

Module 1: Rapid/Pre-Deployment Phase

- 1) How and when is the decision made by the response agency to request volunteers to support the response missions?
- 2) What does your MRC unit need to obtain a complete picture of the situation?
- 3) What systems, policies or procedures do you have in place to assess the situation and the risks associated with volunteers' safety and health before fulfilling the requests?
- 4) How is the decision made to fulfill the requests coming from the response agency?
- 5) What response missions or roles can your MRC volunteers fill to support the community's needs during this disaster?
- 6) What information should be communicated to existing volunteers at this time? What is the messaging process and current message?
- 7) How will the unit recruit new volunteers to support the disaster?
- 8) What kind of procedures does your unit have for rapid volunteer screening and selection?
- 9) What training is needed to prepare volunteers for rapid deployment?
- 10) What policies and procedures do you have to make sure volunteers have all necessary safety and health measures to reduce volunteer's safety and health risks?
- 11) How is the MRC unit managing or supporting spontaneous volunteers?

Module 2: Deployment Phase

- 12) What procedures or systems are used to utilize, manage, and track volunteers?
- 13) What procedures does your unit have in place to organize, assemble, and deploy volunteers?
- 14) Does your unit have just-in-time training, job action sheets or checklist in place to respond to such missions?
- 15) What resources are most needed to support MRC volunteers responding rapidly?
- 16) How does your unit maintain consistent communication with stakeholders including ASPR and the response agency throughout the disaster?
- 17) What system or forms of communication will be utilized to communicate with volunteers?
- 18) How are you communicating incident-specific safety and health risks to volunteers?
- 19) What system, policies or procedures do you have in place to monitor volunteers' safety and health during the incident response?
- 20) What type of volunteer legal protections are in place to activate?

Post-Deployment Phase

21)What process do you have in place to release and demobilize volunteers?

22)What strategies for risk management are implemented to protect your unit and the MRC volunteers?

23)What system, policies or procedures do you have in place to monitor volunteers' safety and health after missions are completed?

24)How does your unit conduct after-action reviews and develop after-action reports and improvement plans?

Pick top three best practices and procedures for Module 1: Rapid/Pre-Deployment Phase

Pick top three best practices and procedures For Module 2: Deployment Phase

Pick top three best practices and procedures For Post-Deployment Phase

