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**VOLUNTEER**

**HANDBOOK**

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# Introduction

Alaska Respond is part of the national Emergency System for Advanced Registration of Volunteer Health Professionals (ESAR-VHP). This is a national network of state based volunteer registration systems that manage responders in disasters and public health emergencies. The term responder is used interchangeably with volunteer in this program.

* Alaska Respond volunteers may be requested for various types of disasters and public health emergency such as; earthquakes, floods, tsunamis, volcanic eruption, wildfires, severe weather or major infectious disease outbreak.
* Because the system is set up to pre-register healthcare providers, the program can verify the identities, licenses, certifications, credentials and hospital privileges.
* Non-medical and licensed personnel are also encouraged to volunteer, such as EMT’s, law enforcement and emergency management staff.

### Mission

Identify, train and mobilize Alaskan volunteers; both licensed healthcare professionals and support staff to serve in a disaster or public health emergency.

### Vision

Provide a structured network of trained professionals who are ready, willing and able to respond during a disaster or public health emergency and provide optimal care to those in need. Through education and awareness we will increase knowledge and preparedness in our volunteers as well as the general public.

### Scope

Responders may be contacted if local, regional, state and/or interstate resources are overwhelmed and cannot meet the needs of a disaster or public health emergency. Length of service is determined by the volunteer.

The target audience is *medical professionals currently licensed in Alaska* as well as others including:

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* Advanced Nurse Practitioner • Physician

 • Mental Health Specialist • Physician Assistant

 • Dentist • Registered Nurse

 • Licensed Practical Nurse • Social Worker

 • Paramedic • Veterinarian.

 • Pharmacist \* EMTs

* Law Enforcement/Security \* Emergency Management Staff

### Contacts

**Contacts**

|  |  |  |  |
| --- | --- | --- | --- |
| Todd Lecours  | AK Respond Coordinator  | 269-3042 | todd.lecours@alaska.gov  |
| Karl Edwards | AK Respond Logistics/Safety | 269-2040 | karl.edwards@alaska.go  |
| State Medical Duty Officer |  | 903-3721 |  |

**Program Basics**

### Before Volunteering

* Talk with your family about your role as a volunteer.
* Develop a home disaster plan with family or significant others, and organize emergency supplies. By being prepared at home you will better be able to help in a disaster.
* Discuss with your employer that you have signed up with Alaska Respond.

**AK Respond Data Registry**

You must register in the system when you decide to become a volunteer. You will form a "Profile" in the registry. The number of persons with access to the data system is restricted to program coordinators. The information is not available to general public or state employees.

We will periodically check your license and send you newsletters and notices about training. You may want to enter the system at least a couple times a year to review your profile. A few specific points about the data registry:

* Your name in the registry should be inputted the same as on your professional license.
* Please **keep your contact information current**, especially your email address and phone numbers. You may list up to three email addresses and phone numbers. If you have a job that is seasonal, please consider adding a non work contact phone and email.
* If you maintain multiple occupations or licenses, please list your highest level of licensure first or the occupation that you work at most often.
* Remember to add "special certifications" when you attain this distinction.
* Keep your training and profile up to date and complete as possible in order to better be utilized in an emergency.

**Training**

Alaska Respond strives to provide the most current topical and evidence based continuing education possible. By using the best practices model you will be better prepared to take action during an emergency or disaster.

All training that you take with AK Respond will be entered into the registry. You have the option of printing out your list of trainings, with dates, at any time.

When you receive a certificate for training, whether the class was taken through AK RESPOND or personally, you can maintain a copy of that certificate in the system. Simply scan a copy of your certificate, or if taken online use the PDF copy emailed to you, and click "Upload a Certificate".

**Need Help in the System?**

Once you are registered, you can go to the bottom of any page to the *Help Center* and click on "Online Help" or "Video Help" or "Quick Reference Guides" for further information specific to the data registry. You may also [contact](https://www.akrespond.alaska.gov/contact_us.php) us at hss.akrespond@alaska.gov or call DHSS Health Emergency Response Operations duty phone at 907-903-3721.

