MRC Unit Leader Deployment Readiness Checklists

This checklist of activities is designed to guide MRC Unit Leaders through the phases of a deployment: Pre-deployment, Deployment, Rapid Deployment, and Post-deployment. The following recommendations are by no means exhaustive but cover a broad spectrum of topics including administration, liability coverage, screening, verification of medical licensure, safety and medical clearance, training, cultural competency, and response operations.

Pre-Deployment Checklist

The pre-deployment phase checklist includes activities that happen during steady state to prepare volunteers for potential deployments.

PRE-DEPLOYMENT PHASE

Administration

☐ Ensure all volunteers complete an MRC application that includes a minimum of the following items: address (physical and mailing), phone number, email, profession, and opt-in text notifications. Additional items, such as previous training, certifications, health profession status, health limitations, etc., may be included. **See** sample application.

☐ Provide MRC policy and guidance documents with written volunteer acknowledgement.

☐ Document and ensure volunteers understand the notification process and deployment expectations. **See** sample activation process.

☐ Ensure all volunteers have been issued an MRC badge and uniform.

Liability Coverage

☐ Ensure volunteers sign local and/or state loyalty oath and/or the MRC unit's code of donduct agreement.

☐ Provide information on liability coverage. **See Centers for Disease Control and Prevention (CDC) Public Health Emergency Law (PHEL) Online Course (Unit 2) or the Emergency Law Inventory**.

Screening

☐ All volunteers should undergo background checks, as resources allow. Consult your legal counsel regarding standards and process.

☐ If your unit has deployment disqualification conditions, make certain each applicant is clear of those conditions. **See** pre-deployment questionnaire.

Verifying Medical Licenses

☐ Ensure health professional MRC volunteers are registered via Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) or other credentialing software.

☐ Periodically verify all medical credentials. If a license is to expire soon (or within anticipated deployment date), flag for follow up prior to expiration.

PRE-DEPLOYMENT PHASE (cont'd)

Training

☐ MRC unit orientation. **See** sample orientation presentation.

☐ Document all training activities including dates and duration. Recommended training includes IS-100, IS-700, CPR/First Aid/AED, Psychological First Aid (PFA), Stop the Bleed®, cultural competency, and personal protective equipment (PPE) training.

☐ For baseline volunteer training recommendations, please **see** MRC Volunteer Tiers (p. 8), MRC Core Competencies (p. 17), MRC Core Competencies Volunteer Training Plan, and a sample training plan.

☐ Conduct skills assessments as needed for specific roles (e.g., vaccinators).

Safety and Medical Clearance

☐ Conduct risk assessments for ALL events and deployments, to include health risks. **See** ICS-215A.

☐ Have all volunteers complete health/screening statements. This can take many different forms but is primarily intended to match volunteer roles appropriately with physical demands of deployment missions. **See** sample safety survey and pre-deployment questionnaire.

☐ Volunteers should keep copies of immunization records, which may be requested prior to deployments.

☐ Ensure you have written policy for required immunizations and assessments, including disqualifying conditions, exceptions, and opt-out conditions. Consider alternate assignments if volunteers are disqualified.

☐ If immunizations and assessments are required, schedule regular opportunities for volunteers to receive them. Consider offering free screening and immunizations to parents/family members, if resources allow.

☐ Ensure PPE is available, volunteers are trained on donning and doffing procedures, and N95 fit testing has been completed.

☐ Ensure a safety briefing is included in all activities.

☐ **See** this guide from South Central MRC (PA) for more health and safety considerations.

Cultural Competency

☐ Identify volunteers who self-report language competencies.

☐ Strengthen cultural competencies, including cultural health literacy and health equity, through cultural humility training, cultural competency training, etc.

☐ Consider additional training regarding ethics, sensitivity, "bedside manner," and social media sensitivity in disaster settings.

General Response Operations

☐ Provide a deployment checklist during orientation. Send supplements for specific incidents, if needed. Examples include:

   ☐ ReadyBrazoriaCounty App
   ☐ Orientation Slides
   ☐ Activation Email
   ☐ Quick Series - Deployment Guide
   ☐ Quick Series - PFA Field Operations Guide

☐ Remind volunteers to have a completed family emergency plan in place.

☐ Remind volunteers to maintain a basic, personal go-bag and update it regularly. **See** go-bag checklist.

MRC Volunteer Management

Deployment Checklist

The deployment phase starts after an emergency has happened and includes steps to activate volunteers, prepare them for an identified response mission, and assign responsibilities during a deployment.

DEPLOYMENT PHASE

Administration

☐ Begin alert/activation procedures to notify volunteers. **See** sample activation email and sample activation process.

