



Illinois Helps **Standard Operating** **Guide**

Version 2.0



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ACRONYMS

ASPR	Assistant Secretary for Preparedness and Response
CDC	Centers for Disease Control
CDPH	Chicago Department of Public Health
CEMP	Comprehensive Emergency Management Plan
COAD	Community Organizations Active in a Disaster
DMAT	Disaster Medical Assistance Team
DOH	Department of Health
ECL	Emergency Credentialing Level
EMAC	Emergency Management Assistance Compacts
EOC	Emergency Operations Center
ESAR-VHP	Emergency System for Advance Registration of Volunteer Health Professionals
EMA	Emergency Management Agency
FEMA	Federal Emergency Management Agency
GLHP	Great Lakes Health Care Partnership
HAN	Health Alert Network
HCRS	Healthcare Command Radio System
HD/MRC	Health Department/ Medical Reserve Corps
HHS	Health and Human Services
HICS	Healthcare Incident Command System
HRSA	Health Resources and Services Administration
ICS	Incident Command System

IDPH	Illinois Department of Public Health
IHA	Illinois Health & Hospital Association
IEMA	Illinois Emergency Management Agency
IMERT	Illinois Medical Emergency Response Team
LHD	Local Health Department
MRC	Medical Reserve Corps
NIMS	National Incident Management System
OIG	Office of Inspector General
PRA	Portal Registration Authority
PAHPA	Pandemic and All Hazards Preparedness Act
PHEOC	Public Health Emergency Operations Center
Regional ESF-8	Regional Public Health and Medical Services Disaster Plan - Emergency Support Function 8
RFMC	Request for Medical Resources
RHCC	Regional Hospital Coordinating Center
SEOC	State Emergency Operations Center
SOG	Standard Operating Guidelines
SIRC	State Incident Response Center
SIREN	State of Illinois Rapid Electronic Notification
State ESF8	State Public Health and Medical Services Disaster Plan
TAG	Technical Assistance Group
VOAD	Volunteer Organizations Active in a Disaster



Purpose

These Standard Operating Guidelines (SOG) provide general information regarding the Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) or *Illinois Helps*, including general procedures for recruitment, registration, oversight and management, credentialing notification and activation, mobilization and deployment of volunteers during non-emergency and state declared disasters. Discussions of liability and volunteer tracking are also included.

Overview

Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP)

ESAR-VHP is an electronic database of health care personnel who volunteer to provide aid in an emergency. An ESAR-VHP system must (1) register, record, and manage health care volunteers, (2) allow for the collection and verification of the identity, credentials, and qualifications of registered volunteers in an emergency; (3) apply emergency credentialing standards to registered volunteers; (4) record all professional and emergency preparedness affiliations of an individual; (5) Identify volunteers willing to participate in any federally coordinated emergency response; and (6) Update and re-verify volunteer credentials every 6 months.(ESAR-VHP Interim Technical and Policy Guidelines, Standards, and Definitions, Version 2, June 2010)

Health volunteer is a medical or health care professional that renders aid or performs health services, voluntarily, without pay or remuneration. Health volunteer and volunteer are used interchangeably (ESAR-VHP Interim Technical and Policy Guidelines, Standards, and Definitions, Version 2, June 2010).

Non-medical volunteer is a person whose skills and training are needed to assist and support the Health Volunteer in logistics.

Experience has shown that, in an emergency, many of our nation's health and medical providers and nonmedical volunteers are eager and willing to volunteer their professional health services and nonmedical support. To meet the extraordinary demands of a large scale emergency, hospitals and other providers of health care will depend upon the services that health volunteers and non-medical volunteers can provide. However, in a time of emergency, utilizing the capabilities of the nation's health volunteers and non-medical volunteers presents a major challenge to hospitals, public health and emergency authorities.

Immediately after the attacks on September 11, 2001, tens of thousands of people spontaneously showed up at ground zero in New York City to volunteer their assistance. A large number of these volunteers arrived to provide medical assistance to the victims of the attacks. In most cases, authorities were unable to distinguish those that were qualified from those that were not qualified, though well intentioned. Additionally, because the response was unsolicited and there was no mechanism of coordination, those that presented themselves reduced the effectiveness of the overall response effort rather than helping (Department of Health and Human Services Health Resources and Services Administration Healthcare Systems Bureau Division of Healthcare Preparedness ESAR-VHP Program, Version 2, June 2005).



In 2002, the President and Congress recognized the need to make optimum use of volunteer health personnel in an emergency and mandated the Health Resources and Services Administration (HRSA) to develop an Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) program (Public Law (PL) 107-188,) as part of the Public Health Security and Bioterrorism Preparedness and Response Act of 2002, Section 107. (www.fda.gov/oc/bioterrorism/PL107-188.html). The ESAR-VHP program developed by HRSA provided a standardized approach with recommended standards and guidelines for each state to develop their own ESAR-VHP system. The National Strategy for Pandemic Influenza Implementation Plan of May 2006 further supported that the ESAR-VHP program is a means to which volunteers may be effectively utilized during a pandemic response. (<http://www.flu.gov/planning-preparedness/federal/pandemic-influenza-implementation.pdf>)

The Health Resources and Services Administration (HRSA) of the United States Department of Health and Human Services (HHS) was delegated the responsibility for assisting each state in establishing a standardized state-wide database of volunteer health professionals which would include readily available, verifiable, up-to-date information including identity, licensing, credentialing, accreditation and privileging in hospitals or other health care facilities. As a result, the Emergency Systems for Advance Registration of Volunteer Health Professionals (ESAR-VHP) was implemented. In 2006, the Pandemic and All Hazards Preparedness Act (PAHPA) reassigned the responsibility for ESAR-VHP to the Office of the Assistant Secretary for Preparedness and Response (ASPR). Pandemic and All Hazards Preparedness Reauthorization Act (PAHRPA) reauthorized ESAR-VHP as deliverables under the Hospital Preparedness Program and Public Health Emergency Preparedness programs under ASPR. (<http://www.phe.gov/Preparedness/legal/pahpa/Pages/default.aspx>)

Integration of ESAR-VHP and the Medical Reserve Corps (MRC) is recommended. *Illinois Helps* has developed a process to integrate MRC Administrators into *Illinois Helps* to manage volunteers.

Goals and Objectives

***Illinois Helps* Goals**

- Establish a network to coordinate all health care facilities, health departments and Medical Reserve Corps (MRC) units and assist them in gaining the knowledge and capabilities needed to access the *Illinois Helps* system.
- Enlist health care institutions, local health departments and MRC units to continue to recruit and retain volunteers in order to create a robust *Illinois Helps* system that is ready to respond to local, regional, interstate and federal disasters, public health emergencies or community public health events.
- Develop and implement notification tests, drills and exercises that will assess the ability of *Illinois Helps* administrators to simultaneously access the system during full scale events. Additional testing of the system will be communicated on an ongoing basis.
- Provide best practices in training in order to enhance user capabilities.

ESAR-VHP Objectives

- Recruit and register medical and non-medical volunteers.



- Apply ESAR-VHP emergency credentialing standards to registered volunteers.
- Allow for the verification of the identity, credentials, qualifications and criminal history of registered volunteers prior to being assigned to work at an emergency or disaster site.
- Automatically notify and confirm the availability of registered health care professionals and volunteers at the beginning of an emergency/disaster event.
- Provide deployment information to responding volunteers and track/document their service from deployment through demobilization.

Standard Operating Guidelines

The protocol and processes within this document are designed to address the fundamental goals and objectives described above. Additionally this document outlines roles and responsibilities for volunteers and system administrators to better prepare them and their families in the event of a disaster leading to deployment. Protocols and processes contained in this document are subject to change as program capabilities are updated. All updates and changes will be communicated on an ongoing basis. Communication pathways will include email notifications to all assigned administrators, SIREN, and HAN.

Recruitment and Retention Strategies

Illinois Helps applies a comprehensive approach to the recruitment and retention of its volunteers. It is the goal of *Illinois Helps* to engage volunteers who possess the necessary skills and expertise that will increase the ability of local communities, health departments and Medical Reserve Corps throughout the State, to better prepare for, respond to and recover from a disaster or public health emergency. *Illinois Helps* will recruit targeted specialties when identified by ASPR Grant guidance and deliverables.

