

APPENDIX F – VOLUNTEER NOTIFICATION DRILL INSTRUCTIONS

Unit Administrators are required to complete an annual volunteer notification drill. Performing a volunteer notification drill will allow Unit Administrators to test the Registry and determine how many volunteers are receiving messages and could potentially respond during an emergency. Unit Administrators should follow the instructions below to conduct the drill.

1. Select date and time for drill
2. Inform MDRMRC State Administrators of the date and time of the drill
 - a. State Administrators will be able to inform the Unit Administrator of any Registry maintenance that is occurring which may impact the drill
3. Determine how the notification drill will be conducted in the Registry:
 - a. Messages tab – see example message set-up below which can be adapted for local Unit needs
 - b. Mission Manager module – view the Mission Manager quick reference guide in the Registry “Help Center” for how to create a mission, then see the example message set-up below
4. Determine what communication methods will be used to conduct the drill through the Registry:
 - a. Email: automatically selected
 - b. Internal message: automatically selected
 - c. Phone call/Voicemail: allowable and recommended for annual drill
 - d. Text message: allowable and recommended for annual drill
5. Inform volunteers of the impending volunteer notification drill within one week of the drill
 - a. This step is optional but highly recommended if the Unit Administrator has chosen to use the phone call/voicemail and/or the text message communication methods
6. Complete the drill at the designated date and time
7. Once the drill is complete, Unit Administrators should export the results of the drill message to a PDF and email this to State Administrators at karen.hopper1@maryland.gov.

Registry Message Example Set-up

Select Template: None (It is better to not use a template as the recipient list does not get updated even if you add or delete members from your unit. If you choose to use a template, you MUST check the recipients list in the template and delete old and add new members)

Sender: Select Organization

Sender Organization: Choose Unit

Communication Type: Exercise/Drill

Recipients: Add all your volunteers

Subject: ATTENTION - Maryland Responds MRC (Unit Name) Volunteer Notification Drill

Message Types: Email & Internal are automatically checked; can add “Text Message” and “Phone” for the purposes of this drill

Long Message:

Exercise Exercise Exercise

THIS IS A DRILL. Attention volunteers, this is a test of the Maryland Responds MRC notification system. The purpose of this drill is to evaluate the use of the Maryland Responds MRC Registry for volunteer notification and availability during a fictitious emergency.

Please reply to this message with your availability for a volunteer deployment as if the emergency were real. Regardless of your response, you will NOT be expected to deploy.

YOUR PARTICIPATION IN THIS EXERCISE IS VITAL, PLEASE RESPOND. The results will help us determine the number of Maryland Responds MRC volunteers that could potentially deploy during a real world emergency.

Please reply by following the prompts

Exercise Exercise Exercise

Short Message (only if text message was selected):

THIS IS A DRILL. This is a test of the Maryland Responds Medical Reserve Corps notification system. Please respond with your availability as if this were a real emergency. You are not expected to deploy.

Voice Message (only if phone was selected):

This is a drill. This is a test of the Maryland Responds Medical Reserve Corps notification system. Please respond with your availability as if this were a real emergency. You are not expected to deploy.

Delivery Delay: 5 minutes

Send Time: Immediately (unless you are scheduling the drill for a later date and time)

Priority: Normal (for tests and drills)

Message Delivery: Escalation

Time this message is available for response: 24 hours (is usually a good benchmark)

Validate Recipient: Yes

Leave Voice Message: Check both boxes (this will only apply if you have selected phone as a communication method)

Do not recontact if: Check the boxes next to the desired options (this only applies to voicemail messages)

Number of times to contact: 1

Time between each contact attempt: 10 minutes

Request a response: Yes

Response Options

1. Available (for this fictitious event)
2. Not Available (for this fictitious event)