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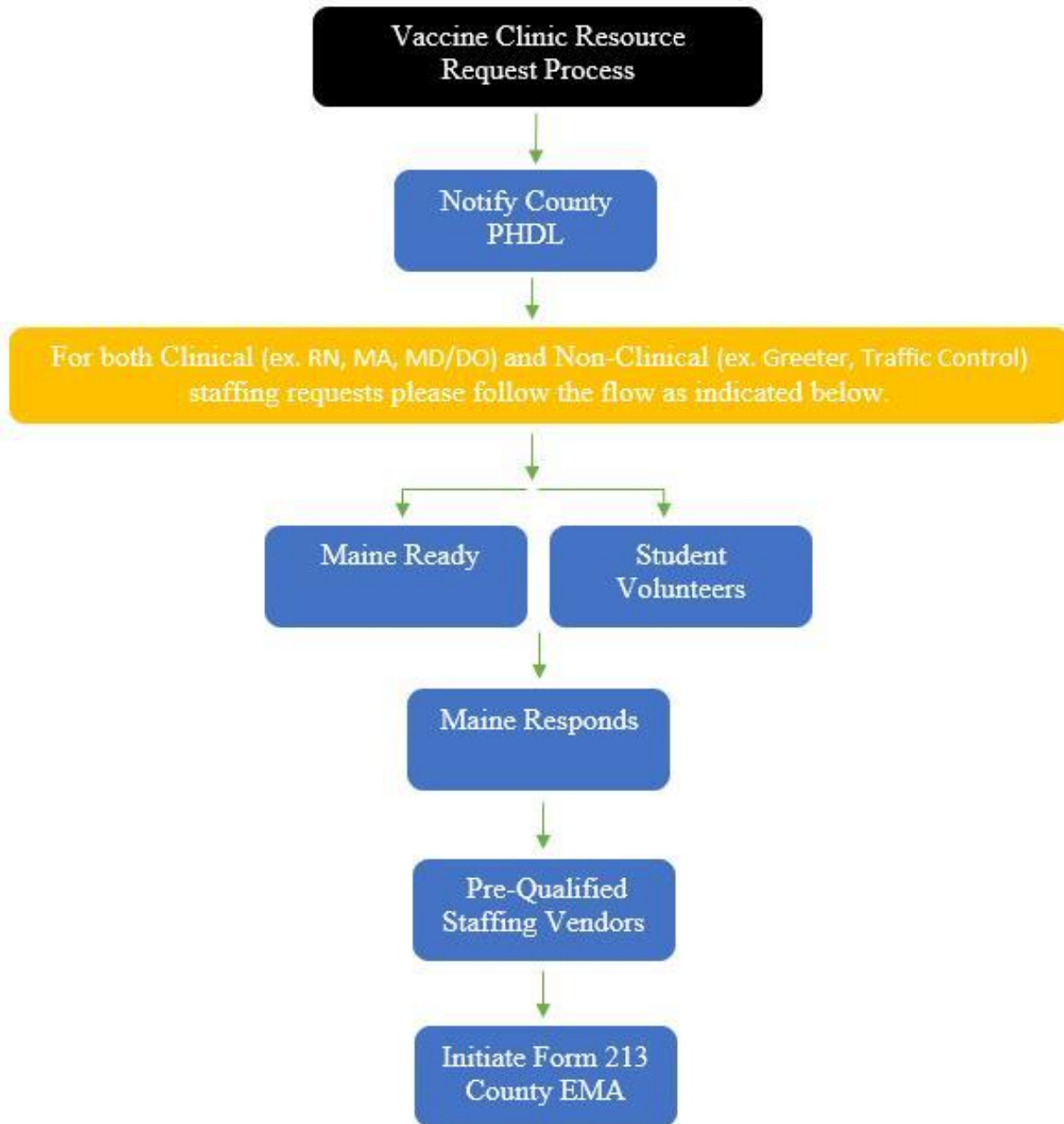
To: All Covid-19 Vaccination Locations

Re: Staffing and Resource Guidance

Maine's Department of Health and Human Services (DHHS) recognizes the effort required for health care organizations to operationalize vaccination clinics accessible to all Mainers, and specifically the need to acquire additional staffing beyond what is currently available within an organization or geographic region. In an effort to support vaccination sites, this guidance outlines the available resources and the steps needed to access each resource.