To ensure *Illinois Helps* continues to meet the needs of registered volunteers and those considering registering in the future, regular review of *Illinois Helps* recruitment and retention strategies will be conducted, including attendance at professional events, print, web, and other advertising, and online campaigns targeting specialties identified according to system needs.



Types of Volunteers

The *Illinois Helps* volunteer database will include, at a minimum, the following priority occupations and professionals, as identified in the ESAR-VHP Interim Technical and Policy Guidelines, Standards, and Definitions (June 2010). The database may expand based on guidance provided by ASPR.

ESAR-VHP Priority Occupations

Health Diagnosing and Treating Professions

Advanced Practice Registered Nurse	Clinical Social Worker
Dentist	Marriage and Family Therapist
Mental Health Counselor	Pharmacist
Physician	Physician Assistant
Psychologist	Registered Nurse
Veterinarian	Respiratory Therapist

Health Technologists and Technicians

Cardiovascular Technologist and Technician	Diagnostic Medical Sonographer
Emergency Medical Technician and Paramedic	Licensed Practical Nurse and Licensed Vocational Nurse
Medical and Clinical Laboratory Technician (including Phlebotomist)	Medical and Clinical Laboratory Technologist
Medical Records and Health Information Technician	Radiologic Technologist and Technician

Non-medical volunteers

In addition to licensed health care volunteers, *Illinois Helps* will also accept volunteers with various other desirable skills and experience. For example, volunteers who are not able to provide direct patient care may be called upon to assist with mass immunization centers, participate in emergency preparedness exercises, assist at community health fairs, support sheltering operations or provide administrative services that are critical to a quick and effective response during an emergency.



Non-medical volunteers from the following occupational groups (but not limited to these groups) are encouraged to register with *Illinois Helps*. *Illinois Helps* will continually seek to incorporate other volunteer organizations (Citizens Corps, COADs, VOADs, etc).

Non-Medical Volunteers:

Administration/Management	Agriculture
Armed Forces/Military	Aviation
Banking and Finance	CDL License
Communications (Amateur Radio)	Computer Specialist
Construction	Education (K-12/College/University)
Facility Support or Management	Firefighter
Food Service	Government Services
Insurance	Interpretive Services
Language Services	Law Enforcement
Logistics	Manufacturing
Media/Advertising/Public Relations	Mortuary Services
News	Non-Profit
Pharmaceuticals	Publication
Restaurant/Catering	Retired (please list former occupation)
Sales - Wholesale	Sales- Retail
Sciences (Earth)	Sciences (Life)
Sciences (Physics)	Security
Student	Translators
Transportation (bus driver, taxi driver)	Warehouse Services/Support

Please note that volunteers should discuss their enrollment in *Illinois Helps* with their employer. Volunteers may be asked to deploy with little advance warning. It is up to the individual volunteer to be released from work while deployed.

Credentiaing Policy and Levels

This section describes the required ESAR-VHP emergency credentialing standards that have been incorporated into *Illinois Helps*.

Overview of Emergency Credentialing Standards

Illinois Helps adheres to the standards established by the federal ESAR-VHP program. Emergency credentialing standards will be continually updated, revised and expanded as per the federal ESAR-VHP oversight agency.

Illinois Helps classifies each health care and non-medical volunteer in accordance with federal emergency credentialing standards. **Intermedix, the system vendor for Illinois Helps,**



ensures that volunteer credentialing within the system is fully and automatically compliant with federal ESAR-VHP guidelines.

Following are the federal ESAR-VHP credentialing terms, standards and definitions:

Credentials are a health care volunteer's qualifications. They are used to determine a volunteer's *Emergency Credential Level*, the level at which the volunteer will work when assigned to assist in an emergency.

Credentialing is the process of obtaining, verifying and assessing the qualifications of a health care professional to provide patient care, treatment and services in or for a health care organization.

Emergency Credentialing Level (ECL) is a designation assigned to a volunteer based on skills and verified credentials as defined by emergency credentialing standards. Each health care volunteer being evaluated may be classified into one of five different emergency credential levels. The highest emergency credential level is 1 and indicates that the health care volunteer possesses all of the minimum required credentials and that the credentials have been appropriately verified and the volunteer is currently working in a hospital.

In Illinois, non-medical volunteers with no verifiable health care experience or education are classified as Level 5. Currently federal ESAR-VHP standards do not have a Level 5 so *Illinois Helps* will report Level 5 as Nonmedical Volunteers.

ESAR-VHP Health Care Volunteer Emergency Credentialing Standards

Emergency credentialing standards establish common personnel resource definitions that assist in the efficient ordering and dispatching of personnel during an incident and to ensure that requesting authorities receive the personnel needed during an emergency or disaster. A limited set of basic credentials is utilized under the emergency credentialing standards. Additionally, *Illinois Helps* collects a limited amount of information such as whether volunteers have the appropriate disaster preparedness training or specialized professional experience. This information is used to help determine the volunteer's ability to provide health services in a disaster or public health emergency. Each volunteer registered in *Illinois Helps* will be classified according to emergency credentialing levels (ECL) in accordance with ESAR-VHP emergency credentialing standards:

ESAR-VHP Credential Level 1

Credential Level 1 designates hospital qualified health care professionals currently employed at a hospital. Hospital qualified health professionals are distinguished from other health care professionals by the rigorous and constant review of credentials and performance. The standards for assignment to Credential Level 1 were developed in consultation with the hospital industry and reflect the level of review hospitals would require before accepting a volunteer into their facility. Assignment to Credential Level 1 requires confirmation that the volunteer is actively employed in a hospital or has hospital privileges.



Implicit in this requirement is the ability to practice in a full and unrestricted manner within the state and meets other occupational specific qualifications identified in the ESAR-VHP Interim Technical and Policy Guidelines, Standards and Definitions: System Development Tools (June 2007).

ESAR-VHP Credential Level 2

Credential Level 2 indicates highly qualified individuals who may deliver services in a wide variety of settings such as clinics, nursing homes and shelters. Typically, these health care professionals possess all the credentials and qualifications of a Credential Level 1 health professional except that they are not employed in a hospital nor have hospital privileges. Assignment to Credential Level 2 requires confirmation that the volunteer is clinically active in any setting other than a hospital (e.g., clinic, private practice or nursing home).

Implicit in this requirement is the ability to practice in a full and unrestricted manner within the state and meets other occupational specific qualifications identified in the ESAR-VHP Interim Technical and Policy Guidelines, Standards and Definitions: System Development Tools (June 2007).

ESAR-VHP Credential Level 3

Credential Level 3 classifies individuals who meet the basic qualifications necessary to practice in the state in which they are registered. Assignment to Credential Level 3 usually requires verification of a volunteer's license or a certification. Where state law does not govern the practice of a particular profession, *Illinois Helps* has identified requirements that are deemed usual and customary for employment in such professions, which must also be verified.

Implicit in this requirement is the ability to practice in a full and unrestricted manner within the state and meets other occupational specific qualifications identified in the ESAR-VHP Interim Technical and Policy Guidelines, Standards and Definitions: System Development Tools (June 2007).

ESAR-VHP Credential Level 4

Credential Level 4 classifies individuals who have healthcare experience or education in an area that would be useful in providing basic healthcare not controlled by a state's scope of practice laws and otherwise assist clinicians. Assignment to Credential Level 4 requires that the volunteer possess verified documentation of health care education or experience. This classification may include, but is not limited to, health care students or retired health care professionals who no longer hold a license.

Implicit in this requirement is the ability provide basic healthcare, as outlined in the ESAR-VHP Interim Technical and Policy Guidelines, Standards and Definitions: System Development Tools (June 2007).

No ESAR-VHP Credential Level

Illinois Helps designates an additional fifth category, not specified by federal guidelines, that classifies individuals who do not have clinical health care experience or education in an area that would be useful in providing basic health care not controlled by a state's scope of practice laws and to otherwise assist



clinicians. However these individuals, known as non-medical volunteers, may possess a wide range of skills and experience that are essential during an emergency response.

Non-medical volunteers will be classified in this fifth category without a federal credentialing level designation. These volunteers may be called upon to assist with mass immunization centers, participate in emergency preparedness exercises, assist at community health fairs, support sheltering operations and provide other administrative services that are critical to an efficient and effective response during an emergency or disaster or public health emergency.

