



WISCONSIN DEPARTMENT OF HEALTH SERVICES
DIVISION OF PUBLIC HEALTH
OFFICE OF PREPAREDNESS AND EMERGENCY HEALTH CARE
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Part 2: WEAVR Administrators' Manual

August 2016

Wisconsin Plan for Volunteer Health
Professionals (VHPs)

This section of the guidance describes:

- Purpose of WEAVR
- Role of State and Local Administrators
- Building local VHP management capacity
- Recruiting and retaining VHPs
- Registering and verifying licensing & credentials of VHPs
- Training and managing VHPs

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FOR MORE INFORMATION RELATED TO THIS DOCUMENT

Please contact the WEAVR State Administrator at dhsweavrmail@wisconsin.gov.

Part 2: WEAVR Administrators' Manual

WISCONSIN PLAN FOR VOLUNTEER HEALTH PROFESSIONALS
(VHPS)

Introduction

The Wisconsin Department of Health Services (DHS) Division of Public Health (DPH) is responsible for developing and maintaining a system to recruit, deploy, and manage verified and credentialed VHPs to respond when needed to local, tribal, regional, state, and federal emergency incidents.

In accordance with federal mandate and state law, Wisconsin has developed the [Wisconsin Emergency Assistance Volunteer Registry \(WEAVR\)](#) to facilitate and manage the registration, credentialing, and deployment of volunteer health professionals (VHPs) in the event of an emergency that requires medical resources.

Wisconsin Emergency Assistance Volunteer Registry

WEAVR is a secure, password-protected web-based volunteer registration system for health care, behavioral health, and animal health professionals who are interested in volunteering during a declared emergency. Additionally, WEAVR welcomes non-health professionals (e.g., health educators, outreach personnel, etc.) who can support the public health mission. WEAVR allows public health/medical emergency response coordinators to:

- Quickly identify, contact, and deploy qualified VHPs
- Request the help and specific skill sets they need to respond to the emergency
- Match the best volunteer candidate for the job

WEAVR System Administrators

WEAVR's successful operation relies on a statewide system of trained and effective state and local system administrators to verify and manage its data and to cultivate, engage, and deploy its registrants, which include:

- Local and tribal public health jurisdictions
- Medical Reserve Corps (MRCs)
- Functional Assessment Service Teams (FASTs)
- Disaster Behavioral Health (DBH) Teams *[under development]*
- Wisconsin Animal Response Corps

PURPOSE

Part 2: WEAVR Administrators' Manual

The Wisconsin Department of Health Services (DHS) Division of Public Health (DPH) developed this manual guide to serve a twofold purpose:

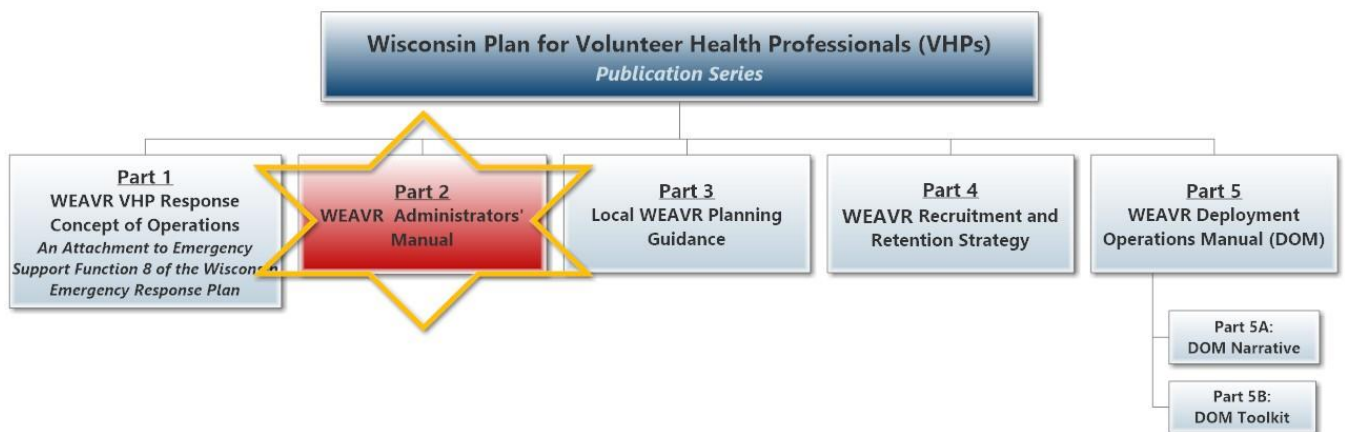
- To define the roles and responsibilities of state and local WEAVR system administrators
- To provide an orientation and training overview of the tasks necessary to achieve local emergency volunteer management capability through WEAVR.

