

FAQ 1.2 January 2009

1. Who is responsible for locating retired and non-practicing licensed medical professionals and approving their applications?

Healthcare professionals outside the hospitals will be attracted to VERV and ESAR-VHP through a statewide marketing and recruitment effort. These individuals can sign up using the Volunteer Mobilizer and will be directed to their local health department district office VERV Group. It will be the responsibility for the VDH VERV Administrator to review and approve applications of outside healthcare volunteers. Hospitals are asked only to register their own employees who are willing to be VERV volunteers. Within the VERV system, the Hospital Group description indicates that the hospitals are only registering their own staff.

2. Who has access to the data in the VERV/ESAR-VHP system?

Each VERV Group Administrator only has access to their own group to which they are assigned. A Group Administrator does not have access to other groups on the registry system. There are two "Application Administrators" in the Office of Public Health Preparedness who can access all data. The system itself was developed by Global Secure Corporation and they manage this web-based site. Our Global Secure Technician also can access the VERV data.

3. Can a hospital request or task another hospital's staff without approval and coordination?

No. Each hospital VERV Administrator only has access to their own group and can only contact their group members. If a hospital needed assistance from another hospital they would have to contact that VERV Administrator by phone or e-mail with a request for assistance. It will be up to the receiving hospital to determine whether or not they can provide assistance.

4. What personal and professional information is entered and displayed for people entered into the VERV system?

Each individual volunteer supplies their contact information, birth date, type of healthcare licensing or certification information (if any), emergency response preferences such as types of incidents they are willing to respond to and distance and time they are willing to travel. Once the volunteer completes the application, this information is stored in their own account. Each volunteer has their own username and password. Only this volunteer, the Group Administrator, the VDH Application Administrators and the Global Secure Technician can access this information if they call up a specific volunteer's account.

5. How do we keep staff that we list in VERV from being double and triple tasked in an emergency?

One of the application questions asks the volunteer to list their other volunteer affiliations. If a request for volunteers is sent out, volunteers are first asked if they are available to respond as a VERV volunteer. A volunteer can decline to serve. If they have a conflict due to another commitment or volunteer affiliation assignment, then the system can skip them for this event. VDH, Vermont Emergency Management and the Vermont Commission on National and Community Service will work together to establish protocols for a state or federal request for volunteers, their deployment and return.

6. How will the alerting of volunteers be conducted?

When a group has an internal emergency or they wish to alert their staff/volunteers – the group administrator will do the alerting. If another group administrator needs assistance from another member group (not a state or federal event), then the administrator from group # 1 can contact the group #2 administrator for assistance. The group # 2 administrators would then send a query to their volunteers to determine if anyone is available to assist. They would then report back to group administrator #1 their results. As well, the groups HR or employer would also have to determine if their staff is available to assist.

During a state or federal emergency, potential volunteers will be “alerted” for their availability but it will again come from their VERV group administrator. The VDH VERV Coordinator; a VERV system wide administrator, will coordinate this action with the group administrators and VEM.

7. How will Vermont respond to a request for Federal deployment?

Each state must develop protocols necessary to respond to requests for volunteers. Primarily, we will have to determine who is a “willing” and “available” volunteer and provide each volunteers credentials.

8. Does the hospital have to assign a credential level to their health-care volunteer?

Each VERV group is set up to be at a minimum consistent with the ESAR-VHP required data fields. If your HR department has already verified the required information for credentialing then the group administrator can assign the appropriate credential level to their “volunteer”

9. How will volunteers be protected for liability and workers compensation?

Qualified volunteers receive the same liability protections and workers’ compensation coverage as state employees when they are training for or responding to a public health event or in an emergency. To be qualified for these protections, volunteers must serve at the request of and under the direction and control of a state agency, such as the Department of Health, they may not receive hourly or salary compensation from a state agency and additional criteria also may apply. Vermont law also provides certain liability protections for qualified partnerships, associations and businesses engaged in emergency management activities. The full text of these laws includes additional information about eligibility and the extent of the coverage and is available online at { HYPERLINK

"http://healthvermont.gov/emerg/verv/Volunteer_Protection_Summary.pdf" }

Additional Questions?

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