

## Volunteer Questions and Answers

**Q:** Do I need to have prior disaster experience?

**A:** No, all volunteers are welcome and training opportunities are available.

**Q:** I am a retired medical professional. Can I still volunteer?

**Q:** Is there liability protection for volunteer health professionals?

**A:** Properly registered volunteers are neither liable nor shall they be named as defendants in any civil action unless their conduct is willful, wanton, grossly negligent, criminal, or an intentional tort.

**A:** Yes, you can! Just be sure to indicate your license status when you register.

**Q:** Is there liability protection for support volunteers?

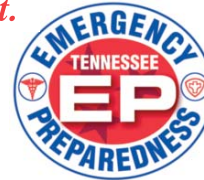
**A:** Properly registered volunteers are neither liable nor shall they be named as defendants in any civil action unless their conduct is on purpose, immoral, grossly careless, criminal, or an intentional wrongdoing.

**Q:** Are there workers' compensation benefits for volunteer health professionals?

**A:** Yes. Properly registered volunteer health practitioners providing health services in Tennessee, or traveling to or from Tennessee to provide such services, who are not covered by workers' compensation insurance, shall be considered state employees for purposes of any medical workers' compensation benefits covering any injury incurred in traveling or providing the services. Those benefits will be limited to the same medical benefits legally provided to state employees. [TCA 58-2-812]

**Q:** What other issues should I consider?

**A:** Consider care for your family if you respond. Emergency response can be physically and emotionally difficult; personal health issues may need to be considered as well. Volunteers may have work or other commitments that should be resolved before agreeing to volunteer when contacted.



For more information, contact your  
Regional Volunteer Coordinator at:

Chattanooga/Hamilton County - 423-209-8000  
East - 865-546-9221  
Jackson/Madison County - 731-423-3020  
Knox County - 865-215-5273  
Metro Nashville/Davidson County - 615-340-5616  
Mid Cumberland - 615-650-7000  
Middle Tennessee - 615-343-8843  
Northeast - 423-979-3200  
Southeast - 423-634-3124  
Shelby County Health Department - 901-379-7156  
South Central - 931-380-2532  
Sullivan County - 423-279-2777  
Upper Cumberland - 931-528-7531  
West - 731-423-6600



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**VOLUNTEERS  
NEEDED  
to Sign Up and  
Help Out.**



**Help Respond to Medical and  
Public Health Emergencies**





**Help Respond to Medical and Public Health Emergencies caused by: Earthquakes / Floods / Terrorism / Tornados / Ice Storms / Disease Outbreaks**

When disaster strikes, you can make a difference! The Tennessee Department of Health and the Medical Reserve Corps want to make sure Tennesseans are prepared in case of public health emergencies. By registering volunteers with the Department of Health before disaster strikes, Tennessee will be ready!

**Join the Team**

The Tennessee Department of Health uses the Tennessee Volunteer Mobilizer (TVM) and regional Medical Reserve Corps (MRC) units to build a successful network of medical and non-medical volunteers to support the public health workforce.

The Tennessee Volunteer Mobilizer is an online system designed to serve as a single source of information for volunteers. The TVM serves as the registration and management tool to identify and coordinate volunteers in an emergency.

The Medical Reserve Corps is a national program established in 2002 after President Bush's State of the Union address asking for all Americans to volunteer in support of their country.

Volunteering with the Medical Reserve Corps is a simple and effective way to use and improve current skills, while helping to keep family, friends and neighbors safe and healthy.

The MRC program is designed to improve existing emergency preparedness plans by bringing together volunteers in local communities. The MRC is sponsored by the Office of the Surgeon General.



**Who is eligible to volunteer?**

Volunteers with all types of skills and/or credentials can contribute. These volunteers are medical professionals and other community members, like you, who want to lend a hand during a public health emergency or disaster. Medical volunteers are medically licensed or certified nurses, doctors, dentists, pharmacists, and pharmacy techs, to name a few. Your professional licenser and certifications will be verified with state and federal licensing boards.

Support volunteers are those who have a willingness to help during public health emergency situations. Community members such as interpreters, chaplains, office workers, legal advisors, and others who do not have formal medical experience can fill these important positions.

To be a volunteer, register online and give your volunteer preferences, skills, licenses, and certification. By entering and keeping your contact information up to date, you will be automatically notified in the event of an emergency.

**What role will I have in a large-scale disaster or emergency?**

Your role will be to practice your profession or skill as either an individual or as part of a response team. For example, medical volunteers may assist with giving out medications or immunizations. Support volunteers may assist with directing patients, registration, filling forms, or answering phones.

Every attempt will be made to match your skills and license or registration level with your responsibilities during a disaster. All volunteers will be given instructions and trained for each assigned task.

**How does the volunteer process work?**

Once you have registered to become a volunteer:

- Any professional credentials and background information will be verified with appropriate state and federal authorities. This information will become a part of the secure Tennessee Volunteer Mobilizer Registry.
- Regional coordinators will search the TVM database for available volunteers and send an alert to selected members. During a disaster, state, regional or local (county) officials will determine the type of assistance needed.
- You will receive an alert in the event of a disaster and have the chance to accept or decline the volunteer request. If you accept, specific instructions will be provided on where and when to report, and what is needed for the incident. There is no obligation to participate during activation.



**How do I register?**

Visit the Tennessee Volunteer Mobilizer website at: <https://thanvolunteer.health.state.tn.us/VolunteerMobilizer/> and click the "Register Now" button to provide the required information.

Registering allows verification of your license and credentials, promotes training opportunities and will help volunteer coordinators match your skills with the needs required in each emergency situation.

Only volunteers credentialed in the TVM program will be eligible to help in state-activated emergency responses.

For help with registration, call your Regional Volunteer Coordinator. A phone list can be found on the reverse.

