



Utilizing SERV-OR Volunteers in Emergency Response and Public Health Activities

Purpose:

To distinguish when SERV-OR volunteers may be deployed by a public body (including state, tribal, or local governments) or requested by non-governmental entities such as health facilities and community organizations; to inform on the process for requesting volunteer support from a SERV-OR organization.

Overview of SERV-OR Organizations and their scope during a response

State Managed Volunteer Pool (SMVP)

The SMVP is a unit within SERV-OR that is managed by the Oregon Health Authority (OHA). These volunteers may be requested and activated to support public health and emergency response activities. They should be activated only as a last resort when there is a need for healthcare, administrative, or support volunteers to meet public health or medical needs. Any public body may request support from the SMVP after exhausting all other resources and mutual aid options. This includes state agencies, local governments, and tribal governments. Community-based organizations or national not-for-profit organizations may request SMVP support by coordinating with any eligible public body. OHA's Director of Emergency Operations and/or the OHA Incident Manager will determine if the SMVP is able to respond to a request to deploy.

Medical Reserve Corps (MRC)

The MRC units in SERV-OR are sponsored and housed under local governments, response entities such as fire or EMS, and community-based organizations. There are 11 MRC units in Oregon. Each unit is managed by their housing organization and works in concert with the local public health authority, if not already housed there. These volunteer units may be activated at the discretion of the local government managing an incident or when engaging in community outreach and other activities that support public health. They may be requested by public bodies (to include tribal and local governments) that do not have an MRC by contacting

the MRC's housing organization.

Oregon MRC Units:

1. City of Cannon Beach MRC
2. Coos County MRC
3. Eastern Oregon MRC
4. Lincoln County MRC
5. Linn County MRC
6. Multnomah County MRC
7. Nehalem Bay MRC
8. SVdP MRC of Lane County
9. Wasco County MRC
10. Washington County MRC
11. Yamhill County MRC

SERV-OR Support for Community-Based Public Health Activities

Both MRC units and the SMVP may also be requested to support community outreach and public health activities outside of declared emergencies when the requesting organization cannot meet the need with its own resources. Examples include first-aid stations at community events, flu or measles vaccination clinics, public health information booths, and wellness checks.

Oregon Disaster Medical Team (ODMT)

ODMT is a member organization of SERV-OR and is housed under its own, stand-alone, non-profit. ODMT is activated by the Oregon Health Authority and often works alongside the SMVP during deployments. ODMT can provide a higher level of disaster medicine and public health support and will often precede other SERV-OR organizations in responding to complex health and medical missions, assuming leadership roles and responding in coordination with the SMVP. Many members of ODMT are also members of the SMVP.

What type of missions can SERV-OR volunteers support?

Medical missions:

- a. Shelters & low acuity medical shelters
- b. Clinical advice phone banks
- c. Points of dispensing (POD)
 - a. Medications or vaccines
- d. Mass testing or specimen collection
- e. Mass casualty triage and basic disaster life support
- f. CASPER or community well-checks (providing first-aid and care)

Non-medical missions:

- a. Emergency operations support, filling roles on an Incident Management Team (IMT)
- b. Points of dispensing (POD)
 - i. Non-medical donations distribution
 - ii. Flow management
- c. Non-clinical phone bank
- d. Logistics support
- e. Epidemiological contact tracing
- f. CASPER or community well-checks (non-medical surveillance)
- g. Support for community outreach events (e.g. first aid stations, vaccine clinics, public health education booths)

Missions to consider alternative support before deploying/requesting volunteers:

These missions might be staffed by SERV-OR volunteers. However, it is advised that you make every attempt at filling with mutual aid or staffing agencies prior to requesting SERV-OR. If a request is made, be prepared to provide evidence of that effort. These requests may be denied by the state if they are determined too high risk for the health and safety of volunteers and liability of the state.

- a. Hospital & health facility staffing
- b. Large scale health and medical missions
 - i. Operations requiring more than 10 – 20 volunteers
 - ii. Operations without paid staff overseeing and directing volunteers
 - iii. Mass casualty search and rescue operations
 - iv. Assignments in leadership of incident management structure (Incident commander, Section Chief, Legal, PIO, Senior Health Advisement, etc.)
- c. High risk or potentially dangerous missions
- d. Highly confidential or political missions

Government entities: Steps for requesting or deploying SERV-OR volunteers

- a. For jurisdictions that do not have a Medical Reserve Corps Unit: Request mutual aid or activate existing MOUs with tribal, local and neighboring partners; establish just-in-time MOUs with healthcare systems; or request the support of a neighboring jurisdiction's MRC unit to deploy. If all these resources are exhausted, the requesting public body (such as a local, tribal, or state agency) can submit a request for the State Managed Volunteer Pool.
- b. For jurisdictions that do have an MRC Unit: Activation and

- deployment of the MRC is at the local government's discretion.
- c. The SMVP can be requested when all other resource requests have been exhausted. Evidence of this must be presented. The OHA IMT and/or Emergency Operations Director will determine if the SMVP can deploy in response to any request received.

Non-governmental entities: Steps to take when you are considering a request for SERV-OR volunteers during a response

- a. For jurisdictions that **do not** have a Medical Reserve Corps Unit: Request mutual aid or activate existing MOUs with local and neighboring partners; establish just in time MOUs with healthcare systems. If all these resources are exhausted locally, submit a request to the local health department to request mutual aid from a neighboring MRC unit. If all these resources are exhausted, the requesting public body, whether local, tribal, or state, may submit a request for the State Managed Volunteer Pool.
- b. For jurisdictions that **do** have an MRC Unit: Request mutual aid or activate existing MOUs with local and neighboring partners; establish just in time MOUs with healthcare systems. If all these resources are exhausted locally, submit a request to the local health department to request the local MRC unit. Activation and deployment of the MRC is at the local government's discretion. If the local MRC is unable to fulfill or sustain full capacity of the request, the requesting public body, whether local, tribal, or state, may submit a request for the State Managed Volunteer Pool.
- c. The SMVP can be requested when all other resource requests have been exhausted, locally. Evidence of this must be presented. The OHA IMT and/or Director of Emergency Operations will determine if the SMVP can deploy in response to any request received.

Requesting State Managed Volunteers

If a public body is requesting support of the Managed Volunteer Pool, they must complete the form below. They also must provide advanced warning of the impending request and request technical assistance by sending an email to SERV.OR@odhsoha.oregon.gov. A copy of the below form will be added to the formal request submission in OpsCenter, if applicable.

Click below to access the SMVP Request form
<https://forms.cloud.microsoft/g/aaM8qZDaPc>