Assignment to this category is not as stringent as the aforementioned ESAR-VHP credential levels. Prior to being deployed as a non-medical volunteer, a background check will be conducted and additional information on available skills, training and willingness to serve will be obtained from such volunteers. No ECLqis a designation exclusively in *Illinois Helps* for categorizing non-medical volunteers and is not an ESAR-VHP requirement.

Oversight and Management

Volunteers

Illinois Helps may only be activated by the Director of the Illinois Department of Public Health or the Commissioner of the Chicago Department of Public Health or their designees in the event of an emergency.

Health care volunteers who register with *Illinois Helps* are under **NO OBLIGATION** to respond to an event. Once assigned to a duty location by their affiliated organization, volunteers will report to one supervisor (if duty location is at a hospital, volunteers report to the onsite volunteer coordinator) who oversees the performance of the volunteers' duties. Medical Volunteers cannot accept assignments outside their scope of practice.

Illinois Helps System

The *Illinois Helps* system utilizes a website and platform created by Intermedix. Authorized *Illinois Helps* representatives, along with representatives from Intermedix, work together to ensure that software updates and enhancement are identified and implemented. Enhancements and updates, identified by the IDPH with input from the Technical Advisory Group TAG to the system will ensure registration and credentialing capabilities are achieved with efficiency.

Illinois Helps Volunteer Registration

In order to register with *Illinois Helps*, volunteers will be asked to enter information regarding professional license(s) (if applicable), contact information and other relevant background information. Once registration is complete, the volunteers' professional licenses, credentials and background information will be validated by an *Illinois Helps* representative or organization



administrator. All volunteers registering in *Illinois Helps* will receive a criminal background check at the time of deployment. Should local health departments and Medical Reserve Corps (LHD/MRC) wish to run criminal background checks on volunteers at the time of registration, *Illinois Helps* has a link to a National Back Ground Check that LHD/MRC Administrators or Hospital Administrators can access within the system, and IDPH will be responsible for the costs. During a declared emergency, all spontaneous volunteers will receive a criminal background check. Additionally, ESAR-VHP requires that volunteers at all credential levels be checked against the *Office of Inspector General's List of Excluded Individuals/Entities* (LEIE) database (<http://oig.hhs.gov/>). Any individual whose name appears on the list of excluded individuals/entities will be excluded from volunteering with *Illinois Helps*. Volunteer information will only be viewed by authorized *Illinois Helps* representatives. Non-medical volunteers will follow the same registration process with the exception of providing a professional license.

Local Health Departments (LHD) and Medical Reserve Corps (MRC) may utilize volunteers for local response initiatives or community events. Volunteers will be linked to either a Health Department, MRC, or healthcare facility which would be considered the volunteers' primary affiliation. HD/MRC Administrators will be able to edit volunteer records assigned to their unit and maintain accurate medical license information. Volunteers should identify which organization they have chosen to join and identify the institution that they are employed by (if applicable). Local Health Departments and MRC units are encouraged to add current volunteers in their data bases to *Illinois Helps*. LHDs and MRCs will use the online user guides provided in the Help Center+section of *Illinois Helps*. Additionally, administrators may attend live or online trainings when offered.

Prior to beginning the *Illinois Helps* registration process, volunteers should have their credentials, professional license, and all other necessary personal information available to reference during the application process. If these documents are not immediately available, the volunteer may still begin the application process, but they will need to save the application and return to the *Illinois Helps* web site to enter this information once it becomes available. Having these documents ready prior to beginning the *Illinois Helps* application will speed up the registration process. Registration should take less than 30 minutes with the necessary documents. Information can be saved should a volunteer need to return to the site at a later time to register.

See Appendix A: Before Beginning the *Illinois Helps* Registration Process

Please note: Volunteers who register in *Illinois Helps* are under NO OBLIGATION to respond to an event.

***Illinois Helps* System Administrator Registration**

- Each organization must identify representatives (a primary and secondary designee) who will be provided access to *Illinois Helps* and act as Local Administrator for the organization.
 - Local administrators will be responsible for the management of volunteers affiliated with their organizations, as well as managing live events and communications when applicable.
- Additionally, each healthcare facility will have a designated *Illinois Helps* Hospital Administrator.



- Hospital Administrators will periodically be asked to verify employment of individuals that register as volunteers within the system and indicate that they are employed at said institution. When a registered volunteer requires employment verification, the system will automatically email Hospital Administrators to log onto the system to do so. The process is outlined in the online user guides and in training sessions.
- Both Local and Hospital Administrators must register as an individual volunteer. After registration, he/she will be upgraded to administrator.
- New users can use the %contact us+function at www.illinoishelps.net to request upgrade to administrator
- Once upgraded to administrator, user will receive an email notifying them of the status upgrade

It is recommended that Administrators review user guides available in the %Help Center+section of *Illinois Helps* and/or attend an administrator training session when offered. Pre-recorded administrator trainings are available on I-Train. If an administrator does not have access to I-Train, he/she can request a link from a system administrator at IDPH, CDPH, or IHA.

***Illinois Helps* Spontaneous Volunteer Registration**

In the case of an event, Hospitals, Health Departments and Medical Reserve Corps may plan to open a Volunteer Center to receive and deploy volunteers. Spontaneous volunteers will also be processed at Volunteer Centers. Criteria for evaluating and accepting or rejecting spontaneous volunteers may be specific to a particular Hospitals, Health Departments and Medical Reserve Corps, however any spontaneous volunteers entered into *Illinois Helps* must follow the following process:

- Provide two forms of photo identification; one form must include state issued identification
- When possible, a computer should be made available to individuals to register themselves online. When this is not possible, please follow the protocol:
 - Individual will complete an *Illinois Helps* registration form
 - Agree to and sign the *Illinois Helps* Registry for Health care Professionals, *Terms and Conditions Statement*
 - Provide the information necessary to undergo a criminal background check, licensure and verifications (to be completed by System or Organization Administrator)
 - Upon providing the information above, the authorized *Illinois Helps* representative or onsite volunteer coordinator reviews registration and reports and determines if Spontaneous Volunteer meets the criteria developed by the Hospitals, Health Departments and Medical Reserve Corps

Please be aware that background checks, credentialing, and licensure verification is not necessarily instantaneous, and spontaneous volunteers may not be approved for immediate deployment. It is recommended that a volunteer center arrange to either contact a spontaneous volunteer when approved for deployment or arrange for a volunteer to return in 48-72 hours to check-in. If there is not a need for volunteers past this timeframe, be advised that the spontaneous volunteer may not be deployed at all.



Background Checks

A background check will be conducted on all volunteers who register with *Illinois Helps* prior to deployment. Exclusion criteria for acceptance of an *Illinois Helps* applicant include, but are not limited to, the conviction of a felony or misdemeanor involving abuse, neglect, exploitation or moral turpitude. Individuals listed in the National Sex Offender Database will not be allowed to deploy as an *Illinois Helps* volunteer.

Additionally, Chicago Medical Reserve Corps (CMRC) volunteers are required to complete an initial background and fingerprinting process through the City of Chicago in addition to a national background check via *Illinois Helps* System at the time of enrollment and before a deployment. Volunteers outside of the Chicago MRC will be background checked prior to deployment by IDPH.

Local Health Departments, MRCs, and Hospitals should not conduct background checks without consultation with IDPH.

***Illinois Helps* Terms and Conditions**

Registered and Spontaneous Volunteers:

Each individual registering with *Illinois Helps* is required to read and accept the *Illinois Helps* Registry for Health Care Professionals *Terms and Conditions*, available online during the registration process.

By accepting the *Illinois Helps* Registry for Healthcare Professionals *Terms and Conditions*, volunteers agree that they are solely responsible for the information provided on the application. Volunteers agree to provide complete, accurate and non-misleading information in all areas of the *Illinois Helps* web site and update such information in order to maintain its accuracy and completeness. Volunteers may update their profile by visiting the *Illinois Helps* web site, www.illinoishelps.net. Volunteers are requested to review registration information periodically. However, volunteers will be notified every six months to review their application and update their status. If status changes have occurred prior to the six month notification, volunteers will need to go to the *Illinois Helps* web site to update their registration information.