### Credentialing

Credential verification allows the system to identify responders who have the qualifications needed for a current disaster or public health emergency. Obtaining, verifying, and assessing qualifications of a healthcare professional are aspects of credential verification. Only volunteer healthcare professionals, with verified licenses and credentials, according to Alaska licensing boards, will be utilized to provide patient care, treatment and services for Alaska Respond.

(Local facilities or communities may choose to accept healthcare providers licensed in other states, but the AK Respond program only accepts and deploys those that are licensed within Alaska.)

### Credential Levels

To make the most effective use of volunteer professionals who may have varying levels of clinical competency, the ESAR-VHP program has developed a uniform process, Emergency Credential Level (ECL) for classifying and assigning volunteers into one of four credential levels, based on the credential provided and verified. The four credentials are:

**Level 1**: Identifies health professional/volunteers who work in a hospital, either as an employee or by having hospital privileges.

**Level 2:** Identifies health professional/volunteers who work in a wide variety of nonhospital settings, such as clinics and nursing homes.

**Level 3:** Identifies health professional/volunteers who hold a license to practice in Alaska.

**Level 4:** Identifies volunteers who have healthcare experience or education that would be useful for assisting clinicians and providing basic healthcare not controlled by the scope of practice laws (may include health professions students or retired health professionals who no longer hold a license or other support personnel).

### Legal Authority

If the State of Alaska activates Alaska Respond, responders *may be* hired as short-term, non-permanent employees and will be provided liability coverage and workers compensation. The following are some Alaska Statutes that may apply in the time of an emergency.

AS 09.65.091 Civil Liability for Responding to Disaster

AS 09.65.300 Immunity for Providing Free Health Care

AS 26.23.136 Emergency Management Assistance Compact

Please refer to Alaska Respond web site for further information regarding legal issues and disaster response.

### Responding to an Emergency

Requests for responders will be sent through Alaska Respond registry via emails and phone calls using the contact information entered into the system. A volunteer call out may also be broadcast over local radio stations. In the event that you are contacted, you will receive necessary information related to the event and possible deployment. Therefore, please be sure that the information you enter into the database is accurate and kept up-to-date. Any time you have a change in your personal profile, please update the information. During an event, Alaska Respond may also post critical information on the website.

### Process for Requesting Volunteers

The initial request for volunteers follows the statewide process for requesting resources when local resources are exhausted during an emergency. If a community or hospital does not have enough resources/medical personnel, a request is submitted from local emergency services to the Department Health Social Services (DHSS), Emergency Operations Center (EOC).

### HIPPA and Confidentiality

As with all other confidential health information, Alaska Respond volunteers may encounter sensitive personal medical or other information about the people they serve. This information is protected by law. Out of respect for the individual, volunteers must refrain from repeating information that is given to them or that they see or overhear unless they are delivering the information to a person who is authorized to receive it. Volunteers must also refrain from seeking or viewing information that does not pertain to their work assignments. Documents containing personal information must be kept in a secured location and should not be left unattended. If you have questions or need clarification during your assignment, you should seek guidance from an Alaska Respond Coordinator. HIPAA regulations will be followed.

# DHSS Responsibilities

1. Provide AK Respond identification badge after a picture is taken or submitted.
2. Provide continuing education courses, drills, and exercises to maintain competencies.
3. Upon activation and mobilization, provide guidance of forms for short term/ temporary hire, liability insurance, workman's compensation during deployment.
4. Provide and/or facilitate transportation, lodging and food as deemed necessary for mission deployment. (Expenses, including travel, food and lodging will be covered if you are hired to deploy in a disaster response.)
5. Provide equipment, including all necessary personal protective equipment (PPE), and just in time training including unusual incident forms, promoting safety during deployment.
6. Ensure completion of demobilization paperwork including mission evaluation.
7. Follow up care and or debriefing after deployments and exercises.