This manual does not mandate. Instead, it offers guidance on the use of or deployment of VHPs during an emergency or disaster.

WEAVR Publication Series

This manual is part of the *Wisconsin Plan for Volunteer Health Professionals (VHPs)*. The following chart illustrates the organization of the publication series, designed to integrate use of WEAVR to deploy VHPs into state and county emergency operations plans (CEOPs).

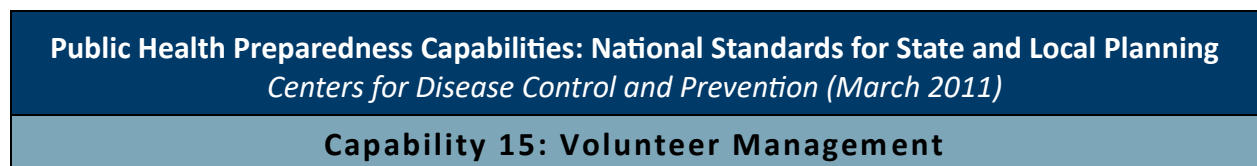
FIGURE 1: WEAVR PUBLICATION SERIES



ROLES & RESPONSIBILITIES

In March 2011, the Centers for Disease Control and Prevention (CDC) published *Public Health Preparedness Capabilities: National Standards for State and Local Planning*¹. This guidance aligns with the four functions defined in Capability 15, Volunteer Management.

FIGURE 2: SUMMARY OF VOLUNTEER MANAGEMENT CAPABILITIES



¹ For a complete discussion of these capabilities, go to <http://www.cdc.gov/phpr/capabilities/>.

Function 1	Coordinate volunteers
Function 2	Notify volunteers
Function 3	Organize, assemble, and dispatch volunteers
Function 4	Demobilize volunteers

State WEAVR Administrator

The State WEAVR Administrator manages the online registry and coordinates the statewide WEAVR program.

FIGURE 3: STATE WEAVR ADMINISTRATOR ROLE

State WEAVR Administrator Roles & Responsibilities

Ensure WEAVR System compliance with ESAR/VHP² requirements.

- The state volunteer health professional registration system must be web-based, secure, and provide redundant means of communicating with registered volunteers.
- At a minimum, the system must include registration opportunities for:
 - Advanced practice registered nurses (nurse practitioners, certified nurse anesthetists, certified nurse midwives, clinical nurses specialists)
 - Behavioral health professionals (marriage and family therapists, clinical social workers, psychologists, and mental health counselors)
 - Cardiovascular technologist and technicians
 - Dentists
 - Diagnostic medical sonographers
 - Emergency medical technicians (EMTs) and paramedics
 - Licensed practical nurses and licensed vocational nurses
 - Medical and clinical laboratory technicians (includes phlebotomists)
 - Medical and clinical laboratory technologists
 - Medical records and health information technologists
 - Pharmacists
 - Physicians
 - Physician assistants
 - Radiologic technologists and technicians
 - Registered nurses
 - Respiratory therapists
 - Veterinarians
- The system must classify VHPs according to four standard credential levels:

² ESAR/VHP is the US Department of Health & Human Services Emergency System for Advance Registration of Volunteer Health Professionals. For more information, go to <http://www.phe.gov/esarvhp/pages/default.aspx>.

State WEAVR Administrator Roles & Responsibilities

- **Level 1** – identifies volunteers who are clinically active in a hospital, either as an employee or by having hospital privileges
- **Level 2** – identifies volunteers who are clinically active in a wide variety of settings, such as clinics, nursing homes and shelters
- **Level 3** – identifies volunteers who meet the basic qualifications necessary to practice in the state in which they are registered
- **Level 4** – identifies volunteers who have health care experience or education that would be useful for assisting clinicians and providing basic health care not controlled by the scope of practice laws (may include health professions students or retired health professionals who no longer hold a license)

Engage Partner Organizations

Add partner organizations as requested. Current partner organizations include:

- Medical Reserve Corps (MRCs), including the Wisconsin Animal Response Corps
- Functional Assessment Service Teams (FASTs)
- Wisconsin 1 Disaster Medical Assistance Team (WI1-DMAT) – available for out-of-state deployment only

Technical Assistance

Provide technical assistance and training to Local Administrators on the use of WEAVR as the designated volunteer health professionals registry (in accordance with § 257.02, Wisconsin Statutes).

Operational Coordination and Support

Provide comprehensive coordination and support for the duration of VHP deployments.