Once volunteers have accepted the *Illinois Helps* Registry for Health Care Professionals *Terms and Conditions* and completed registration, the administrator of the organization they selected for membership is notified that a volunteer is pending membership for their organization. Administrators must log onto the system, perform necessary checks and verifications, and accept the volunteer into the organization. Once accepted, the volunteer is notified via email. This process is outlined in the online user guides and during training sessions.

Volunteer Training and Competency:

In order to be prepared for an assignment during a public health emergency, it is important that *Illinois Helps* volunteers have the training necessary to perform assignments and function under the Incident Command Structure (ICS).



Training is defined as the formal activities and coursework taken to incrementally develop or enhance a volunteer's ability to provide services in an emergency or disaster. *Competency* is a broad statement detailing a complex, but observable, set of behaviors including components of knowledge, skill, and attitude. *Situational Orientation*, also referred to as *just in time*, is a subset of training that corresponds to a specific deployment.

Competency Training:

An authorized *Illinois Helps* representative or designated administrator receiving volunteers will verify credentials prior to deployment and accurately deploy volunteers according to the clinical knowledge indicated by their professional education or experience listed in their volunteer profile. The training described in this section addresses the additional knowledge and skill competencies that may be required by *Illinois Helps* volunteers when responding to a disaster. For example, volunteers may need knowledge about incident command and methods to ensure personal safety.

Several training courses are suggested for *Illinois Helps* volunteers. Most are available on-line and at no cost through the Federal Emergency Management Agency (FEMA) Emergency Management Institute Independent Study Program (<http://training.fema.gov/IS/crslst.asp>).

IS-100.HCb introduction to Incident Command System for Healthcare /Hospitals.

This course introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training. This course describes the history, features and principles and organizational structure of the Incident Command System. It also explains the relationship between ICS and the National Incident Management System (NIMS).

IS-200.b.ICS for Single Resources and Initial Action Incident. The Single Resources and Initial Action Incidents course provides training on and resources for personnel who are likely to assume a supervisory position within the ICS. This course is designed to enable personnel to operate efficiently during an incident or event within the ICS.

IS-700 National Incident Management System (NIMS) An Introduction. This course introduces NIMS and explains the purpose, principles, key components, and benefits of NIMS.

IS-800-B National Response Framework, An Introduction. The course introduces participants to the concepts and principles of the National Response Framework.

IS-5.a An Introduction to Hazardous Materials. This course introduces hazardous materials and can serve as a foundation for more specific studies in the future.

Health Insurance Portability and Accountability Act (HIPAA) This course provides HIPAA basics, operations and privacy level training and testing. To learn more about HIPAA and the Health Information Privacy you may go to the U.S Department of Human Services web site:

(<http://www.hhs.gov/ocr/privacy/hipaa/understanding/training/>).



Response to an Emergency Activation

State Declared Disaster

In the event of a state declared disaster or public health emergency, authorized *Illinois Helps* representatives will notify *Illinois Helps* volunteers using the contact information they provided during the *Illinois Helps* registration via the web site. Volunteers should obtain employer consent prior to accepting deployment. *An email request from Illinois Helps may be utilized as proof of deployment.* Notification will include all pertinent information such as the nature of the emergency; sleeping, eating and travel arrangements; and expectations of the length of deployment and hours of operation. Volunteers should report using the following procedures:

- Volunteers will report to the designated staging area specified in the email message they received from authorized *Illinois Helps* representatives and present their proof of deployment and personal identification to the onsite volunteer coordinator.
- Once a volunteer arrives at the staging area, they will sign in, fill out all necessary paperwork, receive equipment and briefing, and receive assignment to a position and work location.
- Once a volunteer arrives at the site of deployment, additional paperwork may be required to receive an assignment. The supervisor (or onsite volunteer coordinator) will give the volunteer further instructions. It is very important for every volunteer to sign in and out each day (including lunch) and keep track of all hours worked on the time sheet that must be signed by the supervisor or onsite volunteer coordinator.
- In accordance with ICS, replacement volunteers will be briefed on all pertinent information needed to perform the job and continue smooth operations.
- After demobilization, volunteers will be asked to report to the check-in area to log out, turn in an Evaluation Form and return any assigned equipment.

Medical Volunteers cannot accept assignments outside their scope of practice

***Illinois Helps* Pre-Response Considerations**

Authorized *Illinois Helps* representatives will collect as much information as possible regarding a volunteer request before contacting *Illinois Helps* volunteers. *Illinois Helps* administrators will work to make sure that the volunteers they select are most suited for the response. However, volunteers should be aware that situations can rapidly change and that they should plan for worst-case scenarios when considering volunteering for a deployment. Issues to consider include:

Transportation: Responsibility for transportation to and from the deployment location will be the responsibility of each *Illinois Helps* volunteer unless otherwise specified.

Lodging: Hotel accommodations cannot be guaranteed; therefore, volunteers must be prepared to stay in shelter type conditions.

Meals: At some locations, meals will be provided. At other locations, meals will be on your own.



Operational Hours: Unless otherwise specified by the Incident Commander (IC) or the onsite volunteer coordinator, volunteers will work up to 12-hour rotations with breaks every two (2) hours and one (1) hour for lunch, for a term of not more than 30 days.

Volunteers will be asked to consider the following before agreeing to deploy:

- Dependents: Do you have children or adult dependents? Will you be able to arrange for their care while you are gone? Can these arrangements be easily extended if your assignment runs longer than anticipated?
- Do you have pets?: Will you be able to arrange for their care while you are gone? Can these arrangements be easily extended if your assignment runs longer than anticipated?
- Home: Is there someone who can take care of your home while you are gone (take in the mail and newspapers)? Are your bills (utilities, rent) paid and up-to-date?
- Medication: Are you taking any prescription medications that may affect your ability (causing drowsiness) to function in an emergency or disaster situation? Does your medication require strict administration times or need refrigeration?

Health Conditions:

- Do you have a health condition such as significant mobility concerns or a heart condition that would prohibit your participation?
- Do you have difficulty bending or stooping?
- Can you sit or stand for extended periods?
- Do you have allergies to medications, foods, or insect bites?
- Do you have a medical condition such as asthma or diabetes, which could worsen due to the difficult conditions at an emergency or disaster site?
- Do you have a psychological condition such as anxiety disorder or depression, which may prohibit your participation in a disaster response?
- Have you had a recent emotional or psychological event, which would make you unable to participate effectively in a disaster response?
- Do you have special dietary requirements, which you may not be able to follow while at an emergency or disaster site?
- Are there any other concerns that would make you unable to participate effectively in an emergency or disaster response at this time?



Requesting *Illinois Helps* Volunteer Assistance

During a medical surge, internal infrastructural incidents (i.e., water loss/damages, heat loss), or regional disasters (i.e. flooding, tornado or manmade events) health care facilities will be required to provide care.

The following protocol must be followed in order to receive assistance through *Illinois Helps*:

Within City of Chicago:

All Requesting Organizations

- Requesting health care facilities, local health departments and Medical Reserve Corps administrators will request volunteers following the Resource Request Process via one the following steps. If unable to complete step, continue to the next step :
 1. Via EMResource at emresource.emsystem.com
 2. Submit a pdf 213RR form via email to CDPHPHEOC@cityofchicago.org
 3. Submit request to CDPH PHEOC via Fax (312-742-3580)
 4. Submit request to CDPH PHEOC via Phone (312-742-7921) or Radio (STARCOM21 EMS R11)

Please note: Coordinate with organization's Incident Commander during an incident to make a request

- Outside City of Chicago:

Request for volunteers by Hospitals

- Hospitals will use the resource request process outlined in Attachment 8 of the Regional ESF 8 Plan*:
- Hospitals will first request volunteers contact their Regional Hospital Coordinating Center (RHCC)
- If volunteers are not available via the RHCC, the hospital will be notified and should consult with the local health department
- If the local health department (LHD) is unable to fulfill the request, the LHD forwards the request to the local emergency management agency;
- If unable to fulfill the request, the local emergency management agency will forward the request to the Illinois Emergency Management Agency. The 24/7 Emergency IEMA phone number is 217-782-7860.
- IDPH coordinates with Illinois Emergency Management Agency, as outlined per the IDPH Regional ESF-8*
- All deployed volunteers must take the IEMA oath
- IDPH will contact CDPH to coordinate response, if needed

Request for volunteers from local health departments (LHD)/Medical Reserve Corps (MRC)

- Local Health Departments will follow Resource Request Process per the ESF-8 Plan*
- Authorized *Illinois Helps* Administrator will contact the LHD/MRC
- LHD/MRC Administrators will then contact requested volunteers to assess availability



- Once confirmed, LHD/MRC Administrators will contact authorized *Illinois Helps* Administrator and provide a list of available LHD/MRC volunteers
- All deployed volunteers must take the IEMA oath

Request for volunteers by the American Red Cross

- Red Cross will contact the IDPH *Illinois Helps* Administrator with request for volunteers specifying types, numbers, destination and estimated length of deployment
- *Illinois Helps* will process request
- *Illinois Helps* Volunteers who agree to deploy will receive liability as a Red Cross Volunteer
- The volunteer will be deployed to Red Cross and Red Cross will be responsible for tracking and notifying *Illinois Helps* Administrator when volunteer is released.