# Expectations for AK Respond Volunteers

1. Complete AK Respond Personal Profile to 100% [www.akrespond.alaska.gov](http://www.akrespond.alaska.gov).
2. Discuss becoming a member of AK Respond with your family and develop home emergency plans.
3. Compile a personal “Go Bag” for deployment including any personal medications; refer to [Go Bag List for 72 hour Deployment](#_Go_Bag_List) on page 21.
4. Submit a photograph to AK Respond Coordinator for responder badge.
5. Participate in AK Respond sponsored continuing education to maintain competency for deployment.
6. Discuss with your employer that you have volunteered with AK Respond.
7. When an exercise is initiated in the AK Respond system, communicate whether or not you can deploy (**RESPOND** to the automatic telephone or email response system).

# Alaska Respond Activation

DHSS receives a request from a community or healthcare entity

DHSS validates that local resources have been exhausted and it’s appropriate to active the program

The decision to activate is a collaborative decision between the Incident Commander (IC) and AK Respond Coordinator

# Alaska Respond Mobilization

Determine the appropriate liability coverage, workman's compensation for volunteers

Identify type of volunteer (volunteer, local hire, state emergency hire)

Send out notice to volunteer via phone, text, email

The AK Respond volunteer *RESPONDS to the automatic telephone or email response system*

Develop a timeline for responders and receiving facilities

Assessment of current vaccination status for mission (Tetanus, Diphtheria, Pertussis (Tdap), etc.)

# Alaska Respond Deployment

DHSS Confirm responders and check credentials

Duration – length of response and shifts

Send list to healthcare facility

Just-in-Time Training (JITT)

Familiarization with "Strike Team" bag contents and any other equipment for mission

Deployment checklist and paperwork

***\* Maintain awareness of personal safety while deployed!***

***\* Always stay within scope of practice!***

### Volunteers To Do’s

Maintain copy of current professional license and additional picture ID

Communication – with family and employer

Verify Go Bag is ready for deployment

### Deployment Expectations for Volunteers

1. Assessment of current vaccination status for mission. (Tdap, etc.)
2. Maintain paper copy of your current professional license and additional picture identification.
3. Complete all paperwork and Just-in-Time Training (JITT) required for a volunteer upon activation and deployment.
4. Familiarization with AK Respond "Strike Team" bag contents and any other equipment being deployed for a mission.
5. Maintain awareness of personal safety while deployed.

# Alaska Respond Demobilization

Hotwash immediate / After Action Report (AAR) submit comments

* Process Paperwork
* Travel / Deployment process
* Termination paperwork
* Mission evaluation

\* Follow up – Psychological (may not happen on an exercise)