Local WEAVR Administrators

WEAVR Local Administrators have three primary responsibilities:

- Recruit and manage local VHPs.
- Manage WEAVR data and WEAVR system operations for the VHPs enrolled in your jurisdiction's group.
- Manage VHP deployments.

Volunteer Management Cycle

Local management of VHPs will encompass a cycle of activities.

- **Preparedness** – a continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective action in an effort to ensure effective coordination during incident response
- **Response** – the mobilization of the necessary emergency services and first responders in the disaster area to address the short-term, direct effects of an incident, beginning when an emergency event is imminent or immediately after an event occurs
- **Post-Response** – activities that return jurisdictions to their steady state of emergency readiness, provide for ongoing medical and behavioral health support of deployed VHPs as necessary, and translate lessons learned into VHP system improvements

FIGURE 4: VOLUNTEER MANAGEMENT CYCLE



Roles and Responsibilities

The following chart summarizes the WEAVR Local Administrator's roles and responsibilities. You might find it useful to adapt and customize the chart into a job action sheet for personnel in your jurisdiction. We will expand on these responsibilities in the remainder of this manual.

FIGURE 5: LOCAL WEAVR ADMINISTRATOR ROLE

Local WEAVR Administrator Roles & Responsibilities
System Administration
<p>General Qualifications & Training</p> <ul style="list-style-type: none"> • Have a primary and at least one back-up administrator. • Be registered on WEAVR with a profile completed to 100%. • Complete the 2.5-hour online WEAVR administrator-training module and/or the 2015 WEAVR webinar series. • Complete recommended NIMS/ICS training. • Have knowledge of the WEAVR system through the training video, training site and use of the system • Know the volunteer acceptance policy.³
<p>Readiness</p> <ul style="list-style-type: none"> • Maintain competence and readiness in the use of the WEAVR system. • Maintain complete WEAVR system records (and hard copy as appropriate) of active VHP information and activities • Achieve and exercise WEAVR deployment operations capabilities.
Preparedness
Function 1: Coordinate Volunteers
<p>Recruitment</p> <ul style="list-style-type: none"> • Develop a robust, continuous recruitment program. • Build outreach strategies that capitalize on both media-based and word-of-mouth communications. • Research and reach out to a variety of groups and resources to expand recruitment reach.
<p>Registration</p> <ul style="list-style-type: none"> • Provide registration assistance for potential VHPs who do not have Internet expertise. • Monitor registrants' progress to ensure prompt resolution of registration questions or difficulties and timely completion of all necessary data.

³ The WI Division of Public Health, in coordination with local administrator input, will create a consistent volunteer acceptance policy applicable to all jurisdictions between July 1, 2015 and June 30, 2016.

Local WEAVR Administrator Roles & Responsibilities
<p>Background Checks</p> <ul style="list-style-type: none"> • Determine what background checks your jurisdiction will require. • Develop a process/procedure for completing them.
<p>Credential Verification</p> <p>Confirm that the WEAVR system has completed all appropriate credential verification prior to accepting new VHP registrants and prior to deploying them.</p>
<p>Training</p> <ul style="list-style-type: none"> • Develop VHP training recommendations. • Work with your local Office of Emergency Management to include your VHPs in training and exercises • If there is an MRC unit in your jurisdiction, collaborate with the MRC unit coordinator to share exercises.
<p>Engagement</p> <ul style="list-style-type: none"> • Use WEAVR to communicate with your VHPs. • Find opportunities to engage your VHPs in planned events.
<p>Planning</p> <p>In consultation with the local Office of Emergency Management to ensure consistency with the CEOP, develop a VHP management plan.</p>
Response
Function 2: Notify Volunteers
<ul style="list-style-type: none"> • Follow WEAVR protocols for locating and assigning VHPs. • Verify assigned VHPs' identities and credentials.
Function 3: Organize, Assemble, and Dispatch Volunteers
<ul style="list-style-type: none"> • Follow your jurisdiction's plans for authorizing the deployment of VHPs. • Follow WEAVR protocols for requesting, sending, and receiving VPs. • Ensure completion of all logistical requirements for deployed VHPs. • Provide for a Volunteer Reception Center.
Post-Response
Function 4: Demobilize Volunteers
<ul style="list-style-type: none"> • Confirm VHPs have completed all assigned tasks prior to release from duty. • Complete all required reports and recordkeeping tasks. • Provide post-deployment VHP support. • Provide for VHP recognition and appreciation.

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Preparedness Activities

Function 1: Coordinate Volunteers

SYSTEM ADMINISTRATION

Records

Maintain current, accurate, and complete contact information, training, and credentialing records for all affiliated VHPs.