*ESF-8 Plan: <http://www.dph.illinois.gov/sites/default/files/publications/idph-esf-8-plan-2014-final-03-2015-041816.pdf> (See attachment 8 & 9 for both Hospitals and LHD Resource Request Process)

Also see: https://www.medicalreservecorps.gov/File/Joint_Memo_ARC-MRC.pdf

Authorized Illinois Helps representatives:

- Authorized *Illinois Helps* representatives will query the *Illinois Helps* database for appropriate volunteers and verify credentials
- *Illinois Helps* representatives will contact volunteer LHD/MRC Administrator and instruct to contact volunteer(s) needed
- Potential volunteers will be contacted to request their assistance via the information provided during registration
- Once the volunteer agrees to respond, they will be provided with the logistics of the event and the specifics of deployment including emergency contact information
- Volunteer information will be forwarded electronically to the appropriate officials at the requesting site

Volunteers are responsible for obtaining release from work prior to deploying

Manual Response to Volunteer Requests

When internet access is not available, the request procedure for volunteers will be facilitated utilizing phone, facsimile and/or a mail carrier or other means of communication as follows:

- Health care facilities, Health Departments, and Medical Reserve Corps without internet access must communicate with respective RHCC or ERC to inform them of the interrupted internet service
- Needs and synopsis of event will be communicated via landline, cellular telephone, Starcom, or HCRS radio



- Health care facilities will then utilize manual documentation to complete the volunteer request and fax it to the RHCC
- RHCC forwards the request for *Illinois Helps* volunteers to the authorized *Illinois Helps* representative who will then query the *Illinois Helps* database for appropriate volunteers and verify the credentials
- *Illinois Helps* representatives will be available to credential Spontaneous Volunteers and forward Spontaneous Volunteers records
- If no fax is available, a mail carrier will deliver volunteer records from their closest available site
- Verbal confirmation by an *Illinois Helps* Administrator that spontaneous volunteer credentials and background check are verified will allow volunteer to begin work

See Appendix B: Volunteer Reception Center User Guide for manual forms

Response to Activation Out of State

Illinois Helps will follow the same protocols for in state and out of state deployments. The only difference is that an official request will flow through the Emergency Management Assistance Compact (EMAC) system or federal deployment protocols. IMERT (Illinois Medical Emergency Response Team) is IllinoisqEMAC Response Team for *Illinois Helps*.

Mobilization, Deployment and Demobilization of *Illinois Helps* Volunteers

Mobilization:

If a decision is made to request volunteer services, an authorized *Illinois Helps* representative will utilize the volunteer information provided during the *Illinois Helps* registration process to select the best possible volunteer candidates for the event. If the selected volunteer meets *Illinois Helps* volunteer criteria and agrees to be deployed, proper information will be forwarded to appropriate emergency management officials at the requesting site. If the requesting site reviews the list of selected, deployable *Illinois Helps* volunteers and requirements change, they must contact the authorized *Illinois Helps* representative and request a revised selection of volunteers.

Once the volunteer arrives at the duty location they will be assigned a supervisor, briefed on the situation and assigned duties based on credentialing levels, specialty, license and skills.

Onsite Volunteer Coordinator Responsibilities:

Onsite volunteer coordinators should work with volunteers to ensure the following:

- Confirm that volunteers have established and implemented family action plans (before duty begins) See Appendix B: Illinois Helps Deployment Release Volunteers Quick Reference, for form
- Identification badges (or equivalent) specific to the event have been provided to volunteers
- Make certain volunteers arrive to duty location prepared with personal protective equipment items to perform assigned duties (if incident warrants)
- Provide volunteers with a briefing regarding incident/deployment activities



- Make sure volunteers receive a Health Insurance Portability Accountability Act (HIPPA) briefing prior to duty assignment
- Remind volunteers to serve all people regardless of race, color, religion, sex, national origin, age or disability
- Ensure volunteers receive safety briefing prior to duty assignment
- Processing incoming/outgoing volunteers
 - Review credentials and assess capabilities
 - Assess/reassess mental and physical competence
- Volunteers are provided just-in-time training as necessary or required
- Volunteers are assigned to positions commensurate with skills and training
- Maintenance of emergency/disaster volunteer records
- Demobilization of *Illinois Helps* volunteers occurs for the event, at the appropriate time

Authorized *Illinois Helps* Representative Responsibilities:

In keeping with the federal ESAR-VHP requirements, upon receipt of a request for volunteers, authorized *Illinois Helps* representatives will:

- 1) Produce a list of requested volunteers within 2 hours of the request
- 2) Contact potential volunteers
- 3) Within 12 hours, respond with an initial list of volunteers available to respond
- 4) Within 48 hours, provide the requestor with a verified list of volunteers for deployment

The final roster of deployable *Illinois Helps* volunteers will be managed by an authorized *Illinois Helps* representative, which includes assignment, tracking, and demobilization of *Illinois Helps* volunteers during a particular incident or event.

Deployment:

Volunteer Tracking

During volunteer deployment, volunteers who are deployed must be accounted for from notification of deployment through demobilization. Depending on the situation, reporting protocols may be established for either once a day or up to every 12 hours tracking of volunteers.

Deployment Protocols for Non-Declared Emergencies

Requests for *Illinois Helps* volunteers to support community events, public health events, health fairs, exercises, and immunization clinics will be made by the agency requesting assistance directly to authorized *Illinois Helps* representatives. Requesting Agency will coordinate the response as necessary.

Protocols for State Declared Emergencies

Requests for *Illinois Helps* volunteers to respond to a disaster or public health emergency may be issued from local, intra- or interstate or federal representatives. If necessary, IDPH will



contact CDPH for city related incidents. If a request is received by the CDPH EOC, it will coordinate with the personnel at the State Emergency Operations Center (SEOC).

Requests for volunteers to respond within the state could originate from local, county or state health departments, as well as from authorized *Illinois Helps* representatives. Requests from outside the state will be pursuant to the Emergency Management Assistance Compact (EMAC) or a federal request for assistance. EMAC is a congressionally ratified organization that provides form and structure for interstate mutual aid. Through EMAC, a disaster-impacted state can request and receive assistance from other member states quickly and efficiently. Emergency Management Assistance Compact (EMAC) will coordinate response with the Illinois Medical Emergency Response Team (IMERT).

Demobilization

In accordance with NIMS practices, demobilization activities should begin at the same time as mobilization in order to facilitate accountability and efficiency of volunteer resources. Volunteer demobilization protocols will be communicated by the onsite volunteer coordinator or designated representative. *Illinois Helps* representatives will coordinate with the onsite volunteer coordinator to determine when *Illinois Helps* volunteers will begin to be demobilized.

An Illinois Helps Representative or designated organization administrator will:

- Ensure the volunteer's service is recorded in the *Illinois Helps* database
- Ensure letter of commendation is forwarded to the volunteer and volunteer's employer
- Ensure that volunteers are released in the *Illinois Helps* system

The onsite volunteer coordinator or designee will:

- Ensure all assigned activities are completed
- Determine whether additional assistance is required
- Release volunteers in the *Illinois Helps* system
- Assist with ensuring all injured personnel and fatalities (if any) are properly processed and transported to appropriate facilities
- Ensure that all volunteers have checked out with the supervisor prior to leaving the incident
- Ensure that volunteers attend debriefing that includes mental health counseling
- Ensure that volunteers are released in the *Illinois Helps* system
- Provide the volunteer with an *Illinois Helps* Volunteer Feedback Form-Activation/Deployment to complete and return

If the onsite coordinator is an Administrator in the *Illinois Helps* system, much of the tracking can be done in the system during an event. This process is outlined in the online user guides and during training sessions.