☐ Document all volunteer activity during deployment including hours, signature, location, and date(s).

☐ Complete deployment tasks:

- ☐ Identify mission number.
- ☐ Send team activation notification to state and region. **See** ICS-205A and ICS-204.
- ☐ Complete rosters and numbers.
- ☐ Maintain activity log: **See** ICS-214.
- ☐ Track volunteer participation with sign-in sheets.
- ☐ Complete key documentation, including patient care reports (PCRs) and clinic operations report for the operational area (OA).
- ☐ Send each team with a deployment binder.
- ☐ Fill out an incident check-in list. **See** ICS-211.

Liability Coverage

☐ Review your state's Good Samaritan laws. **See** Oklahoma Good Samaritan Law, as en example.

☐ For mutual aid requests, obtain a resource request and/or mission assignment.

☐ Confirm volunteer liability coverage once activated. **See the** Emergency Law Inventory.

☐ Re-verify the loyalty oath and any other credentials prior to leaving the staging area.

☐ Be aware that there may be laws enacted for additional liability coverage for volunteers during an emergency.

Screening

☐ Background checks are highly recommended for all volunteers. Establish a memorandum of understanding (MOU) with the police or sheriff's office in advance to complete expedited background screenings for immediate deployments.

☐ Re-verify and document professional licenses prior to activation or deploy as non-medical.

DEPLOYMENT PHASE (cont'd)

Safety and Medical Clearance

☐ Ensure all immunizations and assessments are complete and document or offer updates.

☐ Volunteers should maintain their own records.

☐ Maintain needed claims paperwork on-site in the deployment binder in the event of injury.

☐ Complete comprehensive risk assessment PRIOR to any deployment.

☐ Be on alert for any accidents or injuries. Have volunteers report up their chain of command.

☐ Ensure volunteers have PPE for specific mission.

☐ Be alert for accidents, injuries, and signs of stress or mental fatigue in volunteers.

☐ **See** this guide from South Central MRC (PA) for more health and safety considerations.

Training

☐ Provide JITT MRC orientation as needed for new volunteers.

☐ Provide JITT for all responders to cover roles and mission response information.

☐ Provide deployment briefing to address specifics of the response including the current situation, objectives, expectations, and incident-specific policy. See following references:

    ☐ Orientation/Core Competencies
    ☐ Examples of JITT
    ☐ Activation Email

☐ Provide volunteers with a deployment packet with ICS forms, job action sheets, communications processes, and check-in/check-out process.

☐ Volunteers should be prepared to participate in situational briefings, as well as safety briefings (i.e., tour of work site, facilities, lodging), daily debriefs (i.e., documentation expectations), and hot wash.

Cultural Competency

☐ Collect information about response areas before deploying (e.g., Census data).

☐ Include cultural challenges and strategies in briefings.

☐ Review cultural competency needs during the deployment and provide additional cultural competency training opportunities, if needed. **See** MRC Core Competency 8.0 (p. 23) for suggested courses.

☐ Ensure all documents are available in common languages for survivors.

☐ Review each volunteer's past performance before deployment.

MRC Volunteer Management

DEPLOYMENT PHASE (cont'd)

General Response Operations

☐ Ensure unit leaders receive incident management situational (sit) report and missions details. Share pertinent information with volunteers.

☐ Continue to attend briefings for situational awareness.

☐ Ensure necessary equipment/resources are available to perform duties and returned after use, including any necessary PPE, based on deployment criteria/roles.

☐ Understand staffing requirements and develop plans for shift coverage, including extended deployments or 24-hour operations.

☐ Provide deployment details to all deploying volunteers via the MRC coordinator.

☐ Ensure that all deployed volunteers are properly briefed before each shift. **See** ICS-201.

☐ Maintain deployment rosters for check-in and check-out to ensure accountability and tracking of volunteer hours.

☐ Conduct daily or periodic operational briefings to maintain open communications and situational awareness.

☐ Have a plan for demobilization of volunteers for extended deployments.

☐ Consider adding a volunteer liaison at deployment sites to coordinate with unit leaders when they're not on site. **See** this Mission Set from Oklahoma Region 7, Tulsa MRC for an example of a volunteer coordinator liaison.

MRC Volunteer Management

Rapid Deployment Checklist
Rapid-deployment phase checklist includes activities that happen during not steady state to prepare new volunteers for potential rapid onboarding and rapid deployments.

