



# Los Angeles County ESAR VHP

Emergency System for Advanced Registration of Volunteer Health Professionals

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## Los Angeles County Medical Reserve Corps Team (formerly POD Team) Volunteer Frequently Asked Questions (FAQs)

### 1. What is the LA County Medical Reserve Corps (MRC)?

**Answer:** *The Points of Dispensing Team has undergone a name change and will now be known as the Los Angeles County Medical Reserve Corps (MRC). The MRC is a community-based organization and organizes both medical and non-medical individuals volunteering their time and expertise for public health emergencies. MRC volunteers supplement existing emergency and public health resources and may include medical and public health professionals such as physicians, nurses, pharmacists, dentists, veterinarians, and epidemiologists. There is also great need for non-medical volunteers in filling the demand of volunteer staff at our Points of Dispensing (POD) sites.*

### 2. What will I be doing as a volunteer?

**Answer:** *During a public health emergency, volunteers would be needed to help staff a POD for mass dispensing of antibiotics or vaccines. Many functions will be needed to handle the large amount of patients. Some of these will include vaccinating or dispensing pharmaceuticals to people, medical screening, passing out information, directing people-flow, providing mental health consultation, registering patients and entering data. We will match volunteers' skill levels and interest to the need.*

### 3. How is safety and security handled in the POD?

**Answer:** *Force protection and security personnel (LAPD or local police departments) will be present to assure the safety of the POD site, the clients and the POD staff.*

### 4. Can I decide where I want to be assigned?

**Answer:** *No. Assignments will be given on per need basis and will depend on your background and expertise. We will do our best to ensure that the role you are assigned will make the best use of your abilities and your area of expertise, but we ask that volunteers be flexible.*

### 5. What is the volunteer recruitment process?

**Answer:** *Contact Volunteer Center of Los Angeles (VCLA) by visiting their website at [www.vcla.net](http://www.vcla.net) and fill out a volunteer interest form. Once you have completed and submitted the form, VCLA staff will contact you regarding next steps, e.g., VCLA will provide instructions on the completion of the Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) application, obtain a current copy of an active (unless retired) license and a copy of your current employee ID badge (unless retired).*

### 6. I would like to sign up, but how secure is my information? Can anybody access my personal records? How is confidentiality maintained?

**Answer:** *The information we collect as a part of the volunteer registration and credentialing is stored on a highly secured system and will only be accessible to official representatives. Please be assured that your contact information will only be used to assist us in contacting you regarding trainings and emergency deployment. We do not sell, rent or otherwise share your personal information with any third parties.*

**7. I don't have much time, is there a minimum volunteer commitment?**

**Answer:** *The minimum time commitment would be one day, or one 12-hour shift. However, the time commitment may vary (8-hour shifts) depending on staffing needs and the nature of the emergency.*

**8. Do volunteers receive any compensation?**

**Answer:** *No, you will be volunteering to help the County in a time of extreme need.*

**9. What can you tell me about my liability?**

**Answer:** *Volunteers working for public health during an emergency will be sworn in and subscribe to the oath or affirmation set forth in the California Constitution that declares them to be Disaster Service Workers (DSW) in time of need. DSWs are covered by Workers' Compensation and cannot be held liable for their actions during a disaster while acting within the scope of their responsibilities.*

**10. Are there any required meetings or trainings?**

**Answer:** *We anticipate that volunteers will need to come to a training or volunteer meeting once or twice a year. As we are currently starting our volunteer program, a meeting schedule has not yet been set.*

**11. Do volunteers need to be vaccinated?**

**Answer:** *No prior vaccinations are required for volunteers. However, in the event of pandemic flu, smallpox outbreak, or other public health emergency involving a vaccine-preventable infectious agent, all staff, including volunteers, will be vaccinated prior to being deployed to assist the public.*

**12. How will I be notified when volunteer services need to be activated?**

**Answer:** *You may be notified via email or through a direct telephone contact from VCLA or through the media such as public broadcast announcements via radio or television to report to a mobilization center (staging area).*

**13. Do I notify my employer first prior to volunteering my services?**

**Answer:** *Yes, your duty is to your employer first. It is anticipated that the vast majority of ESAR-VHP volunteers will be private sector employees. It is understood that as an employee, you must attend to the needs of your organization first. The conditions under which an employee will be released to volunteer in an emergency remain between the employer and the employee.*

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