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| Volunteer Management Plan |
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All Maryland Responds Medical Reserve Corps (MDRMRC) Units should have a volunteer management plan to steer their annual activities (this is included in the local health department (LHD) Public Health Emergency Preparedness (PHEP) funding conditions of award). The MDRMRC State Program aims to assist MDRMRC Unit Administrators by providing them with templates, guidance, and resources to help them meet local volunteer management priorities. This template was created to assist MRDMRC Unit Administrators in the development of their MDRMRC unit volunteer management plan.

This template is not intended to be all-inclusive; rather, it provides guidelines for aligning state and local volunteer management planning, goals, and protocols. It also establishes the basis for more detailed planning by the MDRMRC Units. Instructions for completing each section appear in gray placeholder text. This placeholder text is intended to help you write your plan and should be removed as you complete your plan.

Unit administrators are not required to use this specific template but should keep in mind that the sections captured in this template will be important information to have in any volunteer management plan.

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# CHAPTER 1: INTRODUCTION

## A. Purpose

This section sets the foundation for the rest of the plan. It describes the overall purpose of the document and answers the following questions:

* Who authored this plan?
* What information is included in this plan?
* What information is excluded in this plan?
* What does this plan aim to accomplish?
* Who is the intended audience for this plan?

This section should also include a brief synopsis of the plan and any appendices.

## B. Situation

This section characterizes the “planning environment,” making it clear why the plan is necessary. It describes the incident or hazard characteristics and the planning assumptions. This section should summarize hazards faced by the jurisdiction and discuss how the MDRMRC Unit will support response efforts.

## C. Planning Assumptions

Planning assumptions identify what the planners assume to be facts for planning purposes in order to make it possible to execute the MDRMRC Unit volunteer management plan.

## D. Local Plan Coordination

This section characterizes the “planning environment,” making it clear why the plan is necessary. It describes the incident or hazard characteristics and the planning assumptions. This section should summarize hazards faced by the jurisdiction and discuss how the MDRMRC Unit will support response efforts.

## E. Handling Instructions

For more information about the plan, please contact the following points of contacts (POC):

|  |  |
| --- | --- |
| **Primary POC**  Unit Administrator  (office)  (cell)  (fax) | **Secondary POC**  Unit Administrator  (office)  (cell)  (fax) |

## F. Record of Changes Table

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# CHAPTER 2: UNIT ADMINISTRATION

## A. MDRMRC Network Context

MDRMRC Units are an extension of the MDRMRC State Program. MDRMRC Units consist are housed in each county and Baltimore City’s local health department (LHD). The MDRMRC Unit Administrators work in conjunction with the MDRMRC State Administrators to manage the day-to-day operations of the MDRMRC Units by:

* Maintaining ongoing contact with members
* Welcoming new volunteers
* Arranging local training programs and drills
* Organizing meetings
* Tracking member data in the Maryland Responds Volunteer Registry (the Registry)

Vision: The vision of the Maryland Responds MRC is a strong and collaborative network of Local MRC Units in every county in Maryland that consist of dedicated volunteers who build resilient communities and reduce disaster risks for a prepared Maryland.

Mission: The mission of the Maryland Responds MRC is to establish a statewide volunteer network of medical and public health professionals which is integrated into established community emergency systems to facilitate a coordinated approach to volunteer management.

Goal: Enhance Maryland’s emergency preparedness and response capabilities by augmenting county- and state-level public health and medical services with a source of pre-identified, credentialed, and trained volunteers.

## B. Unit Overview

### Purpose/Mission Statement

Define what community or jurisdiction your Unit serves.

Describe why your Unit was formed, who it serves and what it hopes to accomplish, the main method or activity through which the Unit tries to fulfill its purpose, and the principles or beliefs guiding the Unit.

### Goals and Objectives

Develop broad goals and specific, measurable, achievable, realistic, and time-framed (i.e. S-M-A-R-T) objectives that will enable the Unit to accomplish its goals.

### Unit Composition

Determine your Unit composition (i.e. number and types of volunteers) and insert a figure or statistics capturing the number of registered volunteers and the distribution of professions in your Unit.

### Unit Resources

#### Unit Web Presence

Does your Unit have (or plan to have) a webpage or website through your housing organization? If yes, briefly describe the information found on your Unit’s webpage or website and provide the URL.

#### Social Media

Does your Unit have (or plan to have) social media accounts (e.g. Facebook, Twitter, etc.)? If yes, briefly describe each account’s purpose and content, and include the URL.

Does your Unit contribute to (or plan to contribute to) the MDRMRC Network Facebook page?