- Maintain hard copies of VHP emergency contact information.
- Document activities in which each volunteer has participated.

System Use

Maintain competence and readiness in the use of the WEAVR system.

- Be able to locate volunteers in all stages of registration, including:
 - pending
 - researching
 - accepted
 - rejected
- Know how to use the WEAVR messaging system – both email and text.
- Check system messages frequently, responding promptly as needed.
- Know how to use WEAVR for deployment and tracking of volunteers to:
 - create a group
 - set up a mission
 - use the tracking feature for deployed volunteers
 - use the system routinely to communicate with enrolled vhps
 - exercise the system

RECRUITMENT

Energetic and ongoing recruitment is the cornerstone of your VHP program. With imaginative, consistent outreach, you can recruit a solid corps of volunteers who will then help you expand your recruitment reach.

Recruitment Resources

The WEAVR State Administrator provides a variety of free materials for your local use, including:

- Posters, brochures – contact the WEAVR State Administrator directly

- Messaging templates – available through the DHS Partner Communications and Alerting (PCA) Portal -- <https://www.dhs.wisconsin.gov/pca/index.htm>
 - Recruitment letter
 - Newsletter articles
- Shared messaging
 - Public service announcements
 - Social media posts

Contacts from other volunteer organizations such as the American Red Cross, The Salvation Army, WI Voluntary Organizations Active in Disasters, Volunteer Centers, etc. can also expand your reach to potential volunteers.

Sources of Prospective Volunteers

With some creativity and persistence, Local Administrators can reach out to a variety of local agencies, facilities, and organizations for prospective volunteers.

FIGURE 6: SOURCES OF PROSPECTIVE VOLUNTEERS



MRC Units

Even though MRC members must register in WEAVR, unit members do not always affiliate with a local health department. We advise you to establish a Memorandum of Understanding (MOU) with your local or regional MRC.

Recruitment Strategies

- Set a goal for a target number of volunteers to recruit per month/quarter/year.
- Schedule meetings with community leaders or groups to provide information on the WEAVR program.
- Capitalize on free community service message opportunities to advertise for volunteers with the skills needed for your organization's mission.

- Learn to use all types of media to promote volunteerism and emergency preparedness, including social media, television, radio, and newspapers along with word-of-mouth strategies.
- Invite existing volunteers to join recruitment efforts and provide them with resources to do so.

REGISTRATION

- Assist interested registrants who do not have Internet capability.
- Periodically check WEAVR for new registrants.
 - Follow their progress throughout the registration process to resolve potential registration issues.
 - Ensure they successfully complete their registration.
- Check registrants at all stages of registration, including:
 - pending
 - researching
 - accepted
- Conduct rapid WEAVR registrations during emergencies or disasters as necessary for qualified volunteers who show up spontaneously and are qualified to serve as VHPs.

CREDENTIAL VERIFICATION

The WEAVR credential verification process checks professional licenses issued by the WI Department of Safety & Professional Services (DSPS) and WI DPH (emergency medical services licenses). WEAVR also integrates national certification system verifications. Databases that report professional misconduct and disciplinary actions integrate with the system.

- **At initial VHP registration**, confirm that all appropriate credential verification has occurred.
- **At deployment**, conduct a confirmation credential verification check immediately prior to deploying VHPs.

BACKGROUND CHECKS

It is up to your organization to decide whether to require background checks of potential VHPs, how to go about it, and which particular background check system(s) to use. There are several considerations to take into account in arriving at a local policy.

- Some jurisdictions and organizations routinely conduct background checks on their personnel and/or volunteers. You may discover that your jurisdiction/organization will use its background check system for your VHPs at no cost to you.

- Most of the background check systems listed below will reveal violations in Wisconsin but not offences that have occurred outside of the state. You may need to consult an additional system to verify out-of-state backgrounds.
- Any background check is simply a snapshot. If you wish to learn of violations that occur after the initial background check, you will need to devise additional strategies or policies, such as requiring self-reporting by volunteers who subsequently offend or by periodically repeating background checks.

Suggested Minimum Required Background Checks (Free)

- [Wisconsin Circuit Court Access \(WCCA\), Circuit Court Automation Program \(CCAP\)](#)
 - Provides access to certain public records of the Wisconsin circuit courts.
 - Information displayed is an exact copy of the case information entered into the circuit court case management system by court staff in the counties where the case files are located.
 - The court record summaries available there are all public records under Wisconsin open records law.
- [Wisconsin Department of Corrections Sex Offender Registry](#)
 - Generally contains information on those individuals who were convicted of, incarcerated, or on supervision for a sex offense **in Wisconsin** on or after December 25, 1993.
 - If a person has not been convicted of a qualifying offense, or if information has not been submitted about that person, information about that person may not be included in the registry.
 - The information contained in the registry will not reflect the entire criminal history of a particular individual.
- [Wisconsin Nurse Aide Registry](#) – Operated by the Wisconsin Department of Health Services, this registry provides information on caregiver misconduct.

