



TRACIE

HEALTHCARE EMERGENCY PREPAREDNESS
INFORMATION GATEWAY

Volunteer Management
Topic Collection
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Topic Collection: Volunteer Management

In times of crisis, many individuals feel the need or desire to volunteer to assist with response and recovery operations. Healthcare facilities and emergency healthcare providers and responders should have plans ready to activate. Plans should address details such as credentialing, assigning, and managing spontaneous volunteers. The resources in this Topic Collection include guidance and strategies, legal information, and templates for incorporating volunteers into disaster management.

This ASPR TRACIE Topic Collection is in development and will be comprehensively reviewed in the fall of 2015. If you have resources to recommend for inclusion in this Topic Collection, specifically illustrative examples, plans, tools or templates, please email your recommendations to askasprtracie@hhs.gov.

Chu, V. (2011). [Emergency Response: Civil Liability of Volunteer Health Professionals](#). Congressional Research Service.

This report provides an overview of the Federal and state liability protections available to volunteer health professionals.

Fernandez, L., Barbera, J., and Van Dorp, J. (2006). [Strategies for Managing Volunteers during Incident Response: A Systems Approach](#). Homeland Security Affairs 2 (Article 9).

The authors present a systems-based approach to spontaneous volunteer planning and management. Several graphics illustrate components of the approach and Figure 5 highlights an example of this type of systems modeling (from Arlington, VA).

Public Entity Risk Institute. (2009). [Citizens Corps Volunteer Liability Guide: An Overview of Legal Issues and Approaches to Address Liability for Emergency Volunteers](#). Federal Emergency Management Agency.

The aim of this guide is to provide an overview of volunteers and liability, a summary of the law and liability, lists sources of liability protection (e.g., volunteer acts, and Good Samaritan laws), and explains risk management as it relates to liability. Also included are checklists that can be tailored by volunteer organizations.

Western Massachusetts Medical Reserve Corps. (2013). [Spontaneous Volunteer Management Plan Template](#).

This plan template can be tailored by emergency planners, incident commanders, and disaster volunteer groups, to help plan for and manage spontaneous volunteers. The document includes forms and other resources that can be recreated or printed as is.

Agencies and Organizations

Note: The agencies and organizations listed in this section have a page, program, or specific research dedicated to this topic area.

National Voluntary Organizations Active in Disaster. [National Voluntary Organizations Active in Disaster Home Page.](#)

U.S. Department of Health and Human Services. [The Emergency System for Advance Registration of Volunteer Health Professionals \(ESAR-VHP\).](#)