Legal Protections for Illinois Helps Volunteers

Federal, state, and local governments offer volunteer health professionals some degree of protection (or immunity) from civil liability, but these protections vary under several sources of law. Statutory and constitutional limits on civil liability for normal volunteer practices may derive from (1) volunteer protection statutes or (2) governmental immunity provisions (if the volunteer is a government employee or agent). During emergency situations, additional legal sources of immunity *may* be available, including (3) Good Samaritan statutes; (4) emergency statutes; (5) mutual aid compacts; and (6) IEMA volunteer oath.

Thus, immunity for some may be quite broad. Volunteers who are (1) government employees, (2) uncompensated for their work, or (3) helping during a declared emergency may be immune on several grounds. Health care entities may also receive immunity from civil liability, but in many jurisdictions, individual immunity protections do not apply to health care entities. Governmental immunity may protect administrators of an ESAR-VHP from liability if the government is running the system (Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) Legal and Regulatory Issues, Draft, May 2006).

Illinois Helps health care volunteers who supply services during an emergency *may* be entitled to legal protections depending on the particular circumstance that may include whether the health care volunteer (1) is a licensed health care professional or a non-medical volunteer; (2) is considered a ~~public~~ public employee+ of a government entity; (3) is acting on behalf or in the service of a governmental entity in an official capacity performing duties that are requested or authorized; (4) is performing services during a ~~declared~~ declared emergency+ or during emergency preparedness training drills or exercises prior to a declared emergency; (5) is deployed to another state pursuant to a request for emergency assistance under the Emergency Management Assistance Compact (EMAC); (6) is rendering services for a non-profit organization or a governmental entity; (7) is paid and, if so, how much; (8) is acting within the scope of duties as a volunteer; or (9) commits willful or criminal misconduct, gross negligence or recklessness. A volunteer may not be entitled to legal protections based upon other limitations and/or exceptions that apply.

*The information listed is **not** intended as legal advice or to be relied upon in deciding whether to register with Illinois Helps. An Illinois Helps registrant should seek personal legal counsel and advice to determine if the legal protections discussed below are applicable to the specific services the volunteer is willing and/or may be called upon to provide as an Illinois Helps volunteer. Any questions with respect to the information provided, may be directed to the authorized Illinois Helps representative.*

Legal Protections Summary

Workers Compensation:

Workers' compensation laws provide money and medical benefits to an employee who has an injury because of an accident, injury, or occupational disease on-the-job. Workers' compensation is designed to protect workers and their dependents against the hardships from injury or death arising out of the work environment. It is intended to benefit the employee and employer alike. The employee receives money (usually on a weekly or biweekly basis) and



medical benefits in exchange for forfeiting the common law right to sue the employer. The employer benefits by receiving immunity from court actions against them by the employee in exchange for accepting liability that is limited and determined. The question of negligence or fault is usually not at issue.

Federal Volunteer Protection Act:

On June 18, 1997, President Clinton signed into law S.543, the "Volunteer Protection Act of 1997.+ The legislation, which took effect 90 days from the date of enactment, was the culmination of over ten years' effort to enact a federal law to provide some protection from liability for volunteers. The Act provides civil liability protection for non-profit or government volunteers if:

- The volunteer was acting within the scope of his/her responsibility;
- The volunteer was properly licensed, certified, or authorized to engage in the activity or practice (if required by the state in which the damage occurred) and those activities were within the scope of the volunteer's responsibility;
- The harm was not caused by willful or criminal misconduct, gross negligence, reckless misconduct or a "conscious, flagrant indifference" to the rights or safety of the individual harmed by the volunteer; and
- The harm was not caused by the operation of a motor vehicle, aircraft, or other vehicle for which an operator's license or insurance is required by the state. (statehttp://www.njnonprofits.org/vol_protect_act.html)

State Volunteer Protections:

There are numerous state laws that provide limited immunity for uncompensated licensed healthcare volunteers in emergency contexts.

1) **Illinois Disaster and Good Samaritan Laws.**

Illinois law may provide immunity from payment of ordinary civil damages to licensed, but uncompensated healthcare workers that volunteer healthcare services in emergency situations. In general, these laws offer affirmative defenses that vary significantly by license, location and timing. Such civil immunity does not apply to conduct that is considered willful, wanton, or criminal in nature. More than one law may apply in a given context. Consideration should be given to whether private liability insurance (malpractice) may also provide coverage. What follows is a general introductory overview and is not intended and should not be taken as legal or other advice. Whether any law applies to a given factual context depends on a number of critically important factors which are beyond the scope of this general introductory overview. Consultation with a qualified and experienced attorney is recommended.

745 ILCS 49/68. Any firefighter, Illinois licensed EMT, physician, dentist, podiatric physician, optometrist, pharmacist, advanced practice nurse, physician assistant, or nurse, who in good faith and without a fee or compensation provides healthcare services as a disaster relief volunteer is generally not liable for ordinary civil damages, provided such services are provided within 10 days following the end of a disaster or catastrophic event.



745 ILCS 49/25. Physicians licensed in the United States who in good faith provide emergency care without a fee to a person, are generally not liable for ordinary civil damages.

745 ILCS 49/34. Illinois licensed Advanced Practice Nurses who in good faith provide emergency care without a fee to a person, are generally not liable for ordinary civil damages.

745 ILCS 49/35. Professional or Practical Nurses licensed in the United States that render nursing services without compensation, are generally not liable for ordinary civil damages.

745 ILCS 49/40. Illinois licensed Professional Nurses that render nursing services without compensation are generally not liable for ordinary damages and no such cause of action may be brought, unless the action involved willful or wanton misconduct.

745 ILCS 49/15. Dentists licensed in the United States who in good faith provides emergency care without a fee to a victim of an accident at the scene of an accident are generally not liable for ordinary civil damages.

745 ILCS 49/42. Optometrists licensed in the United States who in good faith provide emergency care without a fee to a victim of an accident at the scene of the accident, are generally not liable for ordinary civil damages.

745 ILCS 49/46. Illinois licensed Physical Therapists who in good faith provide emergency care without a fee to a person, are generally not liable for ordinary civil damages.

745 ILCS 49/46. Illinois licensed Physician Assistants who in good faith provide emergency care without a fee to a person, are generally not liable for ordinary civil damages.

745 ILCS 49/50 Podiatric Physicians licensed in the United States who in good faith provide emergency care to a victim of an accident at the scene of an accident or in the case of nuclear attack, are generally not liable for ordinary civil damages.

745 ILCS 49/55. Respiratory Care Practitioners licensed in the United States who in good faith provide emergency care without a fee to a victim of an accident or to a victim of a natural disaster including but not limited to an earthquake, hurricane, tornado, nuclear attack, or other similar emergency, are generally not liable for ordinary civil damages.

745 ILCS 49/60. Veterinarians licensed to practice in the United States who in good faith provide emergency care to a human victim of an accident at the scene of an accident or in catastrophe, are generally not liable for ordinary civil damages.

745 ILCS 49/67. First Aid Providers who are currently certified in first aid by the American Red Cross, American Heart Association, or the National Safety Council who in good faith provide first aid without a fee to a person, are generally not liable for ordinary civil damages.

2) The Illinois Emergency Management Agency (IEMA) Act

20 ILCS 3305. Sworn members of an Illinois Emergency Management Agency (IEMA) Mobil Support Team, on an IEMA approved and directed mission, acting within the scope of such



mission, may also have civil immunity similar to that accorded a State employees working within the scope of State employment.

Please note the IDPH does not maintain an official position on volunteer liability. IDPH cannot and does not provide any legal advice or assurance of immunity to any person or entity.

City of Chicago Volunteer Protections:

The City of Chicago is liable for volunteers in a city/state declared emergency or event if the CMRC volunteer is compliant and eligible via the fingerprinting and background check of the City of Chicago and the national background check via *Illinois Helps*.

The City of Chicago is not liable for volunteers who decide to assist other partners or jurisdictions. It is the responsibility of the requesting partner or jurisdiction.

Local partners, health departments and MRCs are welcome to assist the City of Chicago in an emergency or event but will have to comply with the City of Chicago finger printing and background check procedures as well as a national background check via *Illinois Helps*.

