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| Policy [x] Procedure [x] | *Effective Date:*  *Revised:* |
| *Department: Skilled Nursing Facilities* | |
| *Subject: Use of Volunteers or Emergency Staffing Strategies During Emergencies* | |

**POLICY**

(Insert facility name) is committed to providing all of our stakeholders with the safest environment possible. To help meet this commitment, this skilled nursing facility (SNF) have established policies and procedure to address the use of volunteers and/or other emergency staffing strategies during emergencies and disasters.

**PROCEDURE- Use of Volunteers During Emergencies**

1. (Insert facility name) shall not engage volunteers for emergencies that have not been previously credentialed.
2. Volunteers may be utilized when acquisition of officially approved and credentialed volunteers are provided during emergencies and disasters by official organizations and agencies including the following:

* Public Health Services (PHS) staff
* National Disaster Medical System (NDMS) medical teams
* Department of Defense (DOD) Nurse Corps
* Medical Reserve Corps (MRC)
* Disaster Healthcare Volunteer (DHV)
* Personnel identified in federally designated Health Professional Shortage Areas (HPSA)

1. (Insert facility name) shall coordinate access to volunteer resources on an as-needed basis in times of emergency or disaster through their established relationships and communication channels with county healthcare coalitions and state-based volunteer registries including Emergency System for Advanced Registration of Volunteer Health Professionals (ESAR-VHP).
2. In a highly emergent situation where the use of volunteers may be needed for non-patient care related tasks (sentry duty, clean-up and other supportive duties), (Insert facility name) shall only utilize volunteers that are known parties to the facility or organization. A record citing contact information (name, address and phone number) for all volunteers utilized shall be maintained.

* At no time shall a person be allowed to volunteer in any capacity if they are not a known party to the facility.

**PROCEDURE- Emergency Staffing Strategies**

1. (Insert facility name) shall utilize their existing communications plans and updated staff contact lists to communicate with off-duty staff during emergencies and disasters where additional personnel are needed or alternate staffing patterns need to be established to manage emergency operations.
2. In the event that sufficient staff is not available from the individual SNF’s workforce, the facility’s Incident Commander shall coordinate other available corporate resources to obtain additional employees from other facilities to staff the stricken facility during emergencies and disasters.