Alternative Background Check Options (Fee-Based)

- [Caregiver Background Check](#)
 - Fees vary according to requestor organization and type of background check sought
- WEAVR Background Check Module
 - Conducts a national search
 - Prospective VHP must enter their own social security number correctly
 - Costs \$8.40 per request. Beginning July 1, 2014 local agencies will be billed quarterly for use of the WEAVR background check module.
 - At present, this module is unable to guarantee completion of background checks in under 48 hours.
 - While this is sufficient for non-emergency registration of VHPs, it will not meet federal and state standards (24 hours) for providing a properly verified list of VHPs available and willing to deploy for immediate emergency response.
 - Jurisdictions will need to develop a back-up plan to verify VHP eligibility during emergencies. (Refer to the *Part 3: Local WEAVR Planning Guidance* for more on this item.)

TRAINING

WEAVR does not prescribe training requirements for its VHPs. We encourage you to develop your own training policies and standards. An abundance of free available training can give your VHPs a keener understanding of the unique challenges of working in a disaster environment.

Welcome and Orientation

It is important to provide a uniform welcome and orientation process to new VHP affiliates soon after they have completed their registration. A typical orientation agenda might include:

- Discussion of the types of emergencies for which VHPs may deploy and the potential roles they may fill
- Information about liability, injury reporting, and confidentiality
- Information about required and optional training opportunities and exercises
- Explanation of how notification and deployment will take place
- A brief overview of a typical chain of command for emergency operations (covered in detail in the minimum recommended courses listed below)
- A discussion of the kind of communication, briefings, or training that may occur during missions

TRAIN Wisconsin

TRAIN Wisconsin (<https://wi.train.org/>) is the authorized learning resource for public health professionals in Wisconsin. Operated by the Wisconsin Department of Health Services, it allows you to:

- Quickly find and register for many courses listed on Train.org and participating TRAIN affiliate sites
- Track your learning with personal online transcripts
- Access valuable materials, course reviews, and discussions to improve your learning experience
- Stay informed of the latest public health trainings for your area or expertise

TRAIN Wisconsin is integrated with WEAVR. If you include your TRAIN User Name in your WEAVR profile, the TRAIN system will automatically update training records in WEAVR as you complete additional training. This field appears at the bottom of your profile/identity page.

National Incident Management System/Incident Command System

Both state and federal law require that all government entities organize emergency response and recovery operations using the Incident Command System (ICS), a component of the National Incident Management System (NIMS). ICS is a management system used to achieve command and control within an organization and interagency coordination during any type of emergency.

While WEAVR imposes no specific training requirements, we strongly advocate that all VHPs participating in emergency response and recovery acquire a working understanding of these systems.

Minimum Recommended NIMS/ICS Training (Free Online Courses)

You can access the following free online courses at TRAIN Wisconsin at <https://wi.train.org/>.

[IS-700: Introduction to the National Incident Management System \(NIMS\)](#)

NIMS provides a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents. This course introduces NIMS and takes approximately three hours to complete. It explains the purpose, principles, key components, and benefits of NIMS.

[ICS-100: Introduction to Incident Command System](#)

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).

[ICS-200: ICS for Single Resources and Initial Action Incidents](#)

ICS 200 enables personnel to operate efficiently during an incident or event within the Incident Command System (ICS). ICS-200 provides training on and resources for personnel who are likely to assume a supervisory position within the ICS.

Personal Preparedness

In order to respond effectively in an emergency, VHPs must have plans in place to be sure their families, other dependents, pets, etc., are safe.

The University at Albany School of Public Health offers a course that provides a step-by-step process for developing a family disaster plan and a personal emergency plan. This course is for anyone who might respond to an emergency that keeps them away from home for an indeterminate period, including public health or healthcare professionals and volunteers.

Available at:

<http://www.ualbanycphp.org/learning/registration/tab.cfm?course=pep&s=Overview>

You can also find a wealth of individual and family preparedness resources at:

- Wisconsin Emergency Management's [ReadyWisconsin \(www.ready.wi.gov\)](http://www.ready.wi.gov)
- FEMA's [Ready.gov](http://www.ready.gov)

Just-In-Time Training

You will need to develop a standardized program of just-in-time training (JITT) to deliver at the time of deployment whenever you mobilize your VHPs, typically delivered via the Volunteer Reception Center. You should include the details of your JITT program, including pre-scripted handouts and messages, in your VHP management plan.