Security & Privacy

Intermedix is the vendor that developed and maintains the *Illinois Helps* System.

Intermedix provides documented and detailed description of the security of the *Illinois Helps* System. Included in the documents are detailed explanations of the basic security system, physical system, back-up and security of the system source code/applications, backup and security of the data bases, emergency and incident response for restoration of services, contingency for continued operations without access to the system, best practices security and performance. Intermedix also provided a detailed Business Continuity Plan to IDPH and CDPH.



Glossary for *IL HELPS* Database

Advanced Search: A tool that allows HD/MRC Administrators to search their databases. Administrators can also search for volunteers based on many criteria, such as taxonomy type, record status, questions and other criteria.

Amateur Radio Operators:

An FCC license is required to operate a HAM Radio.

Certification: Formal document that shows an applicant has successfully completed the education, training, and experience needed to specialize in a certain healthcare area. The terms *Registration* and *Certification* are sometimes synonymous; both often require education, training, and passing an examination. Certification or Registration is sometimes a prerequisite for taking a state licensure examination, or sometimes, accepted in lieu of taking a licensure examination.

CDL: Commercial Driver's License

Credential: License, diploma, or other documented evidence of, or testimony to, a person's education, training, or other abilities.

Credential Level: One of five categories in which volunteers are assigned based on the number of credentials and other qualifications that can be verified. Each level helps identify how volunteers might best be used.

Database: Collection of data stored in an electronic system that can be arranged, displayed, and printed in various forms without affecting data integrity

Deployment: Activation of volunteers due to an event or drill.

Non-Deployable: A volunteer who has just completed deployment and needs to be debriefed. A volunteer that has been contacted and is unable to respond would also be designated as Non-Deployable.

Volunteer Designations

Demobilized: A volunteer who is no longer actively on an assignment.

In Transit: A volunteer who is en-route to assignment.

Mobilized: A volunteer who has accepted an assignment, been given instructions, directions to the site, and directions about Personal Protective Equipment (PPE).

Off Duty: A volunteer who is on an assignment but not currently working.



On Duty	A volunteer who is on assignment and currently working on designated job
Disaster:	As referenced in the Homeland Security Act of 2002, includes natural disasters and severe fires, floods, and explosions, regardless of cause.
EMAC Status:	The Emergency Management Assistance Compact (EMAC) is an interstate agreement which enables entities to provide mutual assistance during times of need. EMAC is composed of thirteen Articles of Agreement which have been enacted into law by each of the Member States.
ESAR-VHP:	Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) is a federal program set forth by ASPR within the <i>U.S. Department of Health and Human Services</i> (HHS). It began in 2002, and is designed to allow states and local jurisdiction in establishing standardized volunteer registration programs for disasters and public health emergencies.
ESAR-VHP Credential Levels	
No ECL:	All volunteers without medical licensing or training are Level 5.
Level 1:	Volunteer is actively employed at a hospital or has hospital privileges.
Level 2:	Volunteer is clinically active in any setting other than a hospital (e.g., clinic, private practice, nursing home, etc.).
Level 3:	Requires verification of a volunteer's license or sometimes certification to practice in the state in which they are registered.
Level 4:	Individuals who have healthcare experience and/or education in an area that would be useful in providing assistance to clinicians and/or basic healthcare not controlled by scope of practice laws.
Events:	<i>Illinois Helps</i> Coordinators will create an event when there is a need for volunteers. The Event name will be relevant to the occurrence. Requests for volunteers could be to multiple event sites, HD/ MRCs, or hospitals.
Fire Service:	Volunteer with firefighting training and experience.
Food Service:	Volunteer who has back ground and experience in food preparation.
Housekeeping:	Volunteer who will maintain sanitation and cleanliness of work area.
IMERT:	Illinois Medical Emergency Response Team



Inspector General:	The Office of the Inspector General (OIG) in the U.S. Department of Justice (DOJ) is a statutorily created independent entity whose mission is to detect and deter waste, fraud, abuse, and misconduct in DOJ programs and personnel, and to promote economy and efficiency in those programs.
Just-In-Time Training:	Specialized training that all volunteers will receive if they arrive at an event without having already received the appropriate training through a hospital or HD/MRC. An example would be HIPPA training for nonmedical volunteers.
Help Center:	Section found on <i>Illinois Helps</i> Web page for Administrators. This is found in the upper right corner of the website once a volunteer is logged in. All current user guides, quick references, and video tutorials.
LHD/MRC:	Health Department/Medical Reserve Corps
Licensure:	Affirmation by a duly constituted government, usually the state, that a specific individual has met certain prescribed qualifications and is therefore recognized under law to engage in certain activities.
Logistics:	A volunteer who has experience in the planning and control of the flow of goods and materials through an organization during an emergency response.
Organization Status:	The HD/MRC's specific status for each volunteer. This is searchable using the Advanced Search function. Examples are Amateur Radio Operator, Computer specialists, security etc.
Patient Registration:	Volunteer who will be responsible for tracking and recording patients and people in need of food, shelter and other assistance.
PDF:	Portable Document Format. Any of the reports generated will be in PDF format, which cannot be altered or changed.
Primary Organization:	The primary HD/MRC chosen by the volunteer. Each volunteer may choose to be affiliated with one primary organization (health department, MRC) that organization manages volunteers's record.
Privileges:	Authorization from an employer, such as a hospital, entitling licensed healthcare professionals such as advanced practice registered nurses, dentists, physicians, physician assistants, etc. to provide patient care, treatment, and services at that hospital.



Account Status:	This indicates a volunteer's status within an organization in the system
Pending/ Researching:	HD/MRC Administrator is processing volunteer's application; Applicants waiting to be processed.
Accepted:	Volunteers who are active members of an MRC unit.
Rejected:	Volunteers who are not accepted into membership by the MRC unit.
Inactive Volunteer:	Volunteers who are temporarily unable to participate in any emergency response or drill.
Hospital Administrator:	Designated hospital staff member identified to provide employment verification of volunteers that identify a hospital as place of employment
Local Administrator:	Designated staff for Hospital, LHD, or MRC that is responsible for the management of volunteers affiliated with their organizations, as well as managing live events and communications when applicable.
Security:	Volunteer with police or security back ground.
Situational Orientation:	An impromptu explanation of a specific event, relayed to emergency responders, to help them provide an appropriate and efficient response.
Specialty Certification:	Recognition by a recognized national certifying organization of a healthcare professional's education, training, and skills in a specialty practice area of his or her profession.
Spontaneous Volunteer:	A volunteer who is not preregistered in <i>Illinois HELPS</i> . This volunteer will need background check and licensure verification if they are a licensed healthcare provider. Hospitals, Health Departments and Medical Reserve Corps must have established criteria for accepting or rejecting volunteers
Taxonomy:	A system used to classify healthcare professionals. <i>Illinois Helps</i> uses taxonomy codes to search for specific provider types.
Translators:	HD/MRC Administrator will identify and validate volunteer's competency to serve as a translator
Transportation:	Volunteer who has experience in transportation



User Roles

Data Entry: Users assigned to perform primary source verifications for spontaneous volunteers. Data entry users do not have access to pre-registered volunteer records.

Local

Administrator: A Local Health Department or Medical Reserve Corps Administrator who manages volunteer records.

Hospital

Administrator: Assigned access to upload all licensed employees for affiliation search and to activate when Volunteer Center is opened in their hospital.

System

Administrator: Representatives from the Illinois Department of Public Health (IDPH), the Chicago Department of Public Health (CDPH), and the Illinois Health & Hospital Association (formerly MCHC) (IHA) who have been tasked with the administration of the *Illinois Helps* program.

Volunteer

Reception Center: The designated location at the site of an emergency where deployed and spontaneous volunteers will report and receive further instructions before responding to the emergency location.