Prior to engaging the resources outlined below, we ask that all organizations take the following steps:

1. Contact your county level Public Health District Liaison (PHDL) and advise them of your specific staffing needs and the steps you plan to take. (See Appendix A for list of PHDLs by county). Their role will be specific to ensuring you have the support you need and connecting you to county and state resources as needed.
2. Be prepared to provide the following details when submitting a request to any of the channels listed below: types of roles needed by clinical and/or non-clinical, including job descriptions, location(s), work hours, number of volunteers needed and length of assignment. When considering volunteers for specific positions, consider certification, experience, training that will be needed, as well as previous profession, if considering retirees. (Appendix E for framework)
3. Please follow the process below to identify the steps to take and the order in which you should take them when seeking additional staffing support.



Please note, access to Maine Emergency Management Agency (MEMA) and Federal Emergency Management Agency (FEMA) resources, including the National Guard (NG), are only considered once all local resources have been exhausted and the required supplemental staff cannot be secured through local channels. The process below outlines the order in which assistance should be requested and at which point state or federal resources may be deployed.

Supplemental Staffing Resource Channels:

- **Maine Ready** - <https://www.maineready.org/>
Maine Ready is a joint effort of the Maine Emergency Management Agency (MEMA), Maine CDC - Public Health Emergency Preparedness (PHEP), and Volunteer Maine, the state service commission. Along with their partners, these agencies have a role in volunteer and donations management during a declared emergency.

This site provides state, county, and other emergency response and management organizations a virtual way to coordinate offers of help with on-the-ground needs for assistance. It will be used, to the extent practical, during emergencies and disasters in place of physical volunteer and donation centers.

Prior to any vaccination event, organizations that have a designated role are asked to establish their account and identify the needs that are essential to the operations of their vaccination clinic. Information on how to do this can be obtained from your usual state partner and below.

- a. Contact:
 - Kelsey Preecs, Program Officer, Volunteer Sector Initiatives
 - 207-624-7792
 - Kelsey.Preecs@maine.gov; Maine.ready@maine.gov
 - Michael Ashmore, Program Development & Training Officer
 - 207-624-7734
 - Michael.ashmore@maine.gov
- b. **Registering Your Agency on a Connect Site:**
<https://galaxydigital.freshdesk.com/support/solutions/articles/36000041088-registering-your-agency-on-a-connect-site>
- c. **Your Agency or Program's Profile Page**
<https://galaxydigital.freshdesk.com/support/solutions/articles/36000040822-your-agency-s-profile-page>
- d. When pending agencies are reviewed, Maine Ready generally requires that, at a minimum, the following data has been completed in some portion:
 - contact information fields,
 - hours of operation,
 - and descriptions of the organization (the “who we are” and “what we do” fields).
 - An organizational website is also useful.
- e. The more information that is completed, the more information volunteers will have when trying to decide which agencies to serve. It is encouraged that organizations are thoughtful in creating and maintaining the agency presence on the site. Some examples of successful pages include the [Red Cross Agency](#) (RC) page and [Good Shepherd](#) (GSFB) page. Both have meaningful descriptions and ads. RC has great added images to capture interest. GSFB uses the option for a video link to good advantage. Also, notice how they have used the hours of operation in a customized way.

- f. Maine Ready does not provide background checks or training verification; therefore, each organization will need to determine training needs and background check requirements and facilitate that process internally.

- **Student Volunteers:**

Student volunteer roles may vary by university/college. Nursing, pharmacy, physician assistant, and medical students can vaccinate, screen for eligibility and educate regarding side effects. They can monitor for adverse events and provide additional support to the clinical team. Non-clinical students may be able to assist in roles such as data entry, registration, and greeting.

- a. Contact:
 - All contacts for individual colleges/universities are located at the end of this document in Appendix B.
- b. The length of deployment will vary by university/college and availability of students/faculty.
- c. This arrangement may require an MOU between the two entities.
- d. Students who are not licensed by the Board of Nursing will require a 1/8 rotation of oversight by either faculty or an approved preceptor. RN and BSN students are able to practice within the scope of their license.
- e. For students licensed in other professions, the respective Boards of Licensing determine the level of student oversight.
- f. For next steps, contact higher education institutions or other related healthcare or public health professions. A complete list of education programs in nursing, including contact names and information, may be found [here](#) (Appendix B)

- **Maine Responds:**

Maine Responds has a variety of clinical and non-clinical volunteers with a wide range of backgrounds. Maine Responds has the largest state resource pool for clinical roles and verifies licensure and eligibility prior to deployment.