# Competencies

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **PHASE** | **COMPETENCY** |  | **DOCUMENT** | **RESOURCE** |
| 1 | **Preparedness** | List and describe the four phases of disasters and apply knowledge to your living and work environment. |  | N/A | [www.akrespond.alaska.gov](http://www.akrespond.alaska.gov) |
| 2 | Understand the concepts of medical triage operations, including S.T.A.R.T. (Simple Triage and Rapid Treatment) and JumpSTART for children or S.A.L.T. (Sort, Assess, Life Saving Interventions, Treatment and Transport) |  | Review | <https://www.youtube.com/watch?v=9QHDs10e-G0><http://register2.ndlsf.org/mod/page/view.php?id=2056>  |
| 3 | Complete: *Orientation to Alaska Respond*  |  | Upload certificate into AK Respond | [www.akrespond.alaska.gov](http://www.akrespond.alaska.gov) |
| 4 | Complete: FEMA ICS 100b -*Introduction to Incident Command System (ICS)* |  | Upload certificate into AK Respond | <http://training.fema.gov/is/courseoverview.aspx?code=IS-100.b> |
| 5 | Complete: FEMA IS-909 *Community Preparedness: Implementing Simple Activities for Everyone* |  | Upload certificate into AK Respond | <https://training.fema.gov/is/courseoverview.aspx?code=is-909>  |
| 6 | Complete: National Disaster Life Support Foundation (NDLSF) *Basic Disaster Life Support (BDLS)* |  | Upload certificate into AK Respond | [www.ndlsf.org](http://www.ndlsf.org)(class offered annually – refer to [www.akrespond.alaska.gov](http://www.akrespond.alaska.gov)) |
| 7 | Recognize the elements and response to CBRNE events (Chemical, Biological, Radiological, Nuclear and Explosive) |  | N/A | <http://www.cdc.gov/niosh/docs/2004-173/pdfs/2004-173.pdf> |
| 8 | Describe Class A Biological agents including their characteristics and treatment. Know at least one reference for utilization |  | N/A | <http://emergency.cdc.gov/agent/agentlist.asp> |
| 9 | Describe the varying cultural, social, and spiritual beliefs that can affect delivery of care in a disaster setting |  | N/A | [www.diversitypreparedness.org](http://www.diversitypreparedness.org) |
| 10 | Define special needs populations and describe the various aspects of providing care |  | N/A | <http://sis.nlm.nih.gov/outreach/specialpopulationsanddisasters.html> |
| 11 | Understand state and federal laws regarding medical care in disasters |  | N/A | [www.akrespond.alaska.gov](http://www.akrespond.alaska.gov) |
| 12 | Describe the state and federal legal process of declaring a Public Health Emergency in response to a disease outbreak |  | N/A |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **PHASE** | **COMPETENCY** |  | **DOCUMENT** | **RESOURCE** |
| 13 | **ResRponse** | Recognize the need for universal precautions and demonstrate the proper selection of Personal Protective Equipment (PPE) and the conservation of PPE equipment if needed (levels A, B, C, and D) |  | N/A | <http://www.cdc.gov/niosh/topics/emres/ppe.html>[www.cdc.gov/niosh/topics/hazards](http://www.cdc.gov/niosh/topics/hazards) |
| 14 | Verbalize the utilization of S.T.A.R.T (Simple Triage and Rapid Treatment) and JumpSTART for children |  | N/A | [www.cert-la.com/triage/start.htm](http://www.cert-la.com/triage/start.htm) |
| 15 | Perform a brief, age-appropriate health assessment |  | N/A | <http://health.utah.gov/ems/stdseval/training/emt_skills_sheets.pdf> |
| 16 | Demonstrate safe medication administration |  | N/A | <http://www.books.mcgraw-hill.com/medical/NursesDrugHandbook/safe_drug_admin/identifying_injection_sites/IdentifyingInjectionSites.php> |
| 17 | Utilize Psychological First Aid tools and concepts during assessments |  | N/A | <http://www.nctsn.org/content/psychological-first-aid>and/or [www.akrespond.alaska.gov](http://www.akrespond.alaska.gov) |
| 18 | Understand the considerations involved in regards to distribution of scarce resources |  | N/A | [www.akrespond.alaska.gov](http://www.akrespond.alaska.gov) |
| 19 | **Recovery** | Understand the concepts involved during the recovery period for victims and the community, including disease prevention |  | N/A | <http://www.emergency.cdc.gov/coca/calls/2012/callinfo_082112.asp> |

Many of these competencies will be addressed in ongoing training provided for AK Respond volunteers.

# Job Action Sheet – Staffing for Surge

**REPORT TO:** Alternate Care Site Hospital

Alaska Medical Station Other

State Aeromedical Staging Facility (SASF)

**ORGANIZATIONAL RELATIONSHIP:** Volunteer is registered in the ALASKA RESPOND Emergency System for Advanced Registration of Volunteer Health Professionals (ESAR-VHP) program.

