



# Utilizing SERV-OR Volunteers in Public Health Emergencies

## Purpose:

To distinguish when SERV-OR volunteers may be deployed by a state, tribal or local government 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 during a Governor's declaration of emergency.

## Overview of SERV-OR Organizations and their scope during a state of emergency

### 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 only be activated in a Governor's declaration of emergency. They should be the last resort to activate when there is a need for healthcare volunteers to support a public health or medical need. Tribal governments, local governments and non-governmental entities may request support of the SMVP after exhausting all other resources and requests for mutual aid. OHA's Director of Emergency Operations 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 or response entities such as fire or EMS. There are 15 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 are activated at the discretion of the local government managing an incident. They may be requested by neighboring tribal or non-governmental entities by contacting the local health department for support health and medical personnel. The request may be filled with health department staff, outside staffing organizations through established Memorandum of Understandings (MOU), or volunteers. A request for MRC volunteers should be preceded by mutual aid requests, unsuccessful by all other means.

### Oregon MRC Units:

1. City of Cannon Beach MRC
2. Clackamas County MRC
3. Columbia County MRC
4. Coos County MRC
5. Eastern Oregon MRC
6. Lincoln County MRC
7. Linn County MRC
8. Marion County MRC



9. Multnomah County MRC
10. Nehalem Bay MRC
11. Wasco County MRC
12. Washington County MRC
13. Yamhill County MRC

#### 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)

#### 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 through 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 and fall under your local response. If all of these resources are exhausted, the local or tribal health department and emergency manager can submit a request to the state (OpsCenter) for the State Managed Volunteer Pool.
- b. For jurisdictions that do have MRC Unit: Activation and deployment of the MRC is at the local government's discretion. The MRC should fall under the direction of emergency management and/or local public health authority.
- c. The SMVP can be requested when all other resource requests have been exhausted. Evidence of this must be presented. The OHA IMT 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

- 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 of these resources are exhausted locally, submit a request to the local health department to request mutual aid from a neighboring MRC unit. If this is unsuccessful, the health department and emergency manager are responsible for submitting a request to the state (OpsCenter) for healthcare volunteers with 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 of 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 health department and emergency manager are responsible for submitting a request to the state (OpsCenter) for healthcare volunteers with 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 will determine if the SMVP can deploy in response to any request received.



## Requesting State Managed Volunteers

If a tribal or local government is requesting support of the State Managed Volunteer Pool, they must complete this form and send to [SERV.OR@state.or.us](mailto:SERV.OR@state.or.us) for technical assistance and advanced warning of impending request. Once completed, this form will be submitted with the official resource request through OpsCenter.

Click here to access the SMVP Request form

<https://www.oregon.gov/oha/PH/PREPAREDNESS/SERV-OR/Documents/001%20-%20SMVP%20Volunteer%20Request%20Form.docx>