#### Unit Newsletter

Does your Unit publish (or plan to publish) a volunteer newsletter? If yes, briefly describe its purpose, distribution, and content.

Does your Unit contribute to (or plan to contribute to) the MDRMRC Network Newsletter – The Pulse?

#### MDRMRC Network Website

Does your Unit coordinate with (or plan to coordinate with) the MDRMRC Network website by contributing relevant information to the website? If yes, provide the information outlined below.

MDRMRC Unit engages with the MDRMRC Network website by contributing to the following pages:

* Local Unit Contacts − <https://mdr.health.maryland.gov/Pages/LocalUnitContacts.aspx>

If your Unit’s Administrator(s) are not listed on this page, please email [mdresponds.health@maryland.gov](mailto:mdresponds.health@maryland.gov).

* News − <https://mdr.health.maryland.gov/Pages/NewsEvents.aspx>

See the MDRMRC Volunteer Management Guide for instructions on submitting newsletter content.

* Resources − <https://mdr.health.maryland.gov/Pages/Resources.aspx>

*If you have suggestions for additional resources to be included on the website, please email them to* [*mdresponds.health@maryland.gov*](mailto:mdresponds.health@maryland.gov)*.*

#### National MRC Program Website

Is your Unit registered with (or planning to register with) the national MRC Program? If yes, provide the following information:

* Link to the MDRMRC Unit profile on the national MRC Program website:
* Date registered with national MRC network:
* Date of last update to national MRC network:

## C. Unit Organizational Structure

Local Units are determined geographically by jurisdiction lines.

* Local Units are housed within LHDs and managed by the local health officer, emergency planner, and MDRMRC Unit Administrator(s)
* Local Unit Administrators determine when the Unit will be deployed locally and which activities warrant involvement by members
* A qualified staff member must be identified and appointed following established LHD policy

Please describe the organizational structure of your Unit and provide the Unit Administrator’s contact information.

MDRMRC Unit Administrator contact information:

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## D. Maryland Responds Volunteer Registry

Management of volunteers through the Maryland Responds Volunteer Registry (the Registry) is a shared responsibility between the MDRMRC State Administrators and Local Unit Administrators to provide a unified and systematic mechanism for Unit and state coordination of MDRMRC volunteers. Describe how your Unit utilizes or plans to utilize the Registry for volunteer management.

To utilize the Registry, Unit Administrators must complete the new Unit Administrator Registry access steps which include participating in an orientation training to become a MDRMRC Unit Administrator. Refer to the MDRMRC Volunteer Management Guide for additional guidance.

### Volunteer Notification Drill

MDRMRC Unit Administrators should conduct at minimum one volunteer notification drill annually (this is included in the LHD PHEP Funding Conditions of Award). This drill will enable Unit Administrators to assess how many volunteers would be available to deploy locally in a real-world emergency. Include information in this section about how often you will perform a notification drill, what types of volunteers will participate (e.g. medical, non-medical, all), and what communication methods will be used for the drill. Refer to the MDRMRC Volunteer Management Guide for more information.

# CHAPTER 3: RECRUITMENT

## Refer to Chapter 4 of the MDRMRC Volunteer Management Guide for additional guidance on completing the following sections.

## A. Recruitment Plan

MDRMRC Unit Administrators should develop a plan to recruit volunteers whose training, licenses, credentials, and background support and foster the Unit’s mission and purpose. The plan should be based on local needs, goals, and resources. Unit recruitment plans should address issues, such as determining volunteer needs, how and where to find potential volunteers, how to get your message out, and how you can motivate potential volunteers to register. Use this section to outline the Unit’s recruitment plan.

## B. Recruitment Needs Assessment

Use this section to outline how the Unit has determined what types of volunteers it needs to recruit. Conducting a needs assessment will help identify how volunteers could be utilized and determine the appropriate types and amounts of volunteers needed.

## C. Recruitment Message

Include information here about any Unit specific position descriptions and job action sheets. Also include your Unit specific recruitment message and materials if any or detail how you utilize State Program provided resources to conduct recruitment of volunteers.

## D. Recruitment Strategies

In this section, include a description of the recruitment strategies your Unit will implement based on what works best in your community.

# CHAPTER 4: REGISTRATION, SCREENING, AND SELECTION

Refer to Chapter 5 of the MDRMRC Volunteer Management Guide for additional guidance.

## A. Registration

All prospective volunteers must register online through the Registry. Unit Administrators have the ability to register persons unable to use or access the site. Prior to submitting their registration applications, volunteers are asked to select one local MDRMRC Unit to be affiliated with based on residence. This selection will determine which Unit receives their completed application and membership request.