- a. Contact:
 - Sadie Faucher, Volunteer Management Coordinator
 - 207-592-6884
 - Mercedes.Faucher@Maine.gov
- b. Upon initial request from an organization, there is a 7-day lead time before volunteers will be on site. Maine Responds will send out an availability poll, run appropriate verification checks, complete applicable trainings, send MEMA 37-B Liability for approval and provide an orientation before volunteers can be on site.
- c. Volunteers are asked for a minimum commitment of one shift a week within a two-week deployment; however, many may be able to help for longer and deploy for longer than two weeks. Applicable days are dependent on the volunteer's availability and **cannot exceed 40 hours a week**. Volunteers can work up to 5 days a week with 8-hour shifts. If the shifts are longer than 8 hours, then volunteers are deployed up to 4 days each week. Maine Responds will work to place volunteers to cover all applicable shifts with proper breaks and rotations.

d. Liability coverage for volunteers is provided by the state. Most of the volunteers through Maine Responds are trained on Incident Command System. All volunteers will have appropriate state training completed before deployment. Some volunteers are trained on Points of Distribution and other skills. If additional onsite training is required, please describe as part of your request.

- **State Provided Pre-Qualified Staffing Vendors:**

The state has procured a list of pre-qualified staffing vendors through a formal RFA process, whom will be made available to organizations seeking more permanent staffing solutions. An organization may make a formal request for a specific staffing need(s) and the state will facilitate a bidding process to identify which pre-qualified vendor can provide the needed resources at the best possible rate. Once identified, the state will connect the organization to the pre-qualified vendor to initiate the engagement process. The expectation is that requesting entity will contract directly with the vendor when possible and seek FEMA reimbursement. Under extraordinary circumstances the state will allocate a state funded resource.

- a. Contact:

Joy Gould, Manager of Healthcare Workforce

- 207-215-9459
- Joy.K.Gould@Maine.gov

- **County EMA Request:**

Once all internal resources and those listed above have been explored and exhausted, contact the County EMA office within your site's jurisdiction to initiate an EMA supported request (Appendix D). You will need to complete a ICS 213RR form (Appendix C) to identify the resources needed. From there, the County EMA will begin fulfillment of the request using their available resources such as volunteer teams, local organizations, Medical Reserve Corps Units, etc. In addition to the 213 form, you will need to include in your request supporting documentation including detailed job descriptions, schedules, site maps, and any other documentation you believe may assist in procuring the correct resources for the site needs. The County EMA will utilize WebEOC, an emergency management software, to submit additional needs to the State Emergency Operations Center (SEOC). For any remaining needs, the State EMA will coordinate with partners such as the National Guard or FEMA.

Please note: All internal, local, and County resources need to be explored and exhausted before National Guard or federally supported resources can be allocated. This includes internal staff, volunteers, utilization of the Maine Ready platform to solicit unaffiliated volunteers, and any system partners.

- a. Contact your local County EMA using the table in Appendix D

APPENDIX A: County Public Health District Liaison (PHDL) Information

District 1 – York

Adam Hartwig, MH
York District Public Health Liaison
Maine CDC
890 Main Street, Suite 208
Sanford, ME 04073
Office: 490-4625
Cell: 592-6243
Fax: 490-5463
Adam.Hartwig@maine.gov

District 2 – Cumberland

Kristine Jenkins, MA
Cumberland District Public Health Liaison
Maine CDC
151 Jetport Boulevard
Portland, ME 04102
Office: 822-2352
Cell: 485-0541
Fax: 822-1023
Kristine.L.Jenkins@maine.gov

District 3 – Western

Jamie L. Paul
Western District Public Health Liaison
Maine CDC
200 Main Street
Lewiston, ME 04240
Office: 795-4302
Cell: 215-6812
Fax: 795-4536
Jamie.L.Paul@maine.gov

District 4 – Midcoast

Drexell White
Midcoast District Public Health Liaison
Maine CDC
91 Camden Street, Suite 103
Rockland, ME 04841
Office: 596-4278
Cell: 441-2890
Fax: 596-4370
Drexell.R.White@maine.gov

District 5 – Central

Paula Thomson
Central District Public Health Liaison
Maine CDC
35 Anthony Avenue
Augusta, ME 04333

Office: 287-2613
Cell: 592-3516
Fax: 624-5548
Paula.Thomson@maine.gov

District 6 – Penquis

Jessica Fogg, MPA
Penquis District Public Health Liaison
Maine CDC
19 Maine Avenue
Bangor, ME 04401
Office: 561-4421
Cell: 592-5633
Fax: 561-4467
Jessica.Fogg@maine.gov

