

Capability	
Capability	Volunteer Management
Capability Definition	Volunteer management is the ability to coordinate the identification, recruitment, registration, credential verification, training, engagement, and retention of volunteers to support healthcare organizations with the medical preparedness and response to incidents and events.

Capability 15 - Volunteer Management	
Function 1	
Function	1. Participate with volunteer planning processes to determine the need for volunteers in healthcare organizations
Function Description	Participate with volunteer planning to assess the situations in which volunteers may be needed by healthcare organizations to determine the type and quantity of volunteers that may be used by healthcare organizations during a response. The coordinated planning involves medical considerations for the recruitment, identification, and training of volunteers that can support a healthcare organization response.
<input type="checkbox"/> There have not been any changes in the CPG responses for this function from BP3 <i>(Please move on to the next function)</i>	

1. Function Importance

Based on an assessment of your hazards, vulnerabilities, and jurisdictional needs, please indicate how important this Function is to your Jurisdiction’s overall preparedness and response mission.
PLEASE CHECK THE OPTION THAT IS MOST APPLICABLE. PLEASE CHECK ONLY ONE OPTION.

BP3	BP4 Function Importance
X	<input type="checkbox"/> 1. Not relevant <input type="checkbox"/> 2. Limited importance <input type="checkbox"/> 3. Important <input checked="" type="checkbox"/> 4. Highly important <input type="checkbox"/> 5. Critical

2. Function Current Status

Please indicate your **CURRENT** ability to perform this Function.
PLEASE CHECK THE OPTION THAT IS MOST APPLICABLE. PLEASE CHECK ONLY ONE OPTION.

BP3	BP4 Function Current Status
X	<input type="checkbox"/> 1. No ability / capacity <input type="checkbox"/> 2. Limited ability / capacity <input checked="" type="checkbox"/> 3. Some ability / capacity <input type="checkbox"/> 4. Significant ability / capacity <input type="checkbox"/> 5. Full ability / capacity

3. Function Challenges/Barriers

Please indicate the **primary** challenges or barriers from the list below if this Function is not fully in place (for example, top three or top five options).

BP3	BP4	Challenges / Barriers
X	<input type="checkbox"/>	1. Lack of personnel due to funding issues
X	<input type="checkbox"/>	2. Lack of personnel due to hiring issues
X	<input checked="" type="checkbox"/>	3. Lack of trained personnel
X	<input checked="" type="checkbox"/>	4. Lack of subject matter experts
X	<input checked="" type="checkbox"/>	5. Lack of plans / incomplete plans
X	<input checked="" type="checkbox"/>	6. Legal barriers
X	<input checked="" type="checkbox"/>	7. Administrative barriers
	<input type="checkbox"/>	8. Issues with procurement / contracting process
	<input type="checkbox"/>	9. Lack of equipment
X	<input checked="" type="checkbox"/>	10. Lack of IT Systems
X	<input checked="" type="checkbox"/>	11. Lower priority Function
	<input type="checkbox"/>	12. Lack of supporting infrastructure
X	<input checked="" type="checkbox"/>	13. Corrective actions and/or exercising is required
	<input type="checkbox"/>	14. Other – please explain below

4. Task Gap Assessment

Please indicate any Tasks that have gaps. **PLEASE CHECK ALL THAT APPLY.**

BP3	BP4	Tasks
X	<input checked="" type="checkbox"/>	Task 1: Assess which situations would necessitate the need for the use of volunteers in healthcare organizations during response and participate in the planning that would provide this as an option when needed

X	<input checked="" type="checkbox"/>	Task 2: Identify the type and quantity of volunteers most likely needed to support healthcare response based on the risk assessments, hazard vulnerability assessments, resource assessments and other data that may provide clarity into anticipated needs
X	<input checked="" type="checkbox"/>	Task 3: Prior to an incident or event, participate with volunteer planning for pre-incident screening and verification of volunteers' credentials for healthcare professionals that may be used in healthcare organizations
X	<input checked="" type="checkbox"/>	Task 4: Prior to an incident or event, participate with training initiatives for the planning of initial and ongoing emergency response training for registered volunteers that may be used in healthcare organizations during response
5. Resource Element Gap Assessment		
Please indicate any Resource Elements that have gaps. PLEASE CHECK ALL THAT APPLY.		
BP3	BP4	Resource Elements
X	<input checked="" type="checkbox"/>	P1. Volunteer needs assessment for healthcare organizations response
X	<input checked="" type="checkbox"/>	P2. Collect, assemble, maintain and utilize volunteer information
X	<input checked="" type="checkbox"/>	E1. Electronic volunteer registration system

**Capability 15 - Volunteer Management
Function 2**

Function 2. Volunteer notification for healthcare response needs

Function Description Initiate the volunteer request process so that prospective volunteers are mobilized in the appropriate health professional role for the healthcare organization’s response.

There have not been any changes in the CPG responses for this function from BP3
(Please move on to the next function)

1. Function Importance

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BP3	BP4 Function Importance
X	<input type="checkbox"/> 1. Not relevant <input type="checkbox"/> 2. Limited importance <input type="checkbox"/> 3. Important <input checked="" type="checkbox"/> 4. Highly important <input type="checkbox"/> 5. Critical

2. Function Current Status

Please indicate your CURRENT ability to perform this Function.