**SHIFT(S):**

**ROLE:** Provide for all aspects of patient care in emergency situations as directed and make critical decisions utilizing assessment skills and experience. Perform clinical tasks within scope of practice and maintain clear and accurate documentation.

**QUALIFICATIONS:**

* Valid Alaska professional license

**SPECIAL SKILLS:** Requires the ability to; collect and review data, define problems, draw conclusions, interpret instructions and deal with multiple changing variables.

**PHYSICAL REQUIREMENTS:** Must be able to work an 8-12 hour shift

**ASSIGNED DUTIES:**

* Obtains and documents physical and mental assessments of patients; reports significant changes
* Provides basic life support in emergency situations
* Safely and correctly performs all procedures within scope of practice

|  |  |
| --- | --- |
| Assigned Area |  |
| Reports to |  |
| Mission | Direct Patient Care in a Surge Capacity |
| Materials and Equipment | ID Badge, AK Respond Scrub Top, Volunteer Vest, Appropriate PPE |

#### Initial Actions

* Read this entire **Job Action Sheet**.
* Report to the appropriate location as directed.
* Sign in, put on vest and ID Badge.
* Take part in any Incident Command (IC) briefing to volunteers.
* Attend Just-in-Time Training (JITT) including safety briefing, map of work site / facility, etc.
* Report to Unit Leader in specific work site / Staging Area for volunteer personnel or Labor Pool.

#### Ongoing Tasks

* Provide for all aspects of patient care in emergency situation as directed.
* Perform clinical tasks within scope of practice.
* Maintain clear and accurate documentation.
* Comply with standard universal precautions.
* Report any operational safety concerns to Unit Leader / Safety Officer.
* Maintain status updates to the Unit Leader as requested.
* If feeling fatiguedorstressed, report to the Unit Leader and/or Labor Pool Supervisor.

#### End of Assignment

* Pass on a status update to the Unit Leader.
* Report to the Unit Leader, Volunteer Leader and / or Labor Pool at the end of work assignment.
* Sign out and return any site specific badges / identification vests.
* When operations end, take part in the debriefing (Hot Wash) meeting.

#

# Job Action Sheet – Mass Casualty Triage

**REPORT TO:** Scene Site Other

**ORGANIZATIONAL RELATIONSHIP:** Volunteer is registered in the ALASKA RESPOND Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) program.

**SHIFT(S):**

**ROLE:** Provide for all aspects of patient triage and care in emergency situations as directed by the Incident Commander (IC) and/or Triage Team Lead and make critical decisions based on assessment and experience. Perform clinical tasks within scope of practice and maintain clear and accurate documentation as utilized in the triage area.

**QUALIFICATIONS:**

* Valid Alaska professional license
* Must have working knowledge of basic triage S.T.A.R.T. (Simple Triage and Rapid Treatment) and or S.A.L.T. (Sort, Assess, Lifesaving Interventions, Treatment/Transport) as well as triage color codes.

**SPECIAL SKILLS:** Requires the ability to collect and review data, define problems and draw conclusions. Requires the ability to interpret instructions and deal with multiple changing variables.

**PHYSICAL REQUIREMENTS:** Must be able to work in a crisis situation until scene stabilized.

**ASSIGNED DUTIES:**

* Obtains and documents brief physical and mental assessments for triage of patients into immediate, delayed and minor categories
* Provides emergency treatment for stabilization of patients to transport
* Safely and correctly performs all procedures within scope of practice

|  |  |
| --- | --- |
| Assigned Area | Incident Scene |
| Reports to | Incident Commander (IC) at Scene |
| Mission | Triage Patients at the Scene until all are Transported. |
| Qualifications | Knowledge of S.T.A.R.T. and or S.A.L.T. Triage and Utilization of Triage Tags. |
| Materials and Equipment | ID Badge, AK Respond Scrub Top, Volunteer Vest, Gloves, Triage Pack with Triage Tags and Bandages, Pens, Appropriate PPE |

#### Initial Actions

* Read this entire **Job Action Sheet**.
* Report to the Staging Area or Scene.
* Sign in, put on vest and ID Badge.
* Take part in any Incident Command (IC) briefing to volunteers.
* Attend Just-in-Time Training (JITT) including safety briefing, map of work site/facility.
* Report to Unit Leader in specific work site / Staging Area for general triage and / or Immediate - Delayed - Minor Treatment areas.