RAPID DEPLOYMENT PHASE

Administration
- ☐ Ensure all volunteers complete an MRC application that includes a minimum of the following items: address (physical and mailing), phone number, email, profession, and opt-in text notifications. Additional items, such as training, certifications, health professional status, health limitations, etc. may be included.
- ☐ Ensure all volunteers have been issued an MRC badge, vest, and/or uniform.
- ☐ Document all volunteer activity during deployment including hours, signature, location, and date.
- ☐ Complete deployment tasks listed in the **Deployment Checklist** (p. 11).

Liability Coverage
- ☐ Ensure volunteers sign local and/or state loyalty oath and/or the MRC unit's code of conduct agreement.
- ☐ Provide information on liability coverage.
- ☐ Confirm volunteer liability coverage once activated.

Screening
- ☐ Basic background checks are highly recommended for all rapid volunteers.
- ☐ Have all volunteers complete health/screening statements.

Verifying Medical Licenses
- ☐ Verify all medical credentials immediately prior to deployment. If a license is to expire soon (or within anticipated deployment date), flag for follow-up prior to expiration.

Training
- ☐ Provide JITT MRC orientation.
- ☐ Provide JITT for all responders to cover roles and mission response information.
- ☐ For baseline volunteer training recommendations, please **see MRC Volunteer Tiers** (p. 8) and **MRC Core Competencies** (p. 17).

Safety and Medical Clearance
- ☐ Conduct risk assessments for ALL events and deployments, to include health risks. **See ICS-215A**.
- ☐ Ensure a safety briefing is included in all activities.
- ☐ Be on alert for any accidents or injuries. Ensure volunteers understand procedures for reporting injuries.

Cultural Competency
- ☐ Identify volunteers who self-report language competencies.
- ☐ Based on the need of each mission, consider additional JITT training regarding ethics, sensitivity, "bedside manner," and social media sensitivity in disaster settings.
- ☐ Include cultural challenges and strategies in briefings.

RAPID DEPLOYMENT PHASE (cont'd)

General Response Operations

☐ Provide volunteers with reporting details, ensuring they bring appropriate personal items (i.e., go-bag) for deployment.

☐ Provide volunteers with a deployment packet with ICS forms, job action sheets, communications processes, and check-in/check-out process.

☐ Ensure necessary equipment/resources are available to perform duties and returned after use, including any necessary PPE, based on deployment criteria/roles.

☐ Conduct daily or periodic operational briefings to maintain open communications and situational awareness.

☐ Conduct daily or periodic hotwashes/debriefing to address an operational issue on-site and make appropriate changes.

Post-Deployment Checklist

This phase begins once a deployment mission has been completed and includes activities to close out assigned response missions and administrative activities for MRC volunteers and the MRC unit.

POST-DEPLOYMENT PHASE

Administration
- ☐ Begin demobilization procedures and notify volunteers. **See sample** demobilization process and demobilization email.
- ☐ Complete post-deployment administrative tasks including:
  - ☐ Collection of activity logs (i.e., ICS-214) and sign-in sheets.
  - ☐ Paperwork such as PCRs.
  - ☐ Rehab of equipment cache.
  - ☐ Team debrief and hot wash.
  - ☐ Volunteer evaluations.
  - ☐ Unit/responder recognition.
  - ☐ Collect volunteer hours and report these to the MRC Unit Profile & Activity Reporting System.
- ☐ Capture all documentation developed during deployment and catalog/store for future use. Electronic data should be backed up and archived.
- ☐ Capture debrief data and conduct verbal and written debriefs to capture best practices/lessons learned.
- ☐ Apply best practices and lessons learned to update plans and procedures.

Liability Coverage
- ☐ If needed, follow up on any potential claims/cases and document updates.

Safety and Medical Clearance
- ☐ Have volunteers conduct self-assessments. **See sample** post-deployment questionnaire.
- ☐ Hold a debrief to check in with volunteers via email/phone call after deployment and offer mental health support, if needed.
- ☐ Share self-care reminders and recommendations to deployed volunteers.
- ☐ Monitor responders for illness if there was an issue (e.g., Instruct volunteers to report any GI illness that occurred in last 48 hours).
- ☐ **See** this guide from South Central MRC (PA) for more health and safety considerations.

Cultural Competency
- ☐ During the debrief, ask about cultural competency strengths and areas for improvement.

General Response Operations
- ☐ Thank all volunteers for their service during a deployment (e.g., emails, calls, local news, social media, etc.).
- ☐ Hold a debrief/hot wash process with all deployed volunteers.
- ☐ Document deployment successes, challenges, and lessons learned in an after-action report and improvement plan.
- ☐ **See Tulsa (OK) MRC's** post-deployment review.