Statewide MRC Request for Volunteers
Standard Operating Procedure

Requesting Additional Volunteers when SEOC is Activated

This document describes the process of requesting volunteers across MRC units and jurisdictions. There are separate procedures dependent on if the State Emergency Operations Center (SEOC) is activated or not.

1
- If the State Emergency Operations Center (SEOC) is activated, DPH OPEM will notify MRC Unit Leaders if volunteers are needed. Volunteers may be asked to standby.

2
- If an MRC unit has been asked by a local community to provide assistance and the MRC *can* meet these needs, the MRC is asked to notify the regional HMCC and the DPH ESF-8 to provide situational awareness and continue their normal unit deployment processes. If the local MRC unit *cannot* meet the requestor's needs, the requesting entity should proceed to step 3.

3
- To request additional MRC support beyond the local unit, the requesting entity should follow normal regional resource request processes. If the need cannot be met regionally, the unit shall contact the DPH ESF-8 desk[1], who will look to support a cross-jurisdictional request. The Volunteer Request Form will be used to determine specific volunteer needs.

4
- ESF-8 will send a request to the Volunteer Support Team (VST)[2]. The VST will then contact applicable MRC Unit Leaders. MRC leaders shall follow unit protocols for activating volunteers.

5
- Units will be asked to send a message to volunteers within two (2) hours (or otherwise noted) of initial notification from ESF8/VST through **MA Responds**. Unit leaders will be asked to confirm that all available volunteers are accepted in the system in writing (i.e. email). The unit may be asked to complete the Volunteer Deployment Roster.

6
- The VST will provide coordination and administrative support to the requestor and the MRC unit(s) as needed. This will include communication around the ability or inability to meet the requestor's volunteer needs.

7
- The VST will host calls or virtual meetings as needed to identify and discuss any areas of concerns and all ongoing needs. These activities will be documented in WebEOC, the duty-officer log or other reporting mechanisms.

8
- The VST will provide regular email updates to relevant parties to share all necessary data (ex: HMCC sponsoring organizations, regional coordinators, MEMA situational awareness, applicable MRC units, etc.).

[1] Upon activation the ESF8 number will be provided. DPH can also be reached by 617-339-8351
[2] The Volunteer Support Team will be made up of MDPH OPEM staff and applicable partners

Statewide MRC Request for Volunteers
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<u>Requesting Additional Volunteers when SEOC is NOT Activated</u>

1
- If an MRC unit has been asked by a local community or entity to help and the MRC *can* meet these needs, the MRC is asked to notify the regional HMCC and the MRC State Coordinator to provide situational awareness and continue their normal unit deployment processes.

2
- Requesting agencies should contact the local unit directly. If the need *cannot* be met locally, the requestor should follow standard regional resource request processes. If the need cannot be met regionally, the requestor should contact the DPH duty-officer (617-339-8351) indicating a need for volunteers and must include the required information listed on the Volunteer Request Form.

3
- The duty-officer will contact the MRC State Coordinator or member of the VST, and if the request is approved to assist in a local response, it will be shared broadly with additional MRC units.

4
- Once contacted, MRC unit leaders shall follow individual protocols for activating volunteers. Units will send a message to volunteers within two (2) hours of initial notification from DPH.

5
- The VST will provide coordination and administrative support to the requestor and the MRC unit(s) as needed. This will include communication around the ability or inability to meet the requestor's volunteer needs. Units with the ability to fulfill a request may be asked to complete the Volunteer Deployment Roster.

6
- The MRC State Coordinator, with approval, will host calls or virtual meetings as needed with relevant parties to identify and discuss areas of concern and all ongoing needs. All activities will be documented in WebEOC, the duty-officer log, or other reporting mechanisms.

7
- Regular email updates will be provided to the relevant parties to share all necessary data (ex: HMCC sponsoring organizations, regional coordinators, MEMA situational awareness, applicable MRC units, etc.).