the Assistant / Runner.
- Answer questions according to your ability. Redirect other questions to the Reception Center Manager.
- Brief incoming Greeter at the end of your shift.

Interviewer

Reports to (Reception Center Manager): _____

Mission: *Interview potential volunteers and review Information / Release Form.*

Preferred Skills:

- *Exceptional interpersonal and organizational skills*
- *Exceptional problem-solving skills*
- *Ability to communicate well verbally and in writing*
- *Ability to relate to diverse populations.*
- *Calm under pressure.*
- *Bilingual skills useful (e.g. Spanish, ASL)*

Duties to Perform:

- Read entire Job Action Sheet.
- Obtain briefing from direct supervisor.
- Assist in setting up Reception Center.
- Review **PAGE 1 of Information / Release Form** and ensure complete documentation.
- Request any needed supplies from your direct supervisor or the Assistant / Runner.
- Answer questions according to your ability. Redirect other questions to the Reception Center Manager.
- Brief incoming Interviewer at the end of your shift.

Processing / Credentialing

Reports to (Reception Center Manager): _____

Mission: *Credential and process volunteers prior to just in time training.*

Preferred Skills:

- *Exceptional interpersonal and organizational skills*
- *Exceptional problem-solving skills*
- *Ability to communicate well verbally and in writing*
- *Ability to relate to diverse populations.*
- *Computer skills.*
- *Ability to manage equipment for ID processing.*
- *Calm under pressure.*
- *Bilingual skills useful (e.g. Spanish, ASL)*

Duties to Perform:

- Read entire Job Action Sheet.
- Obtain briefing from direct supervisor.
- Assist in setting up Reception Center.
- Input data and completed **PAGE 2 of the Information / Release Form** into a database or paper documents, as provided.
- Conduct background checks. Report any concerns to the Reception Center Manager.
- Verify medical credentials.
- Create picture ID's.
- If volunteer cannot be used, thank them for their willingness to assist and provide them information on volunteer organizations in their community.
- Request any needed supplies from your direct supervisor or the Assistant / Runner.
- Answer questions according to your ability. Redirect other questions to the Reception Center Manager.
- Brief incoming Processing / Credentialing staff at the end of your shift.

Just in Time Training Instructors

Reports to (Reception Center Manager): _____

Mission: *Provide training on volunteer responsibilities.*

Preferred Skills:

- *Good teaching / presentation skills.*
- *Good interpersonal skills and a desire to educate others.*
- *Ability to relate to diverse populations.*
- *Bilingual skills useful (e.g. Spanish, ASL)*

Duties to Perform:

- Read entire Job Action Sheet.
- Obtain briefing from direct supervisor.
- Assist in setting up Reception Center.
- Provide training to prepare volunteers to perform various jobs, according to their skills and interests. *See Volunteer Reception Center Plan Attachment 8: Just in Time Training.*
- Request any needed supplies from your direct supervisor or the Assistant / Runner.
- Answer questions according to your ability. Redirect other questions to the Reception Center Manager.
- Brief incoming Instructors at the end of your shift.

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Attachment 6: Volunteer Information/Release Form

Volunteer Registration Form		[Facility/Agency Name] Volunteer Reception Center Processing	
<p><i>This form is intended to capture all the information required for the registration of volunteer personnel for potential use in [Facility/Agency Name] emergency operations.</i></p> <p><i>Once this form has been completed, it will be subjected to further review before any individual can provide volunteer assistance.</i></p>		<p>Volunteer Reception Center Staff will fill out PAGE 2.</p>	
<p>Are you affiliated with any volunteer agency/organization?</p> <p><input type="checkbox"/> ServNY <input type="checkbox"/> Other _____</p>		<p>Where:</p>	
Last Name:	First Name:	Address:	
City:	State:	Zip Code:	
Cell Phone:	Home Phone:	Work Phone:	
Email:			
Emergency Contact:		Phone:	
Health/Human Service Experience		Current professional licenses/certifications (include number)	
<input type="checkbox"/> Physician			
<input type="checkbox"/> PA			
<input type="checkbox"/> NP			
<input type="checkbox"/> RN			
<input type="checkbox"/> LPN			
<input type="checkbox"/> CNA/HHA			
<input type="checkbox"/> Dentist			
<input type="checkbox"/> Pharmacist			
<input type="checkbox"/> Psychiatrist/Psychologist			
<input type="checkbox"/> Disaster Mental Health Professional			
<input type="checkbox"/> Social Work			
<input type="checkbox"/> Counselor/Therapist			
<input type="checkbox"/> EMT-P			
<input type="checkbox"/> EMT-B			
<input type="checkbox"/> OTHER			
Additional certifications & qualifications:			
Non-Healthcare Experience		Current licenses/certifications (include number)	
Additional certifications & qualifications:			
Interviewer:	Date:	Time:	<input type="checkbox"/> am <input type="checkbox"/> pm PAGE 1

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CREDENTIALS & QUALIFICATION SECTION		
Section Completed By:		
ID TYPE	PHOTOCOPY	CONFIRMATION
<input type="checkbox"/> Personal ID (government issued ID, driver's license, passport)		
<input type="checkbox"/> Employment ID (or agency affiliation ID)		
<input type="checkbox"/> Licensure (professional)		
<input type="checkbox"/> Certifications (ACLS, EMT card, CPR, AED, First Aid, other)		
<input type="checkbox"/> Secondary Source (recognized hospitals, EMS)		
Present occupation:	Employer:	
	Employer contact info:	
Special Skills (include languages spoken fluently):		
Availability (days and hours):	Preferred shift: <input type="checkbox"/> Day <input type="checkbox"/> Evening	
Processing/Credentialing:	Date:	Time: <input type="checkbox"/> am <input type="checkbox"/> pm
Agency referred to:	Position:	
Background Check Initiated: <input type="checkbox"/> Yes <input type="checkbox"/> No		
Professional licensure verified with NYS Education Office http://www.op.nysed.gov/opsearches.htm <input type="checkbox"/> Yes <input type="checkbox"/> No		
NYS Sex Offender Registry Checked: http://www.ny.gov/services/search-sex-offender-registry <input type="checkbox"/> Yes <input type="checkbox"/> No		
Sign Out To be completed by Reception Center staff at the end of the assignment/shift and signed by Volunteer.		
<input type="checkbox"/> Volunteer turned in any event specific ID. <input type="checkbox"/> Volunteer was provided with follow up information including who to contact regarding any physical or mental health concerns.		
_____	_____	_____
Staff Member (print name)	Staff Member (sign name)	DATE
_____	_____	_____
Volunteer (print name)	Staff Member (sign name)	DATE
		PAGE 2

Attachment 8: Just in Time Training

This list includes information that should be covered during just in time training. Each facility should add their specific information where needed.

1. Overview of the incident – “why are you here”
2. Current incident objectives
3. Code of conduct / ethics
4. Current health and physical status
5. HIPAA privacy

Facility Specific Training

6. Chain of command
7. Review of security procedures
8. Safety information including
 - Infection prevention
 - Fire
 - Emergency equipment
 - Emergency codes
9. Job specific training
10. Clothing/uniform/ID
11. Facility floor plan/map
12. Location of supplies
13. Return to the Reception Center for checkout and debriefing