#### Ongoing Tasks

* Set up triage holding / treatment areas (red, yellow, green tarps - flags).
* General triage utilize S.T.A.R.T. (Simple Triage and Rapid Treatment) - assess Respirations, Perfusion, Mental status and/or S.A.L.T. (Sort, Assess, Lifesaving Interventions, Treatment/Transport)
* Place triage tag on each victim with appropriate tag /tape (red, yellow, green, black) and tear the triage tag to make sure the bottom is torn to current status.
* Assist in moving victims to appropriate triage / treatment areas.
* Administer medical care to patients in the Immediate / Delayed / Minor treatment areas while awaiting transport.
* Document all available information and care, on triage tags or logs, before transport.
* Re-triage each patient prior to transport (reds evacuated first).
* Assist with patient movement into transport vehicles.
* Administer medical care to patients in the Minor treatment area and assess / direct patients to home or for additional medical care.
* Comply with standard universal precautions.
* Report any operational safety concerns to Unit Leader / Safety Officer.
* Maintain status updates to the Unit Leader as requested.

#### End of Assignment

* Gather and return all materials and supplies to AK Respond Coordinator.
* Sign out and return any site specific badges / identification vests.
* When operations end, take part in the debriefing or Hot Wash meeting.
* Participate in any post event follow-up (AAR, psych or medical care).

# Job Action Sheet – Mass Fatality Operations

**REPORT TO:**  \_\_\_\_\_\_\_ Other

**ORGANIZATIONAL RELATIONSHIP:** Volunteer is registered in the ALASKA RESPOND Emergency System for Advanced Registration of Volunteer Health Professionals (ESAR-VHP) program.

**SHIFT(S):**

**ROLE:** With utmost dignity, provide for all aspects of care of the cadaver(s) as directed by SMEO staff. Maintain chain of evidence with clear and accurate documentation. Provide family support as appropriate.

**QUALIFICATIONS:**

* Valid Alaska professional licensure
* Attend JITT training as required

**SPECIAL SKILLS:** Requires the ability to; collect and keep data and evidence, utilize problem solving skills, interpret instructions and deal with multiple changing variables while maintaining strict confidentiality.

**PHYSICAL REQUIREMENTS:** Must be able to accompany a cadaver(s) on various forms of transportation to destination point for up to an 8 - 12 hour shift. Must be able to assist with moving remains as well as be prepared emotionally for dealing with the stresses of dealing with death.

**ASSIGNED DUTIES:**

* Obtains and documents assessments of cadavers as needed
* Maintains confidentiality
* Provide support in any dealings with family
* Safely and correctly performs all procedures to maintain chain of evidence in accordance with SMEO procedures

|  |  |
| --- | --- |
| Assigned Area |  |
| Reports to |  |
| Mission | Escort Cadaver Remains in a Mass Fatality Operation |
| Materials and Equipment | ID Badge, AK Respond Scrub Top, Volunteer Vest, Appropriate PPE |

#### Initial Actions

* Read this entire **Job Action Sheet**.
* Report to the Volunteer Pool at the facility/site.
* Sign in, put on vest and ID Badge.
* Take part in any Incident Command (IC) briefing to volunteers including Just-in-Time Training (JITT).
* Attend Just-in-Time Training (JITT) to include mass fatality planning and transport goals.
* Report to specific Unit Leader and / or work site area.

