MRC Deployment Protocol Guidance

This guidance is intended to assist MA MRC units in developing or updating unit-specific deployment plans and protocols,. This guidance is intended to be complementary to the [Activation, Deployment and Demobilization Template](#) (developed by MA MRC Steering Committee in 2019). Units should look to that document for other information about pre- and post-deployment protocols.

Units that receive funding are required to upload updated deployment plans and protocols in the Quarter 2 report (due January 15, 2021). The updated plans and protocols should be shared by units to all communities in their coverage area during Quarter 3.

Suggested Elements

Authorities and Considerations	• Describe how the unit seeks approval to deploy. Unit structures vary across Massachusetts. Some unit leaders may need to seek approval to deploy from the MRC unit director or host community. • Specifically describe how an individual unit's structure and policies may affect deployment. For example, some units' liability and worker compensation policies may prescribe how volunteers may be deployed.

Requests for Assistance	• Describe how an entity within the unit's coverage area can request assistance from a unit (can include description of a Volunteer Request Form).
	    o Who/what entity can request activation?
	    o How is a unit contacted for a request?
	 • Describe how the MRC unit coordinates with the requesting entity.
	 • Include a description of how other units can request assistance of your unit in a cross-jurisdictional event and how you unit processes such requests.

Rules for Activation and Deployment	• Share how an individual unit makes the decision about whether to activate and deploy. Describe the criteria used to make this decision. • Share how an individual unit decides which volunteers to activate. Describe the criteria used, which may include type of response (public health emergency, community service event, etc.).

	• Consider using a tiered approach[1] to identify the capacity of your volunteer pool. If you are already using a tiered approach, describe it here. • If a plan includes multiple MRC units, describe how each unit included should have their own deployment protocols. • Describe how the unit would reach out to other units or partners in the region if local capacity is exceeded. • Consider including the Process for Volunteer Requests during a Cross-Jurisdictional Event and accompanying Volunteer Request Form and Deployment Roster.

Roles and Responsibilities	• Outline the roles and responsibilities of different members of the MRC unit, including but not limited to:
	    o Unit director
	    o Unit coordinator
	    o Other MRC staff members
	    o MRC volunteers
	    o Other relevant parties in an activation and deployment
	• Describe how these roles and responsibilities may depend on the response process in question. Consider developing a matrix outlining the role by process point (activation, deployment, decision to demobilize). Individual cells can be filled by the specific responsibility.

Internal Communication Plan	• Provide a detailed description of the protocols and platforms for MRC leaders (directors, coordinators, communities) within the unit communicate with each other. • Consider developing a flow chart to visualize the process. • If a unit covers multiple communities (a "regional" unit), include a detailed description of the process the units uses to contact the communities within the plan's jurisdiction (including a contact for each community)
Volunteer Communication Plan	Communication Protocols and Platforms Used for Activation and Deployment	Provide a detailed description, including but not limited to: • Type of platform • Who has access

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[1] MRC Volunteer Tier Level Structure, as described in the Federal Program Office's Deployment Guide: https://www.naccho.org/uploads/downloadable-resources/MRC-Deployment-Ready-Guide_August-2019_082719.pdf

		• Who is trained • How will messages be communicated (call, text, email)
	Sharing Information	• Describe considerations when sharing information when sharing information with volunteers • Describe any baseline requirements that must be included before messaging volunteers • What information is likely to be provided? • Consider developing a checklist[2]
	Regional Deployment Considerations	If a unit covers multiple communities, describe how volunteers will be contacted for each community.
	Volunteer Response	• Describe how volunteers indicate their availability to deploy • Describe how volunteer assignments are communicated
 Emergency Contact Information		• List of contact information for MRC unit leaders (24/7 phone and email) • Include MDPH Duty Officer information, ESF-8 Desk at SEOC information, • Include information from other key stakeholders (local, regional and state). This list should also include the reasons for contacting the specific individual.

Other Elements to Consider

Training Plan	Timeline, approach, activities and tasks specific to the activation/deployment
Tracking Volunteer Movements/Use	During deployment, volunteers must be accounted for from the initiation of assignments through demobilization.

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[2] An example of a deployment checklist can be found on page 12 of the Deployment Guide: https://www.naccho.org/uploads/downloadable-resources/MRC-Deployment-Ready-Guide_August-2019_082719.pdf

	Depending on the situation, reporting protocols will be established for the tracking of volunteers.
Issue Tracking	Description of a process to track emerging issues during a deployment and how to resolve them
Plan Maintenance	- Description of how your unit will review and update the Deployment Plan regularly. - Consider including a Record of Change section or a Date of Update to the document.

Resources

[Activation, Deployment and Demobilization Template](#) (developed by MA MRC Steering Committee)

[2019 MRC Deployment Readiness Guide (NACCHO)](#)