

(X HEALTHCARE ORGANIZATION NAME)

**Kansas System for the Early Registration of Volunteers (K-SERV)
Volunteer Request and Receipt
Standard Operating Procedures**

PURPOSE: To provide the X HEALTHCARE ORGANIZATION incident command staff with guidance in the event that volunteers are needed to provide assistance during an incident response.

CONTENTS: This Standard Operating Procedures (SOP) document is divided into several sections, each discussing different topics related to volunteer coordination. The sections and attachments are as follows:

- Section I:** Request for Local Volunteer Resources
- Section II:** Receipt of Local Volunteer Resources
- Section III:** Management of Spontaneous Volunteer Unaffiliated with K-SERV
- Attachment A:** Volunteer Request Form
- Attachment B:** K-SERV Informational Sheet for Spontaneous Volunteers

I. REQUEST FOR LOCAL VOLUNTEER RESOURCES

1. Healthcare organizations have been advised to go through their Local Emergency Operations Center (LEOC) to request volunteers. It is highly recommended that all volunteer requests be approved by the LEOC to ensure coordination and tracking of volunteers. To request volunteers, contact (X County's) LEOC per the contact information below:

COUNTY Local Emergency Operations Center	LEOC Coordinator
Location	Name
Address	Phone 1
Phone 1	Phone 2
Phone 2	Cell
Fax	Other
E-Mail	
Other	

2. Fill out the Volunteer Request Form (*please see Attachment A*) with as much information as possible regarding the mission assignment, volunteer resources requested, and the on-site check-in location for volunteers.
3. Notify COUNTY LEOC that you will be submitting a Volunteer Request Form (*please see Attachment A*) by fax or other agreed upon communication method.
4. When available local volunteers have been identified, the LEOC will contact you and fax a copy of the list of deployed volunteers. The list should be used as a check-in for volunteers who will be allowed on-site.
5. If one of the following situations occurs, the X HEALTHCARE ORGANIZATION Volunteer Coordinator should notify their LEOC contact immediately:

- a. Volunteers are no longer needed and are being sent home or turned away from the site.
- b. It appears as if local volunteer resources have been exhausted and additional volunteer resources from other areas of the state will be needed. Again, it is highly recommended that requests for additional volunteer resources go through the LEOC.

II. RECEIPT OF LOCAL VOLUNTEER RESOURCES

- 1. A contact person and identified back-up for **X HEALTHCARE ORGANIZATION** should be listed on the form. This person is responsible for checking-in and confirming the identity of volunteers.

X Health Care Facility Volunteer Contact	Back-up Contact 1
Name	Name
Phone 1	Phone 1
Phone 2	Phone 2
Cell	Cell
Other	Other

- 2. At this point, **X HEALTHCARE ORGANIZATION** should take the necessary steps to prepare for the arrival of requested volunteers. The facility should be prepared to manage volunteers in the following ways:
 - a. The facility should have a designated check-in location where volunteers are directed.
 - b. The facility’s volunteer coordinator should be responsible for checking-in and identifying volunteers as they arrive. The volunteer’s driver’s license should be used to confirm that the volunteers at the facility are the same volunteers on the provided K-SERV list.
 - c. A briefing of the current situation should be provided to volunteers.
 - d. Any necessary Just-In-Time Training should be provided to volunteers.
 - e. As volunteers arrive and leave, a designated facility volunteer coordinator is responsible for checking them in and out.
- 3. **X HEALTHCARE ORGANIZATION** should remain in regular communication with **COUNTY** LEOC contact with updates on their volunteer situation

III. MANAGEMENT OF SPONTANEOUS VOLUNTEERS UNAFFILIATED WITH K-SERV

- 1. In an emergency or disaster, volunteers who are not registered with K-SERV may arrive on the scene to offer their help. In these cases, those volunteers should be re-directed away from the scene and given an informational sheet (*please see Attachment B*) instructing them to register on K-SERV.
- 2. Explain to the volunteer that registering in K-SERV allows their credentials to be verified in a timely manner and that once their credentials are verified they will be contacted by a local volunteer coordinator about responding to the situation.

ATTACHMENT A: VOLUNTEER REQUEST FORM

STATE OF KANSAS • VOLUNTEER REQUEST FORM

Form Completed By:		Date:		Time:	
Requesting Entity/ Location Information	Contact Person(s):				
	Agency/ Facility Name:				
	Address:				
	Phone Number(s):				
	Other Contact Information:				
LEOC person/authority approving request		Name:		County:	
		Phone Number(s):			
Relevant Information about Incident	Location:				
	On-Site Check-in:				
	Description:				
Mission Assignment:					
Information on Numbers and Types of Volunteers Requested					
Skill/Occupation Type/Specialty Requested (Type of work volunteers will be doing)					Number Requested
TOTAL NUMBER OF VOLUNTEERS REQUESTED:					
Anticipated Date(s) of Service:					
Volunteer Logistical and Basic Needs Information	Lodging:				
	Transportation:				
	Meals:				
	Hygiene/Toiletries:				
	Environmental/Health Protections:				
	Other:				

For Volunteer Coordinator Use Only:

Time Form Received _____ Time Volunteer List Provided to LEOC: _____

Volunteer Coordinator Signature _____ Date _____

K-SERV INFORMATIONAL SHEET



Thank you for offering to help Kansas during this time of disaster response!
In order to better manage volunteers, we are asking that you return home and register on the ***Kansas System for the Early Registration of Volunteers (K-SERV)***. This allows for easy identification of volunteers and verification of credentials that needs to be done before someone is allowed to volunteer.

What is K-SERV? *K-SERV is an automated registration system that establishes and certifies the qualifications of volunteer health professionals. The system verifies the identity, credentials, and licenses of volunteers to be used in during incidents.*

Why Register? *Agencies are more likely to utilize your healthcare services if they can confirm that your qualifications have been verified. In the event of another disaster, you will be contacted in advance to help.*

To register on K-SERV, follow these steps:

- 1) Get online and go to the K-SERV website: <https://kshealth.kdhe.state.ks.us/VolunteerRegistry/>
- 2) Once on the K-SERV website, click on the link that says "New User? Register Here."
- 3) This will take you to an online volunteer registration form. Fill out the required fields on the application and then submit electronically.

Once you have registered, we will begin working on verifying your credentials. Once this occurs, you will receive a call from a local volunteer coordinator (K-SERV Administrator) with information on how you can help!

While you are waiting, contact your local Medical Reserve Corps coordinator (*or other local volunteer coordinator*). He or she may be able to help speed-up the process, so your credentials can be verified and you begin your volunteer duties sooner.

X County Local K-SERV Administrator/Volunteer Coordinator

Name

Phone Number