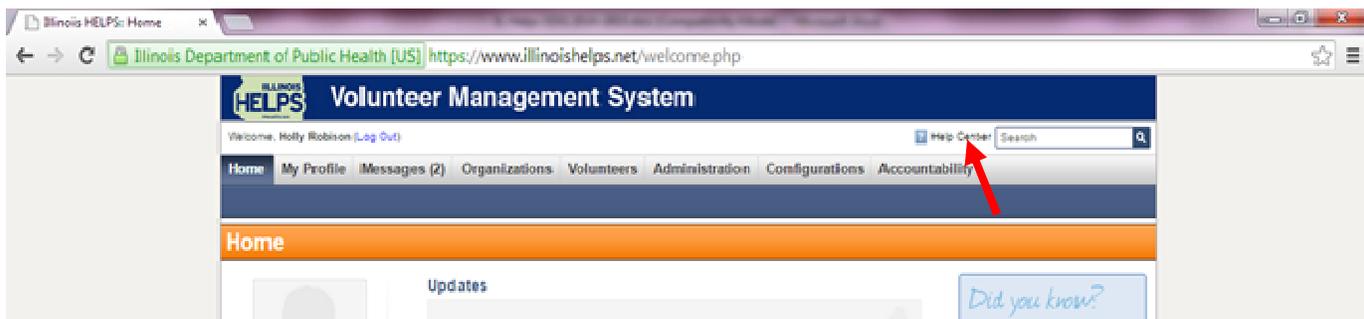
Appendix A



Before Beginning the *Illinois Helps* Registration Process

We suggest that you review the following information prior to beginning the *Illinois Helps* registration process.

1. **Please have your credentials, professional license and all other necessary personal information available prior to beginning the *Illinois Helps* application.** If you do not have these documents with you at this time, you may still begin the application process, but you will need to save your application and return to the *Illinois Helps* web site to enter this information once it becomes available. Having these documents ready prior to beginning the *Illinois Helps* application will speed up the registration process. Registration should take less than 30 minutes once you have the necessary documents.
2. **Health care volunteers registered with *Illinois Helps* are under no obligation to respond to an event.** Pre-registration and facility uploads simply help make the *Illinois Helps* system more robust and effective in the event of a disaster or public health emergency.
3. **Review FAQs, Terms and Conditions, and Privacy Policy at the Illinois Helps homepage: www.illinoishelps.net.**
4. **Once the initial first page of registration is complete, online user guides and tutorials are available in the “Help Center” in the top right corner of the screen. These guides can assist a volunteer through completion of full registration.**





Appendix B

Illinois Helps



Volunteer Reception Center User Guide



Checklist for Processing Volunteers

PRE-REGISTRATION

SPONTANEOUS VOLUNTEERS

A volunteer that is not pre-registered in *Illinois Helps* continue through the rest of the checklist.

SPONTANEOUS PRE-REGISTERED VOLUNTEERS

If a volunteer that has pre-registered in *Illinois Helps* but has not been deployed. Notify *Illinois Helps* Coordinator and the complete record will be sent to your facility. Send this volunteer to the Interviews & Assignments sector.

DEPLOYED VOLUNTEERS

If a volunteer that has been deployed to your event location. Send this volunteer to the Interviews & Assignments sector.

IDENTIFICATION

Check 2 forms of identification and document copies when possible, otherwise sign form on page 4. A State-Issued ID is **required** in addition to a picture ID of the volunteer.

TERMS AND CONDITIONS

Volunteer signs *Illinois Helps* Terms and Conditions. The volunteer is agreeing to credentialing and a background check.

SPONTANEOUS VOLUNTEER APPLICATION

Volunteer will complete a Spontaneous Volunteer Application. This form is needed to complete and process credentialing and background checks. Not all providers know their license number. Use the following links:

Illinois:	https://www.idfpr.com/LicenseLookup/LicenseLookup.asp
Indiana:	https://mylicense.in.gov/eVerification/
Iowa: (Non-physician)	https://eservices.iowa.gov/ibpl/index.php?pgname=pub_verify
Iowa: (Physician)	http://www.medicalboard.iowa.gov/find_physician/index.html
Kentucky:	http://kbml.ky.gov/
Missouri	https://renew.pr.mo.gov/licensee-search.asp
Wisconsin:	http://online.drl.wi.gov/LicenseLookup/IndividualCredentialSearch.aspx

INITIATE PRIMARY SOURCE VERIFICATION (PSV)

Hand off the Spontaneous Volunteer Application and the *Illinois Helps* Terms and Conditions to the person responsible for processing PSV of volunteer.

APPLICATION TO SERVE

Provide volunteer with the *Illinois Helps* Information Form to serve as a Volunteer in a Disaster for completion. The volunteer's packet will be reviewed and volunteer should be evaluated to see if he or she will be deployed to this event.

ORIENTATION AND ASSESSMENT OF NEEDS

An orientation and assignment will be completed for the volunteer, including IEMA Oath. Volunteers may need housing or other accommodations.



SPONTANEOUS VOLUNTEER INFORMATION FORM

VOLUNTEER INFORMATION

First Name:		Last Name:		Middle Name:	
Social Security Number:		Date of Birth:		Gender:	
Provider Type:		Non-Medical Volunteer:			

WORK ADDRESS: _____ **Phone:** _____ **Cell:** _____

Street 1: _____

City:		State:		Zip Code	
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HOME ADDRESS: _____

Street 1: _____

City:		State:		Zip Code:	
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REQUIRED FOR LICENSURE VERIFICATIONS – PLEASE LIST ALL MEDICAL LICENSES

Type:		State Licensure Type:		
Number:		State:		
Type:		State Licensure Type:		
Number:		State:		
Type:		State Licensure Type:		
Number:		State:		
Type:		State Licensure Type:		
Number:		State:		

REQUIRED FOR AOA

NPI:		AOA Number:	
DEA Number:		Certification ID:	
Graduation Date (MM/YY/DD):			

FOR OFFICE USE ONLY

<input type="checkbox"/>	State License	<input type="checkbox"/>	American Board of Medical Specialties
<input type="checkbox"/>	DEA License	<input type="checkbox"/>	National Practitioner Data Bank
<input type="checkbox"/>	HHS Office of the Inspector General	<input type="checkbox"/>	American Osteopathic Information Association
<input type="checkbox"/>	Intellicorp Criminal Background Check	<input type="checkbox"/>	Intellicorp SSN Background Check

Identification Paper

- Attached copies of IDs
- Signing if you can't make copies



Illinois Helps Registry for Healthcare Professionals
Terms and Conditions

I hereby certify that all statements made in this application are true, and I agree and understand that any misstatement, falsification, or omission of material facts may cause forfeiture of my eligibility for enrollment as a volunteer. I further understand and agree that:

- By registering with or using the Illinois Helps Emergency System for Advanced Registration of Healthcare Professionals for Healthcare Professionals, I consent to the collection and use of my registration information to the State of Illinois, City of Chicago and/or Medical Reserve Corps (MRC) unit of my choice.
- I have the right to withdraw my application or discontinue my enrollment as a volunteer at any time by indicating the same in my registration profile.
- I am not guaranteed selection for placement as a volunteer during a public health or other emergency event. If selected for deployment during a public health or other emergency event, I have the right to refuse to serve as an Illinois Help's volunteer under any circumstances and for any reason.
- My application information may be shared with federal, state, regional or local partners for emergency preparedness and with those agencies where I consent to be placed as a volunteer.
- I will keep confidential the passwords associated with my profile and registration information.
- I am responsible for all activity made by me or anyone I allow to edit my profile, including my family or friends.
- I will update my profile information with any changes that occur.

I authorize my state, regional or local preparedness officials to check any information regarding my application and information about criminal background. By submitting this application, I authorize release of this information to and from necessary third parties for purposes of my registration and activities related to my deployment for services.

I agree not to reproduce, duplicate, copy, sell, resell, or exploit for any commercial purposes any portion of the Registry, or access to the Registry site. All trademarks or logos appearing on the Registry site are the property of their respective owners.

Privacy Policy

With your registration as a volunteer, you are being asked to provide personal information in order to assess your capability to be deployed during an emergency event. The information will be used to contact you about the need for your volunteer services, to coordinate your services, to conduct any follow up issues after your deployment and for seek reimbursement from third parties.

If you are joining an Illinois Medical Reserve Corps Unit as part of this registration process, that organization's program administrator or coordinator will also receive the information and use this data to contact you. Your Medical Reserve Corps Unit administrator or coordinator may require you to provide additional information prior to deployment.

I attest that the information contained in this application is accurate and true to the best of my knowledge.

Signature

Date

Applicant's Name

Date of Birth

Questions about the *Illinois Helps* Terms and Conditions should be sent via "Contact Us" at www.illinoishelps.net