Refer to the *WEAVR Deployment Operations Manual* for detailed guidance on preparing assigned VHPs to deploy. In summary, your JITT should, at a minimum, address:

Health & Safety

- Personal Safety
 - Provide a description of the main hazards facing VHPs in the specific situation (e.g. risks of disease transmission, risks associated with stresses of responding to the emergency).
 - Provide a description of the control efforts in place to manage the hazards and protect VHPs (e.g. vaccination, protective equipment, security personnel).
 - Explain the process for opting out of the volunteer role if the VHPs feel their personal safety is unacceptably at risk. (For example, an immunocompromised volunteer may be at risk in a clinic offering live vaccines.)
- Personal Protective Equipment (PPE) – provide VHPs with the same protections afforded to health professional employees under OSHA law, including no-cost protective training, supplies, and equipment.
- Injury
 - Provide a description of the reporting mechanism for illness or injury.
 - Describe how to acquire first aid or medical care.
 - Describe workers' compensation coverage.
- Behavioral Health – provide a briefing on behavioral health precautions and recommendations

Liability

Describe the extent of liability protection available for volunteers based on your own agency's policies and in accordance with Wisconsin law.

EXERCISES AND DRILLS

Look for opportunities to involve your VHPs in exercises and drills.

- Consult with DHS/WEAVR Staff for technical assistance as needed.
- Network with other Local Administrators to share exercise ideas and strategies

At present, Wisconsin state law (Chapter 257) provides for liability protection for your VHPs when they deploy properly in a declared emergency. These provisions do not apply to training or other non-emergency activities.

Wisconsin Chapter 323 provides for liability and workers compensation protection for volunteers who participate in selected emergency management training activities. Consult with your local office of emergency management for additional information on such opportunities.

- State exercises and drills – Stay abreast of exercise opportunities offered by state agencies. The State WEAVR Administrator will typically distribute notice of these via the WEAVR system.
- County exercises and drills – Work with your county office of emergency management to add injects relating to VHPs into local exercises as appropriate.
- Departmental exercises and drills – Develop internal exercises and drills to train VHPs on all notification and deployment procedures.

ENGAGEMENT AND RETENTION

A good volunteer program needs attentive and ongoing management to thrive. Give careful and continuing thought to strategies for keeping your VHPs engaged and interested as well as continuing to increase their skills for responding in a disaster environment.

Communicate Regularly with VHPs

Communication Media

- Use WEAVR for VHP communications to give them practice navigating the system.
- Use social media applications such as Facebook, Twitter, and LinkedIn to provide expanded venues for communication, advertising, and VHP recognition.

Communication Strategies

- Announce/promote free training opportunities
- Provide suggestions for social media sites of interest – the more you, yourself follow social media related to emergency preparedness and response, the more you will discover interesting links to share.
- Share news stories about:
 - Emergency preparedness
 - Emergency response in actual incidents/disasters that included VHPs
- Share links to online newsletters with stories about VHPs, volunteer liability, preparedness, etc.
- Provide suggestions for ways to get the most out of WEAVR

- Send reminders to update contact, profile, and training information.

Involve VHPs in Planned Activities

WEAVR members generally deploy only in a declared emergency. However, some WEAVR registrants may want to be more active in the community.

- Provide organizational attire, such as t-shirts, vests, etc.
- Provide opportunities to participate in local, regional, and state drills and exercises.
- Arrange for your VHPs to present preparedness programs to community organizations.
- Find opportunities to participate in community events, celebrations, and fairs.
 - Register new recruits.
 - Offer preparedness tips and information.
 - Have a free drawing for an emergency preparedness kit or other items.
- Develop a mentoring program to keep volunteers engaged and support potential leaders in your organization.
 - Delegate responsibilities for orientation and training to experienced volunteers.
 - Delegate other administrative duties to volunteers looking for more involvement in the organization.
 - Pair experienced volunteers with new volunteers.
 - Provide opportunities for leadership and resource management training.
 - Create work groups for special projects that involve both new and experienced volunteers.

RECOGNIZE AND APPRECIATE VOLUNTEERS

Volunteer recognition and appreciation should be an ongoing priority whether or not VHPs have had opportunities to deploy.

- Sponsor social events such as breakfasts, picnics, or potlucks.
- Invite VHPs to serve as project leaders or committee members.
- Give away gift certificates.
- Create a photo collage or slide show of volunteer activities.
- Recognize long-term VHPs with service awards.
- Send handwritten thank-you notes to VHPs after a deployment or other activity.
- Write letters to VHP employers highlighting their accomplishments.