Upon gaining administrator access to the Registry, it is important that the Unit Administrator updates their MDRMRC Unit organization details in the Registry to help potential volunteers make the correct selection. In this section, outline the Unit specific details that are included in your Unit’s details

## B. Volunteer Eligibility Criteria

In addition to the MDRMRC criteria for volunteer activation and deployment your Unit may have Unit specific eligibility criteria. If applicable, additional requirements based on MDRMRC Unit LHD policies should be included in this section. MDRMRC Units should check with their legal department and office of human resources to see if there are additional local policies or forms that may be necessary for volunteers to complete. Use this section to describe any additional criteria specific to your local Unit.

## C. Screening and Selection

All MDRMRC Units utilizing the Registry should have procedures in place for approving pending volunteer membership requests and welcoming new volunteer members. Use this section to describe how your Unit will accept and welcome new volunteers.

# CHAPTER 5: TRAINING AND EXERCISE

## A. Training and Exercise Plan

MDRMRC Unit Administrators should develop a training and exercise plan based on community and individual volunteer needs. In developing the plan, it is important to consider the overall needs and goals of your MDRMRC Unit, as well as the needs of individual volunteers. Use this section to outline the Unit’s training and exercise plan.

Unit training and exercise plans should include:

* Required training
* Recommended training
* Method for assessing training needs
* Method for advertising training and exercise opportunities
* Method for tracking and documenting volunteer training records
* Evaluation plan for measuring the effectiveness of training activities

In addition, Unit Administrators should consider the following when developing their Unit training and exercise plan:

* MDRMRC Units may wish to develop and tailor a Unit-specific orientation course for their volunteers to supplement the State provided orientation course
* In addition to required training, MDRMRC Units should provide volunteers with additional training opportunities based on the identification of community needs
* MDRMRC Units should provide exercise opportunities for their volunteers that are designed to provide hands-on experience to prepare volunteers for events that could affect the community
* To identify exercises in which your volunteers can participate, it is recommended that MDRMRC Unit Administrators coordinate with a local Emergency Operations Center (EOC) to participate in EOC trainings

Refer to Chapter 6 of the MDRMRC Volunteer Management Guide for additional guidance.

# CHAPTER 6: VOLUNTEER UTILIZATION

Refer to Chapter 7 of the MDRMRC Volunteer Management Guide for additional guidance on this section.

## A. Volunteer Activities

### Emergency Response Operations

Unit administrators should pre-identify the types of emergency response operations their Unit will be activated for so that protocols can be developed for each type of operation. Use this section to outline the types of emergency response operations your Unit can be activated for and a brief description of each.

### Non-Emergency Public Health Activities

Unit administrators should pre-identify the types of public health activities their Unit may be activated for so that protocols can be developed for each type of activity. Use this section to outline the types of public health activities your Unit can be activated for and a brief description of each.

## B. Activation Authority

State your Unit’s activation authority’s title and position.

## C. Activation Procedures

### Activation Request

Use this section to

* List the local agencies/organizations who may request activation
* Reference the MDRMRC Unit’s or the MDMRC State Program’s activation request form
* Describe the procedures for submitting a local activation request

### Activation Notification

Use this section to describe your Unit’s protocol for sending activation notifications to volunteers.

## D. Mobilization Procedures

Use this section to outline procedures for mobilizing volunteers. Describe how your Unit will receive and track volunteer activities during deployment.

## E. Demobilization Procedures

Use this section to outline your Unit’s plan for demobilizing volunteers which may include volunteer debriefing and after action reporting.

## F. Spontaneous, Unaffiliated Volunteers

Use this section to outline your Unit’s plan for managing spontaneous, unaffiliated volunteers.

# CHAPTER 7: RETENTION AND RECOGNITION

Volunteer efforts should be recognized and celebrated through a range of activities from informal contact with volunteers (one-on-one or in groups) to formal recognition ceremonies that feature awards and public statements. Use this section to describe your Unit’s plan for retaining and recognizing volunteers.

Refer to Chapter 8 of the MDRMRC Volunteer Management Guide for additional guidance.

# CHAPTER 8: VOLUNTEER PROTECTIONS

MDRMRC volunteers are protected from liability in varying degrees by local, state, and federal laws. The legislation described in the MDRMRC Volunteer Management Guide may not be the only laws addressing liability protection for volunteers in your Unit. Use this section to outline all of the liability protections including any additional local or county laws.

Refer to Chapter 9 of the MDRMRC Volunteer Management Plan for additional guidance.