#### Ongoing Tasks

* Maintain safety and correctly perform all procedures to maintain chain of evidence.
* Maintain clear and accurate documentation.
* Maintain HIPAA information and confidentiality rules.
* Utilize standard universal precautions and appropriate PPE for event.
* Under the direction of SMEO staff assists in remains processing.
* Report any operational safety concerns to Unit Leader / Safety Officer.
* Maintain status updates to the Unit Leader as requested.
* If feeling fatiguedorstressed, report to the Unit Leader and / or Labor Pool Supervisor.

#### End of Assignment

* Pass on a status update to the Unit Leader / Incident Commander (IC).
* Report out to the Unit or Volunteer Leader at the end of work assignment.
* Sign out and return any site specific badges / identification vests.
* When operations end, take part in the debriefing (Hot Wash) as well as CISD meetings.

# Job Action Sheet – Mass Dispensing of Medical Countermeasures

**REPORT TO:** Alternate Care Site Point of Dispensing Clinic (POD)

Mobile Clinic Other

**ORGANIZATIONAL RELATIONSHIP:** Volunteer is registered in the ALASKA RESPOND Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) program.

**SHIFT(S):**

**ROLE:** Provide for mass dispensing of medical countermeasures and other aspects of patient care as directed, and make critical decisions based on assessment and experience. Perform clinical tasks within the scope of practice and maintain clear and accurate documentation. This position may be responsible for supervising clerical support and / or nursing assistants.

**QUALIFICATIONS:**

* Valid Alaska professional license

**SPECIAL SKILLS:** Administer medication / vaccine to clinic protocol or "Standing Orders" written by State of Alaska Medical Director. Requires the ability to; collect and review data, define problems, draw conclusions, interpret instructions and deal with multiple changing variables.

**PHYSICAL REQUIREMENTS:** Must be able to work an 8-12 hour shift.

**ASSIGNED DUTIES:**

* Safely and correctly administers medication / vaccine within scope of practice
* Obtains and documents physical and mental assessments of patients as needed and reports significant findings
* Provides basic life support in emergency situations

|  |  |
| --- | --- |
| Assigned Area |  |
| Reports to |  |
| Mission | Provide Medication / Vaccine in a Mass Dispensing Clinic |
| Materials and Equipment | ID Badge, AK Respond Scrub Top, Volunteer Vest, Appropriate PPE |

#### Initial Actions

* Read this entire **Job Action Sheet**.
* Report to the Volunteer Pool at the facility or site designated in the activation call-out.
* Sign in, put on vest and ID Badge.
* Take part in any Incident Command (IC) briefing to volunteers.
* Attend Just-in-Time Training (JITT) to include map of work site, specific medication / vaccine information, emergency treatment plan for reaction, safety briefing, etc.
* Report to specific Unit Leader at work site or mobile dispensing area.

#### Ongoing Tasks

* Provide for all aspects of medication / vaccine administration and patient care, as needed in the situation, or as directed.
* Perform clinical tasks within the scope of practice.
* Maintain clear and accurate documentation including drug name, lot number, and site of administration.
* Comply with standard universal precautions.
* Report any operational safety concerns to Unit Leader / Safety Officer.
* Maintain status updates to the Unit Leader as requested.
* If feeling fatiguedorstressed, report to the Unit Leader and / or Labor Pool Supervisor.

#### End of Assignment

* Pass on a status update to the Unit Leader / Incident Commander (IC).
* Report out to the Unit Leader and / or Labor Pool at the end of work assignment.
* Sign out and return any site specific badges / identification vests.
* When operations end, take part in the debriefing or Hot Wash meeting.

# Job Action Sheet – Staff Call Center

**REPORT TO:** Alternate Care Site Labor Pool

Family Assistance Center Other

**ORGANIZATIONAL RELATIONSHIP:** Volunteer is registered in the ALASKA RESPOND Emergency System for Advanced Registration of Volunteer Health Professionals (ESAR-VHP) program.

