

USE OF VOLUNTEERS AS EMERGENCY WORKERS

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1.0 PURPOSE

The purpose of this directive is to provide guidance to employees and volunteers of the Department of Emergency and Military Affairs (DEMA) for the use of volunteers as emergency workers in preparation for, response to, and recovery from any declared emergency in which DEMA may be involved.

2.0 REFERENCES

A.R.S. § 23-901
A.R.S. § 26-301
A.R.S. § 26-314
A.A.C. R8-2-701 through R8-2-704

3.0 DEFINITIONS

Emergency worker: Pursuant to A.R.S. § 26-301 “Emergency worker” is defined as any person who is registered, whether temporary or permanent, paid or volunteer, with a local or state emergency management organization and certified by the local or state emergency management organization for the purpose of engaging in authorized emergency management activities or performing emergency functions, or who is an officer, agent or employee of the state or a political subdivision of the state and who is called on to perform or support emergency management activities or perform emergency functions.

Organization: For purposes in this directive, the term “organization” shall refer to the relevant department or agency of the state, political subdivision of the state, or non-profit organization with which the emergency worker volunteer is registered.

4.0 IMMUNITY

Pursuant to A.R.S. § 26-314, the State and its departments, agencies, boards, commissions and all other political subdivisions are not liable for any claim based upon the exercise or performance, or the failure to exercise or perform, a discretionary function or duty by any emergency worker, excepting willful misconduct, gross negligence or bad faith of any such emergency worker, in engaging in emergency management activities or performing emergency functions.

Emergency workers engaging in emergency management activities or emergency functions, in carrying out, complying with or attempting to comply with any order, rule or local ordinance, or performing any of their authorized functions or duties or training for the performance of their authorized functions or duties, shall have the same degree of responsibility for their actions, and enjoy the same immunities and disability workers’ compensation benefits as officers, agents and employees of the State and its political subdivisions performing similar work. The State and its departments, agencies, boards and commissions and all other political subdivisions that supervise or control emergency workers engaging in emergency management activities or emergency functions are responsible for providing for liability coverage, including legal defense, of an emergency worker if necessary. Coverage is provided if the emergency worker is acting within

the course and scope of assigned duties and is engaged in an authorized activity, except for actions of willful misconduct, gross negligence or bad faith.

No other state or its officers, agents, emergency workers or employees rendering aid in this state pursuant to any interstate mutual aid arrangement, agreement or compact are liable on account of any act or omission in good faith on the part of such state or its officers, agents, emergency workers or employees while so engaged, or on account of the maintenance or use of any equipment or supplies in connection with an emergency.

5.0 REGISTRATION REQUIREMENTS

Registration is a prerequisite for eligibility of emergency workers for benefits and legal protections under A.R.S. § 26-314. Prior to performing any work or providing any services for DEMA, each emergency worker volunteer shall be registered with an appropriate organization, or shall have satisfied the temporary registration requirement in section 5.2 of this directive. Emergency worker volunteers registering with DEMA shall complete the Emergency Worker Registration form (Attachment 2).

5.1 Emergency workers shall register with an appropriate organization as defined in section 3.0 of this directive. The information provided during registration may be used to conduct criminal history and driving record background checks.

5.2 Temporary registration may be used in emergency situations requiring immediate or on-scene recruitment of emergency workers. Persons shall be temporarily registered if they have provided the required registration information listed in section 5.4 of this directive but have not yet provided supporting documentation. Period of temporary registration ends when the registering participant has been cleared pursuant to registration requirements in section 5.1 of this directive, or when the registering organization determines that the emergency for which the registering participant received a temporary registration is closed, whichever occurs first.

5.3 Registration information shall be reviewed and updated annually.

5.4 The following information is the minimum information required to register as an emergency worker:

- 5.4.1 Full name.
- 5.4.2 Birth date.
- 5.4.3 Gender.
- 5.4.4 Social security number.
- 5.4.5 Citizenship, to include a document verifying citizenship.
- 5.4.6 Verification of eligibility to work in the United States.
- 5.4.7 Address.
- 5.4.8 Contact phone number and email address.
- 5.4.9 Driver's license number, issuing state and expiration date.
- 5.4.10 Registering jurisdiction.
- 5.4.11 Registering agency/organization.
- 5.4.12 Employer name, address and phone number.

- 5.4.13 Personal reference name, address and phone number.
- 5.4.14 Emergency contact name, address and phone number.
- 5.4.15 Professional licenses, certificates and registrations, to include numbers, expiration dates, and copies of documents.
- 5.4.16 Court record of felony convictions.
- 5.4.17 Record of misdemeanor convictions involving moral turpitude.
- 5.4.18 Medical conditions which may limit ability to perform as an emergency worker.

5.5 Failure to truthfully respond to statements set forth on the registration form may result in the denial of registration, revocation of registration as an emergency worker, or denial of compensation for claims arising under A.R.S. § 23-1028(a). Registration may be denied or revoked in the event of the following:

- 5.5.1 Failure to satisfactorily provide the information required in section 5.4 of this directive and pursuant to A.A.C. R8-2-703;
- 5.5.2 Health conditions that could limit the applicant's performance as an emergency worker; or
- 5.5.3 Felony convictions.

6.0 SUPERVISOR RESPONSIBILITIES

DEMA employees who are designated to supervise emergency worker volunteers are responsible to ensure the following processes and guidelines are achieved.

6.1 Prior to performing any work or providing any services for DEMA, each emergency worker volunteer shall be registered with an appropriate organization or shall have satisfied the temporary registration requirement contained in A.A.C. R-2-702(3).

6.2 The supervisor shall verify with the relevant organization that the required registration information has been completed and is on file, and a background check has successfully been completed.

