

Process for Volunteer Requests during a Cross-Jurisdictional Event

Requesting Additional Volunteers When SEOC Is Activated

1

- If the State Emergency Operations Center (SEOC) is activated, DPH OPEM will notify MRC Unit Leaders and State of MA Volunteer Program (MVP) members via **MA Responds** or via the HHAN (**Non-MA Responds**) if volunteers are needed. Volunteers may be asked to standby.

2

- If an MRC unit has been asked by a local community to provide assistance and the MRC can meet these needs, the requesting entity is asked to call the ESF-8 desk to provide awareness. If the local MRC unit cannot meet the requestor's needs, then the requesting entity should proceed to step 3.

3

- To request additional MRC support, the requesting entity will call the ESF-8 desk to request necessary volunteers; ESF-8 staff may ask the following questions (but not limited to) to fill out the Volunteer Request Form:
 1. Number/ type of volunteers needed (medical/non-medical)
 2. Date/Time/Duration of shifts requested
 3. Address /location of mission (ex: a shelter); Include Directions
 4. Name/Phone Number of Point of Contact at site and who volunteers report to
 5. Requestor's contact information in case further information is needed
 6. Any other relevant information

4

- ESF-8 will send a request to the Volunteer Support Team (VST). The VST will then contact MRC Unit Leaders an/or MVP members through **MA Responds** and phone/email for **non-MA Responds** leaders. MRC leaders shall follow unit protocols for activating volunteers.

5

- In accordance with MRC Deliverables, participating units will send a message to volunteers within two (2) hours of initial notification from DPH OPEM through **MA Responds**. Unit leaders that utilize MA Responds will be asked to confirm that all available volunteers are accepted in the system in writing (i.e. email).
- Participating **Non-MA Responds** units will be requested to send a message via telephone or email. Non-MA Responds units will be asked to verify all deployable volunteer credentials (no less than CORI/SORI) in writing.

6

- If necessary, the VST will utilize **MA Responds** to assign volunteers to appropriate tasks/shifts and notify the volunteer(s), Unit Leader and requestor. The VST will also notify the requestor if no volunteers are available.

7

- The VST will host conference calls as needed to identify and discuss any areas of concerns and all ongoing needs. These activities will be documented in WebEOC, the Duty Officer Log or other reporting mechanisms.

8

- The VST will provide regular email updates to relevant parties to share all necessary data (ex: from regional coordinators, MEMA situational awareness, etc.).

Requesting Additional Volunteers When SEOC Is NOT Activated

1

- Units will work directly with requestor to fill volunteer requests. Requesting entity may work within their region initially. DPH OPEM volunteer support team (VST) will not be activated.

2

- Requesting agencies may contact the local unit directly or notify OPEM staff by calling the 24/7 pager at (617) 339-8351 of a cross-jurisdictional need for volunteers and must include the required information listed on the Volunteer Request Form.

3

- The duty officer will contact the MRC State Coordinator or designee, and *if approved* to assist in a local response by the OPEM Director or Deputy Director, MVP members will be contacted through **MA Responds**.

4

- MRC unit Leaders shall follow individual protocols for activating volunteers. In accordance with MRC Deliverables, participating units will send a message to volunteers within two (2) hours of initial notification from DPH OPEM through **MA Responds**. Unit leaders that utilize MA Responds will be asked to confirm that all available volunteers are accepted in the system in writing (i.e. email).

5

- If within 2 hours of initial notification there are not enough volunteers, **Non-MA Responds** units will be requested to send a message via telephone or email. Non-MA Responds units will be asked to verify all deployable volunteer credentials (no less than CORI/SORI credentials) in writing (i.e. email).

6

- The MRC State Coordinator and MMS staff will utilize **MA Responds** to assign volunteers to appropriate tasks/shifts and will notify the volunteer(s) and Unit Leader, as well as the original requestor. The MRC State Coordinator will also notify the requestor if no volunteers are available.

7

- The MRC State Coordinator, with approval from the Director of OPEM or the Deputy Director, will host conference calls as needed with relevant parties to identify and discuss areas of concern and all ongoing needs. All activities will be documented in WebEOC, the Duty Officer Log, or other reporting mechanisms.

8

- Regular email updates will be provided to the relevant parties to share all necessary data (ex: from regional coordinators, MEMA situational awareness, etc.).



Massachusetts Volunteer Request Form

To be used for organizations, towns, agencies, etc. requesting MRC volunteers



Description of event:

Region:

Local MRC leader:

Has local MRC been contacted? Yes No

Requesting Agency Information

Date:	
Requestor's name:	
Requestor's telephone:	
Requestor's email:	

Event Information

Date:	
Address/Location:	
Point of Contact at Site:	Number:
Type of event? <input type="checkbox"/> Shelter <input type="checkbox"/> Emergency <input type="checkbox"/> Other	
How quickly is response needed?	

Volunteer Information

Description of Volunteer Duties:	Job Descriptions included? <input type="checkbox"/> Yes <input type="checkbox"/> No
Type of volunteers* needed (medical/non-medical)?	
Will unit accept non-MA Responds volunteers?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How many of each?	
Professions & skills needed:	
Date/time/duration of shift(s) and check-in time:	
Who do volunteers report to?	Phone Number:
Additional Info(meals, supplies, lodging, transportation, parking, etc)	
Directions	

All deployable volunteers must be **credentialed** and belong to the **requested** unit.

*Credentialed volunteers shall pass all background checks (CORI, VSOS or SORI and Medical Licensure Verification) **before** being contacted and/or deployed.