District 7 – Downeast

Alfred May, Jr., MPH
Downeast District Public Health Liaison
Maine CDC
38 Prescott Drive
Machias, ME 04654
Office: 255-2017
Cell: 263-4975
Fax: 255-2022
Alfred.May@maine.gov

District 8 – Aroostook

Stacy Boucher, MSHS
Aroostook District Public Health Liaison
Maine CDC
30 Skyway Drive, Unit 100
Caribou, ME 04736
Office: 493-4087
Cell: 592-5632
Fax: 493-4045
Stacy.Boucher@maine.gov

District 9 - Tribal

Currently Vacant—Please contact if assistance is needed:
Stacy Boucher, MSHS
Aroostook District Public Health Liaison
Maine CDC
30 Skyway Drive, Unit 100
Caribou, ME 04736
Office: 493-4087
Cell: 592-5632
Fax: 493-4045
Stacy.Boucher@maine.gov

APPENDIX B: Student Volunteer Resources

University/College	Point of Contact	Emails of point of contact	Phone Contact
Maine Community College System	Sally Meredith	smeredith@mccs.me.edu	207-629-4042
York County	Barbara Owen	ybowen@yccc.edu	207-240-7658
Southern Maine	Dr. Michael Nozdrovicky	mnozdrovicky@smccme.edu	207-741-5588
Central Maine	Kathy McManus	kmcmamus@cmcc.edu	207-755-5426
Kennebec Valley	Marcia Parker	mparker@kvcc.me.edu	207-453-5167
Eastern Maine	Brian Doore	bdoore@emcc.edu	207-974-4664
Eastern Maine	Pilar Burmeister	pburmeister@emcc.edu	207-974-4651
Northern Maine	Angela Buck	nabuck@nmcc.edu	207-760-1128
Washington County	Darin McGaw	dmcgaw@wccc.me.edu	207-454-1003
University of Maine System	Megan Clough	megan.clough@maine.edu	207-262-7913
University of Maine at Fort Kent	Stacy Thibodeau	stacyst@maine.edu	207-834-8692
University of Southern Maine	Leslie Larsen	leslie.larsen@maine.edu	207-615-8865
University of Maine at Augusta	Erin Bellaire	erin.bellaire@maine.edu	207-621-3134
University of Maine	Kelley Strout	kelley.strout@maine.edu	207-581-2601
Husson University	Alicia Murray	murrayal@husson.edu	207-941-7046
Beal College	Joe Amoral	jamoral@bealcollege.edu	207-692-6143
Beal College	Colleen Koob	ckoob@bealcollege.edu	207-248-1653
University of New England	Jane Carreiro	jcarreiro@une.edu	207-221-4476
Purdue Global University	Melissa Goodwin	melissa.goodwin@purdueglobal.edu	207-213-2560

APPENDIX C: ICS Form 213 PHV-RR

PUBLIC HEALTH VOLUNTEER RESOURCE REQUEST (ICS 213 PHV-RR)

1. Requesting Organization Information	Volunteer Coordinator Name			
	Volunteer Coord. Phone #			
	Organization Address			
	Organization Name			
2. Organization Authority Approval	Name / Title			
	Authority Phone #		Date & Time of Approval:	
3. Details of Incident	Volunteer Logistics Contact Name/Phone #			
	Volunteer Staging Location			
	Hazards and Risks Present at and near Staging and Deployment Locations			
	Description of Incident Justifying State Volunteer Deployment			
4. Public Health Volunteer Resource Details				
Job Type, Job Action Sheet Reference, Skill, Licensure Requirement, etc.		Desired Shift Length	# Requested	
5. Total Volunteer Count Requested =				
6. Requested Dates of Service	Start Date		Start Time	
	End Date		End Time	
7. Prepared by	Name: _____ Position: _____ Signature: _____			
ICS 213 PHV-RR , Page: ____ of ____		Date / Time: _____		

ICS 213 PHV-RR

Public Health Volunteer Resource Request

Purpose. The Public Health Volunteer Resource Request (ICS 213 PHV-RR) is used to order volunteer resources through the Maine Center for Disease Control & Prevention (ME-CDC), Public Health Emergency Preparedness (PHEP), Logistics Section (LOGS), Medical Volunteer Coordinator (MVC).