6.3 The supervisor shall ensure that volunteers understand and comply with the expectations to support the mission of DEMA and the requirement to follow all applicable DEMA policies, rules and regulations.

6.4 The supervisor shall ensure that each emergency worker volunteer is provided with, reads and signs the DEMA Volunteer Code of Conduct.

6.5 The supervisor shall advise the relevant organization AND the emergency worker volunteer that DEMA shall not provide automobile or property loss insurance coverage for privately owned vehicles or personal property.

6.6 The supervisor shall ensure that all emergency worker volunteers are provided a safety briefing by either the DEMA Risk Manager, a Safety Officer, or by the supervisor.

6.7 The supervisor shall report all volunteer injuries, first-aid events, and automobile accidents to the DEMA Risk Manager within 48 hours of the incident. Applicable DEMA and/or ADOA report forms shall be used to make such reports.

6.8 The supervisor shall provide records to the DEMA State Human Resources Office and keep individual records for each emergency worker volunteer. Information may include data such as registration information contained in A.A.C. R8-2-703 and -704. Records containing information protected by privacy laws shall be maintained in confidentiality.

7.0 VOLUNTEER RESPONSIBILITIES

7.1 Emergency worker volunteers are expected to support the mission of DEMA and follow all applicable DEMA policies, rules and regulations.

7.2 Emergency worker volunteers shall read and sign the DEMA Volunteer Code of Conduct.

7.3 Emergency worker volunteers shall not act in a manner which is detrimental to the integrity or mission of DEMA or the State, or cause harm to the citizens of Arizona. In accordance with A.A.C. R8-2-704, DEMA supervisors have the authority to deny or revoke the use of any volunteer as an emergency worker.

7.4 Emergency worker volunteers who possess a valid driver's license may operate vehicles for DEMA. Volunteers operating vehicles for DEMA are subject to the same usage standards, DEMA policies and ADOA Risk Management requirements applied to DEMA employees, including driving record checks. Emergency worker volunteers shall provide proof of insurance if their immediate supervisor authorizes the use of the volunteer's privately owned vehicle for State business.

BY ORDER OF THE GOVERNOR:



HUGO E. SALAZAR
Major General, AZ ARNG
The Adjutant General

ARIZONA DEPARTMENT OF EMERGENCY AND MILITARY AFFAIRS
VOLUNTEER CODE OF CONDUCT

1. Volunteers shall attend orientation and training sessions as required by the agency.
2. Volunteers shall carry out assignments in good spirit and will seek the assistance of their immediate supervisors.
3. Volunteers shall comply with all applicable DEMA policies, rules and regulations.
4. Volunteers shall not report for a shift while under the influence of alcohol or drugs. Any degree of impairment while on duty is strictly prohibited and is grounds for immediate dismissal. The odor of alcohol shall be considered presumptive evidence.
5. Volunteers shall respect and accept the agency's right to dismiss any volunteer for poor performance, poor attendance, unwillingness to accept and/or follow direction, violation of any state or federal law, or inappropriate conduct.
6. Volunteers are representing the Arizona Department of Emergency and Military Affairs and shall conduct themselves in a professional, courteous, and diplomatic manner with members of the public and representatives from other government agencies. Volunteers shall conduct themselves in a manner that shall not bring discredit or embarrassment to the State.
7. Volunteers shall not engage in any law enforcement or first responder activities.
8. Volunteers shall maintain the confidentiality of information learned while performing volunteer services for the agency.
9. Only volunteers with a valid driver's license shall be allowed to operate motorized equipment and/or vehicles owned or leased by the State.
10. Volunteers shall provide proof of insurance if their immediate supervisor authorizes the use of the volunteer's privately owned vehicle for State business.

Volunteer Signature

Volunteer Printed Name

Date

Supervisor Signature

Supervisor Printed Name

Date

EMERGENCY WORKER REGISTRATION							
1a. Last Name		1b. First Name		1c. Middle Name			
2. Birth date (mm/dd/yyyy)		3. Gender Male _____ Female _____		4. Social Security No.			
5. Citizenship: U.S. ___ Other: _____ (for "Other", specify country) Citizenship Documentation: Type: _____ Date: _____ Expiration Date: _____		6. Eligibility to Work Documentation Type: _____ Date: _____ Expiration Date: _____		7. Address/City/State/Zip Code			
8. Contact Information Phone No. _____ Email: _____		9. Driver's License State and No. _____ Date Issued: _____ Expiration Date: _____		10. Registering Jurisdiction			
11. Registering Agency/Organization		12a. Employer Name		12b. Employer Address and Phone No.			
13a. Personal Reference Name		13b. Personal Reference Address		13c. Personal Reference Phone No.			
14a. Emergency Contact Name		14b. Emergency Contact Address		14c. Emergency Contact Phone No.			
15. Job Related Licenses, Certificates, Registrations (copies must be provided)							
Type		Issuing Jurisdiction/Agency		Document No.		Expiration Date	
16. Have you ever been convicted of a felony? If yes, explain the nature of the offense, the date and location.							
17. Have you ever been convicted of a misdemeanor involving moral turpitude? If yes, explain the nature of the offense, the date and location.							
18. Do you have any medical conditions which may limit your ability to perform as an emergency worker? If yes, please describe.							
19. Additional information, comments, etc.							
Failure to truthfully respond to statements set forth on this registration form may result in the denial of registration, revocation of registration as an emergency worker, or denial of compensation for claims arising under A.R.S. § 23-1028(a). Registration may be denied or revoked in the event of failure to satisfactorily provide information required on this registration form, health conditions that could limit the applicant's performance as an emergency worker, or felony convictions.							
Volunteer Applicant Signature:						Date:	