Partnerships with Emergency Management

How Volunteers Should Be Incorporated Into Emergency Operations Plans
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Objectives

• Understand how volunteers can be incorporated into current plans

• Understand who the appropriate stakeholders are when trying to be incorporated into your organization’s emergency operations plan (EOP)

• Develop tools and relationships to ensure your facility understands how to activate and where to utilize its volunteer pool
The Handshake
How do we communicate our capabilities to the right people?

1. Reach out to the emergency management leaders at your organization.
2. Let them know what resources are available and what those resources can do.
3. Join your local emergency management committee.
4. Remind them of the ways you can help and voice your needs. (TJC Standard EM 02.02.07.14)
5. Participate in drills, exercises and other emergency management activities.
# Volunteer Types from an Emergency Management Perspective

**Affiliated**
- Part of a recognized voluntary agency
- Formal training in emergency response
- Prescreened and vetted
- Examples: hospital volunteer pool, DMATs, Team Rubicon etc.

**Unaffiliated**
- Not part of a recognized voluntary agency
- No formal training
- Not officially invited to become involved
- Motivated by a sudden desire to help others
- Example: Joe the construction worker who wants to help after a large earthquake
Volunteer Types from an Emergency Management Perspective (cont.)

**Licensed Volunteers**
- Physicians
- Nurses
- EMTs/Paramedics
- Technicians

**Non-Licensed Volunteers**
- Students
- Retirees
- General community members
Where do we get our volunteers from and what type will we utilize?

- **Daily Volunteer Pool**
  - Prescreened, verified by your hospital, credentialed

- **ESAR-VHP (LA County DHV)**
  - Emergency System for Advanced Registration of Volunteer Health Professionals
  - Federal program created to support states in standardizing volunteer registration for disaster response
  - Verifies health professional’s identification and credentials ahead of time so that they can respond quickly

- **VOADs**
  - Volunteer organizations activated in disaster
  - ENLA - Emergency Network Los Angeles
  - Non-profit organizations with some disaster function
Volunteer Capabilities

• Advise what volunteers can do within your organization:

  Daily Volunteers vs. Disaster Volunteers

• Some places we have found volunteers helpful:
  • Family Information Center registration
  • Escorts
  • Chaplain services
  • Logistics
  • Scribes
  • Pet therapy programs
Coordinate With Your Hospital Command Center

- When your organization’s disaster code (e.g. “code triage”) is activated, report to the Labor Pool of Logistics.
- Let them know what services you have and what you can get.
- Don’t just assign a volunteer to do something.
- Follow the proper HICS chain of command.
Your Toolkit for Volunteers in Disaster
Your toolkit should be customized to your needs but should address:

• Volunteer requests
• Volunteer staging
• Volunteer training
  • “Just in time” training
• Identification
• Supplies
• Supervision
• Demobilization
Volunteer Requests

Externally
• How will your organization request volunteers?
• What types of volunteers will your organization need?

Internally
• Process in place for your HCC to request volunteers
• Ensure when volunteers are requested they will have proper supervision and direction
Volunteering Staging

• Recall procedures
• Registration process
• Updated contact information
• Expectations
• Space
Volunteer Training

• Pre-Event Training
  • All registered volunteers should receive onboard training
    • What to do in the event of a disaster
    • What the organization expects of you
    • What you need to bring with you post-disaster activation
    • What you need at home to be prepared to assist

• Just-in-time (JIT) Training
  • All volunteers should receive JIT training/Orientation
    • Roles, expectations, safety, contact information, overall objectives, etc.
Identify your Volunteers

• Vests, shirts, or some other type of visible identification
• Different types of volunteers should have different identification
• Name badges
Supplies

FOR YOUR STAFF
• Food and Water
• Basic Comfort Supplies
• Specialty supplies needed for tasks that may be assigned.
• Job Action Sheets

DONATION MANAGEMENT
• What are you going to take?
• Where are you going to put it?
• What are you doing with items you can not use?
Supervision

• Will your volunteers work with direct or indirect supervision?
• Who will volunteers report to?
• Will all volunteers report to the same person or will licensed volunteers report to someone different?
• Ensure the reporting structure within your organization is clear and can be given to your volunteers.
Tracking and Demobilization

• How will volunteers be tracked?
• What types of shifts will volunteers work?
• What will the transition from one volunteer to another look like?
• What types of services are available for volunteers after they have worked post-disaster?
• How will you debrief your volunteers?
Conclusion

• Volunteers can be a great asset to any emergency response.
• Have a plan for managing volunteers ahead of time.
• Understand what types of volunteers you will and will not accept.
• Clearly identify volunteers’ capabilities pre-incident.
• Constantly communicate with your institution’s emergency management leaders.
• MOST IMPORTANTLY HAVE A WAY TO RECOGNIZE AND THANK YOUR DISASTER VOLUNTEERS
Resource Links

• Los Angeles County DHV
  • http://file.lacounty.gov/SDSInter/dhs/222416_LACDOM-September2014-FINAL.pdf

• VOAD’s
  • Los Angeles County- http://enla.org/
  • National- https://www.nvoad.org/

• Preparedness Kit Supplies
  • www.Ready.gov

• California Hospital Association- Emergency Prep.
  • https://www.calhospitalprepare.org/volunteers
Questions?
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Manager/Director Role at EM

- Participate on Emergency Management Committee
- Participate during statewide disaster drills
  - Manage disaster volunteers from local nursing programs
- Identified need to establish a volunteer response team
- Development of VERT Volunteer and Coordinator
  - Job Description
  - Communication – Everbridge - Volgistics
  - Requirements and Training
VERT Service Responsibilities

• Perform non-medical tasks
• Take direction from medical staff
• Help with the admitting, I.D. and rapid discharge process
• Help with shuttle transportation
• Stock supplies, sanitize equipment
• Perform as runners for Command Center and Triage, lab, etc.
• Comfort care – blankets, ice packs, water, food, etc.
Why volunteers during a disaster?

- Scope of work
- Patient volume
- Effect of triage on a typical ward at Mission Hospital
  - Pulled to work in the triage tents in a disaster
  - Added patients in a disaster
  - Patient/nurse ratio of 14 patients to one nurse
  - Other duties
  - Work in that typical ward
  - 78% more patients, 40% fewer nurses and 50% more turnover
  - No new education or training
- Most volunteers live within 5 miles
- Staff lives all over Southern California
During a Disaster

In addition:

Volunteers will work in the triage tents, helping patients

Volunteers will act as runners

Volunteers will be partnered with other volunteers
Other Disaster Volunteer Factors

• After a disaster and Code Triage is cleared – all hands on deck!
• Promoting disaster readiness in the home with current volunteers
• Hospital to make a mass purchase of First Aid kits, Emergency Kits and water containers.
• Basic First Aid training for all volunteers
• No “Stop the Bleeding” class
• Volunteers participate heavily in semi-annual disaster drills.
Code Lockdown!

• Policy
  • To ensure the safety of personnel, patients and visitors by means of restricting the normal flow of traffic in and out of the facility’s entrances and exits.

• Procedures
  • When is it appropriate to call a Code Lockdown?
  • Who is responsible for calling?

• Internal/External Disasters
• Training
• Communications
• Entry and Exit Points of Hospital
• Staff Checklist – Volunteer’s Role