VHP MANAGEMENT PLAN

At the core of your ability to coordinate VHP deployment is your VHP management plan. *Part 3: Local WEAVR Planning Guidance* provides detailed guidance and models for achieving this.

- Create a VHP management plan for deploying VHPs during an emergency that ensures trained leadership and logistical support consistent with ICS. It should include:

- Mobilization protocols
- Standard operating procedures
- Forms, resource lists, pre-scripted instructions, etc.
 - Communications equipment for health department staff to communicate with volunteer resources such as phones, computers, radios (use appropriate ICS forms)
 - Manual and/or electronic system for tracking and maintaining a history of VHP deployment and activities
- Memoranda of understanding or other letters of agreement with volunteer sources
- Work with your Office of Emergency Management to determine the best way to integrate VHP management planning into the CEOP. Make sure it contains:
 - Appropriate procedures for **registered** WEAVR VHPs when they appear at an emergency incident or an emergency volunteer reception center. (NOTE: Volunteers should never self-deploy.)
 - Appropriate procedures for registered WEAVR volunteer non-health professionals (such as health educators, outreach workers, etc.) when they appear at an emergency incident or an emergency volunteer reception center.
 - Appropriate procedures for spontaneous **unregistered** VHPs who appear at an emergency incident or an emergency volunteer reception center.

Response Activities

In the remainder of this manual, we address the Local Administrator activities necessary for deploying and managing VHPs during an actual emergency or disaster. Since we cover them extensively in *Part 5: WEAVR Deployment Operations Manual (DOM)*, we provide an abridged discussion here.

- Use the following overview as an orientation and performance guideline.
- Use the *Part 5: DOM* during exercises and response operations.
- Make sure Local Administrators are empowered with sufficient organizational support, training, and concise VHP management plans to operationalize the following activities.

The remainder of this manual provides, for overview purposes, summaries of the steps to follow during VHP deployment operations.

In the event of an actual emergency, use *Part 5: WEAVR Deployment Operations Manual (DOM)* for detailed guidance and operating procedures.

Function 2: Notify Volunteers

STEP 1: EXHAUST LOCAL RESOURCES

- Develop procedures for your public health/medical services partners to follow when they exhaust local response resources and want to request VHPs.
- Your chief elected official, along with the jurisdiction's legal counsel, **MUST** give you authorization to deploy volunteers **BEFORE** you initiate a VHP deployment.
 - Find out what the protocols and procedures are for acquiring authorization to deploy volunteers, and include them in your VHP management plan.
 - If your CEOP already contains an emergency volunteer management annex, make sure the procedures in your VHP management plan are consistent with those in your CEOP.
- Alert DHS/WEAVR Staff to the impending request for WEAVR resources.
- Begin immediately to make logistical arrangements to support and manage deploying VHPs.

STEP 2: REQUEST WEAVR RESOURCES

- Determine exactly what VHP qualification levels the requesting organization needs.
- Work with DHS/WEAVR Staff to complete and submit the required request forms and procedures (included in the *Part 5: DOM*).
- Continue working on VHP logistics.

- As prescribed in your local emergency plans, begin activating a volunteer reception center (or process) to receive, orient, and dispatch arriving VHPs.

STEP 3: RECEIVE REQUEST

- Decide whether your jurisdiction has sufficient trained staff to support a deployment of your VHPs to an impacted jurisdiction throughout a multi-shift response operation.
- Assess whether your jurisdiction has written local plans that will adequately guide assigned personnel in mobilizing and managing VHPs.
- Mobilize to begin the process of reaching out to locally registered VHPs.

STEP 4: FINALIZE LOGISTICS

- If the Local Administrator in the requesting jurisdiction is not directly engaged in the public health/medical services response there:
 - Make sure the response personnel (part of the Incident Command) submit preliminary logistical information to the local WEAVR administrator.
 - Use the preliminary logistical data to determine what additional logistics are necessary for VHP support.
- Determine whether the Incident Command's existing Logistics Section can handle VHP needs. If not, assign or request additional personnel to do so.
 - Follow protocols in the CEOP for requesting logistics support.
 - If you have difficulty staffing logistics, work with DHS/WEAVR Staff to ensure capable logistics support.
(See *Part 5: DOM* and *Part 3: Local WEAVR Planning Guidance* for additional guidance materials.)
- Communicate relevant logistics information to all necessary parties.

STEP 5: LOCATE DEPLOYABLE VOLUNTEERS

Requesting Jurisdiction

- Create a master polling message that potential sending jurisdictions can use to describe the emergency/needs and to invite VHPs to deploy. If necessary, solicit help from DHS/WEAVR staff.
- Include thorough logistics information in the polling message.