PLEASE CHECK THE OPTION THAT IS MOST APPLICABLE. PLEASE CHECK ONLY ONE OPTION.

BP3	BP4 Function Current Status
X	<input type="checkbox"/> 1. No ability / capacity <input type="checkbox"/> 2. Limited ability / capacity <input checked="" type="checkbox"/> 3. Some ability / capacity <input type="checkbox"/> 4. Significant ability / capacity <input type="checkbox"/> 5. Full ability / capacity

3. Function Challenges/Barriers

Please indicate the primary challenges or barriers from the list below if this Function is not fully in place (for example, top three or top five options).

BP3	BP4	Challenges / Barriers
X	<input checked="" type="checkbox"/>	3. Lack of trained personnel
X	<input type="checkbox"/>	4. Lack of subject matter experts
X	<input type="checkbox"/>	5. Lack of plans / incomplete plans
X	<input checked="" type="checkbox"/>	6. Legal barriers
X	<input checked="" type="checkbox"/>	7. Administrative barriers
	<input type="checkbox"/>	8. Issues with procurement / contracting process
	<input type="checkbox"/>	9. Lack of equipment
	<input type="checkbox"/>	10. Lack of IT Systems
X	<input checked="" type="checkbox"/>	11. Lower priority Function
	<input type="checkbox"/>	12. Lack of supporting infrastructure
	<input type="checkbox"/>	13. Corrective actions and/or exercising is required
	<input type="checkbox"/>	14. Other – please explain below

4. Task Gap Assessment

Please indicate any Tasks that have gaps. PLEASE CHECK ALL THAT APPLY.

BP3	BP4	Tasks
X	<input checked="" type="checkbox"/>	Task 1: At the time of an incident, determine the volunteers needed to assist the healthcare organization response including the role and quantity of volunteers needed; communicate requests using the established volunteer request process

5. Resource Element Gap Assessment

Please indicate any Resource Elements that have gaps. PLEASE CHECK ALL THAT APPLY.

BP3	BP4	Resource Elements
X	<input checked="" type="checkbox"/>	P1. Process to contact registered volunteers

X	<input checked="" type="checkbox"/>	P2. Process to confirm credentials of responding volunteers
X	<input checked="" type="checkbox"/>	P3. Volunteer request process

**Capability 15 - Volunteer Management
Function 3**

Function **3. Organization and assignment of volunteers**

Function Description Identify the process for allocating volunteers that are needed simultaneously across several healthcare organizations. This process should include the placement of volunteers through the appropriate deployment channels and match the assignment of volunteers to the needs of the requesting healthcare organizations (i.e., based on volunteer availability).

There have not been any changes in the CPG responses for this function from BP3
(Please move on to the next function)

1. Function Importance

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	<input type="checkbox"/>	14. Other – please explain below

4. Task Gap Assessment

Please indicate any Tasks that have gaps. PLEASE CHECK ALL THAT APPLY.

BP3	BP4	Tasks
X	<input checked="" type="checkbox"/>	Task 1: Develop a process to assist healthcare organizations with volunteer placement during an incident that includes multi-agency coordination between healthcare organizations in order to deconflict needs of multiple healthcare organizations and volunteers
X	<input checked="" type="checkbox"/>	Task 2: Develop a process to assist healthcare organizations with the provision of deployment briefings, tracking and rotation of volunteers, spontaneous volunteer management, safety and incident-specific training

5. Resource Element Gap Assessment

Please indicate any Resource Elements that have gaps. PLEASE CHECK ALL THAT APPLY.

BP3	BP4	Resource Elements
X	<input checked="" type="checkbox"/>	P1. Volunteer deployment protocols
X	<input checked="" type="checkbox"/>	P2. Briefing template for healthcare volunteers
X	<input checked="" type="checkbox"/>	P3. Volunteer support services

Capability 15 - Volunteer Management	
Function 4	
Function	4. Coordinate the demobilization of volunteers
Function Description	Coordinate the release of volunteers based on evolving incident requirements or incident status. This includes coordination with the appropriate partner agencies to ensure provision of medical and mental/behavioral health support needed for the volunteers' physical and mental well-being.
<input type="checkbox"/> There have not been any changes in the CPG responses for this function from BP3 <i>(Please move on to the next function)</i>	

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4. Task Gap Assessment		
Please indicate any Tasks that have gaps. PLEASE CHECK ALL THAT APPLY.		
BP3	BP4	Tasks
X	<input checked="" type="checkbox"/>	Task 1: Coordinate with incident management and the appropriate jurisdictional volunteer organizations to ensure the proper out-processing of volunteers
X	<input checked="" type="checkbox"/>	Task 2: Coordinate with incident management and the appropriate jurisdictional volunteer organizations to identify community resources that can support volunteer post-deployment medical screening, stress, well-being assessments and refer volunteers to services

5. Resource Element Gap Assessment

Please indicate any Resource Elements that have gaps. PLEASE CHECK ALL THAT APPLY.

BP3	BP4	Resource Elements
X	<input checked="" type="checkbox"/>	P1. Volunteer Release Processes
X	<input checked="" type="checkbox"/>	P2. Volunteer exit screening protocols