**SHIFT(S):**

**ROLE:** Provide assessment and consultation to caller or patient of concerns/ symptoms in emergency situations as directed and make critical decisions utilizing assessment skills and experience to guide in decisions in referring per call center guidelines. Perform clinical tasks within scope of practice and maintain clear and accurate documentation.

**QUALIFICATIONS:**

* Valid Alaska professional license

**SPECIAL SKILLS:** Provides safe and appropriate evaluation of symptoms via phone or in person. Requires the ability to; collect sufficient data related to the current situation, medical history and review data, to assist in referring patient to appropriate level of care or further assistance per call center guidelines.

**PHYSICAL REQUIREMENTS:** Must be able to work up to a 12 hour shift.

**ASSIGNED DUTIES:**

* Obtains and documents physical and mental assessments of caller's needs
* Refer callers to appropriate facilities or providers
* Provide patient education
* Safely and correctly performs within scope of practice

|  |  |
| --- | --- |
| Assigned Area |  |
| Reports to | Designated call center location |
| Mission | Identifying the nature and urgency of callers health care needs and refer to appropriate care |
| Materials and Equipment | ID Badge, AK Respond Scrub Top, Volunteer Vest, Appropriate PPE |

#### Initial Actions

* Read this entire **Job Action Sheet**.
* Report to the appropriate location as directed.
* Sign in, put on vest and ID Badge.
* Take part in any Incident Command (IC) briefing to volunteers.
* Attend Just-in-Time Training (JITT) including specific call center guidelines, safety briefing, map of work site / facility, etc.
* Report to Unit Leader in specific work site / Staging Area for volunteer personnel or Labor Pool.

#### Ongoing Tasks

* Provide for all aspects of patient care on the phone, or in person, as directed.
* Function within scope of practice.
* Maintain clear and accurate documentation.
* Report any operational safety concerns to Unit Leader / Safety Officer.
* Maintain status updates to the Unit Leader as requested.
* If feeling fatiguedorstressed, report to the Unit Leader and/or Labor Pool Supervisor.

#### End of Assignment

* Pass on a status update to the Unit Leader.
* Report to the Unit Leader, Volunteer Leader and / or Labor Pool at the end of work assignment.
* Sign out and return any site specific badges / identification vests.
* When operations end, take part in the debriefing (Hot Wash) meeting.

# Go Bag List for 72 hour Deployment

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Packed** | **Check** | **Check** |
| AK Respond Identification (ID) Badge\* |  |  |  |
| Copy of Professional License |  |  |  |
| Driver’s License or State Identification Card |  |  |  |
| AK Respond Scrub Top\* |  |  |  |
| Professional Comfortable Clothing /can be layered (at least 1 change) |  |  |  |
| Outdoor Clothing (Jacket, Pants, Gloves, Hat, Boots) |  |  |  |
| Shoes – additional pair |  |  |  |
| Shower shoes |  |  |  |
| Sleep Wear and Sleep Mask |  |  |  |
| Sleeping bag (as necessary) |  |  |  |
| Ear plugs |  |  |  |
| Personal Care Items |  |  |  |
| Prescription Medications (personal) - 7 day supply |  |  |  |
| Personal Reading Material |  |  |  |
| Snack food Pre-Packaged (72 hours) |  |  |  |
| Gloves (Non latex)\* |  |  |  |
| Flashlight with Extra Batteries |  |  |  |
| Smashlight\* |  |  |  |
| Tumbler or Drinking Cup\* |  |  |  |
| Bottled Water |  |  |  |
| Bug Repellent (as Needed) |  |  |  |
| Cell Phone and Charger (utilities may be disrupted initially) |  |  |  |
| Paper/Pen |  |  |  |
| Whistle\* |  |  |  |

\*These items are supplied by AK Respond.

Thank You for Volunteering with AK Respond.

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