Sending Jurisdiction

- On receiving a notice of VHP deployment, create a WEAVR system query of the jurisdiction/unit's registrants to determine how many could meet deployment criteria.
- Use the master polling message to create a customized local polling message find out how many qualified VHPs are ready to deploy.

STEP 6: CREATE MISSION & ASSIGN VHPs

Once a Sending Jurisdiction determines that it has available VHPs and the capability to deploy them, it should perform the following tasks.

- Create a mission in the WEAVR system that will record key information about the mission at hand.
- Create deployment groups to define specific facets of a mission to which VHPs can be assigned (e.g. duty location, specialty, disaster behavioral health team).
- Enforce the secure handling of volunteer information in all communications and record keeping.
- Issue WEAVR system invitations to the VHPs who reported their readiness to deploy.
- Monitor WEAVR responses. If necessary, broaden search criteria.
- Confirm and assign VHPs.
 - Conduct a final credential verification.
 - Confirm assignment with selected VHPs.
 - Generate and distribute assignment lists and all necessary documentation.

Function 3: Organize, Assemble and Dispatch Volunteers

STEP 7: MOBILIZE & TRANSPORT VHPs

- Identify a disaster volunteer coordinator and a travel leader to coordinate transportation and volunteer management in the impacted jurisdiction
- Ensure VHPs have received all essential deployment communication related to the incident and their assignments.
- Ensure VHPs have arrived at their receiving location appropriately equipped.
- Establish a VHP communication infrastructure that provides for personal communication between VHPs and their families, with designated points of contact in the Sending and Requesting Jurisdictions, and with emergency resources.
- Confirm VHP identities and credentials at every check-in location.

STEP 8: RECEIVE VHPs

- Establish an organized reception process for arriving VHPs.
- Confirm identities and initiate a tracking system for their activities during deployment as well as hours served.
- If prescribed in your VHP management plan, initiate badging of VHPs using local badging resources or with support from DHS/WEAVR Staff.
- Provide a clear reporting chain of command and identify accountability expectations.
- Document VHP activities from arrival to the conclusion of the mission.

STEP 9: ORIENT & TRAIN VHPs

- Create, staff, and equip a Volunteer Reception Center (VRC) – either a field location or a dedicated facility. (Consult *Part 3: Local WEAVR Planning Guidance* for details on advance preparedness for this task.)
 - Work with the Incident Command in compliance with the CEOP to determine how and where to organize the VRC.
 - Ensure all VRC and deployment orientation and training fulfill the jurisdiction's standard legal requirements relative to protocols and documentation for liability and workers compensation purposes.
- Provide for an orientation process that encompasses the critical spectrum of mission-critical information, safety, and training.

STEP 10: MANAGE VHPs

- Manage continuing support to VHPs throughout the deployment, particularly for those who have deployed away from their homes.

- Establish clear standards of conduct and ensure ongoing VHP supervision includes attention to volunteer behavior, both on and off duty.
- Strictly enforce confidentiality requirements and protocols for both patients/clients and for volunteers.

Post-Response Activities

Function 4: Demobilize Volunteers

STEP 11: PREPARE FOR DEMOBILIZATION

- Confirm with the Incident Command, prior to releasing VHPs, that they have fulfilled their responsibilities for resolving all assigned duties and/or providing a transition of duties to local responders.
- Provide resources and/or referrals to support any residual deployment-related VHP needs or issues.
- Complete, document, submit, and store all required logistical and administrative information.
- Provide for debriefing opportunities.
- Conduct and share performance evaluations.
- Extend official appreciation to all volunteers.

STEP 12: CONDUCT POST-DEPLOYMENT ACTIVITIES

- Conduct a welcome-home event for returning VHPs that provides for volunteer recognition and appreciation, after-action debriefing, and post-deployment support as needed.
- Complete and submit/store all post-deployment recordkeeping.
- Bring all WEAVR system components related to the deployment mission up to date.

Resources

There are numerous additional resources available to support your work as a WEAVR Local Administrator.

- WEAVR Help Center – log in to WEAVR and go to the Help Center at top right of each page
- Partner and Communications Alerting (PCA) Portal: volunteer management documents – planning guidance, toolkit, forms, templates/models, etc.
(<https://www.dhs.wisconsin.gov/pca/index.htm>)

Also – consider consulting leadership/members of the following organizations, who are generally happy to share their knowledge and expertise:

- Medical Reserve Corps units
- Other voluntary organization contacts: American Red Cross, The Salvation Army, WI Voluntary Organizations Active in Disasters, Volunteer Centers, etc.