Preparation. The ICS 213 PHV-RR is initiated by the resource requestor, who will complete the form in its entirety. Once completed, the form is sent to ME-CDC PHEP LOGS Section to be completed by the Logistics or Command Staff. After the form is finalized, the requestor will be notified of the action taken and provided with additional details.

Distribution. This form is maintained in order to track resource status, request demand, and request volume.

Notes. Multiple pages can be used if needed. If additional pages are needed, use a blank ICS 213 PHV-RR and note the specific page # and total pages in the bottom left-hand corner box. Additions may be made to the form to meet the organization's / facility's needs. Ensure the request is as self-explanatory as possible.

NUMBER	TITLE	INSTRUCTIONS
1	Requesting Organization Information	Enter the name of the designated Volunteer Coordinator at requesting Organization; phone number of this Volunteer Coordinator; name of the Organization for which volunteers are being requested; and the physical address of the requesting Organization (include GPS coordinates if available).
2	Organization Authority Approval	Enter the name (first, MI, last, suffix) and business title of the requesting Organization's designated authority. Typically this is the President, CEO, COO, or similar position with decision-making authority for the entire Organization.
3	Details of Incident	Enter the appropriate point of contact (name, phone #) for Public Health Volunteer-related (PHV) logistics inquiries; staging location to which PHVs are expected to report if/when deployed; all known risks and hazards to volunteers, including anywhere volunteers may be expected to transit and/or work during deployment; and briefly describe the incident prompting your organization to request PHVs, to include the organization's efforts to <u>exhaust all locally available resources</u> (business/contractual, local, county, and Health Care Coalition levels) to meet the current staffing need.
4	Public Health Volunteer Resource Details	Enter each job type or work assignment requiring emergency staffing as well as requesting Organization's specific eligibility criteria in order to fulfill essential role functions, such as medical licensure; the desired shift length per day per role; and the number of each type of PHV being requested.
5	Total Volunteer Count Requested	Enter the sum of the total number of volunteers requested under 4. Public Health Volunteer Resource Details.

6	Requested Dates of Service	Enter the desired start date, end date, daily start time, and daily end time expected for each PHV role requested. If these vary per role and multiple roles are requested, use a separate ICS 213 PHV-RR form for each set of shift parameters or otherwise clearly note as a part of your request.
7	Prepared by	Enter the name, ICS/HICS position, and signature of the person preparing the form. Enter page number, page total. Enter date (MM/DD/YYYY), time prepared (24-hour clock).

APPENDIX D: Maine County EMA Contacts

Androscoggin

Name:	Position:
Angela Molino	Director
Email:	Phone:
amolino@androscoggincountymaine.gov	207-784-0147

Aroostook

Name:	Position:
Darren Woods	Director
Email:	Phone:
Darren@aroostookema.com	207-493-4328

Cumberland

Name:	Position:
Matthew Mahar	Director
Email:	Phone:
mahar@cumberlandcounty.org	207-572-6135
Name:	Position:
Emily Kaster	Deputy Director
Email:	Phone:
kaster@cumberlandcounty.org	207-329-3638

Franklin

Name:	Position:
Tim Hardy	Director
Email:	Phone:
thardy@franklincountymaine.gov	207-778-5892

Hancock

Name:	Position:
Andrew Sankey	Director
Email:	Phone:
ema@co.hancock.me.us	207-667-8126
Name:	Position:
Andrew Braley	Deputy Director
Email:	Phone:
Ema2@co.hancock.me.us	207-460-5158

Kennebec

Name:	Position:
Sean Goodwin	Director
Email:	Phone:
sean.goodwin@kcema.org	207-623-8407

Knox

Name:	Position:
Ray Sisk	Director
Email:	Phone:
rsisk@knoxcountymaine.gov	207-594-5155

Lincoln

Name:	Position:
Casey Stevens	Director
Email:	Phone:
cstevens@lincounty.me	207-882-7559

Oxford

Name:	Position:
Allyson Hill	Director
Email:	Phone:
ema@oxfordcounty.org	207-743-6336/207-890-6792(cell)
Name:	Position:
Teresa Glick	Deputy Director
Email:	Phone:
tinman@oxfordcounty.org	207-890-3184

Penobscot

Name:	Position:
Bradley Nuding	
Email:	Phone:
bnuding@penobscot-county.net	207-945-4750/207-350-7028(cell)

Piscataquis

Name:	Position:
Thomas Capraro	Director
Email:	Phone:
tcapraro@piscataquis.us	207-564-8660

Sagadahoc

Name:	Position:
Sarah Bennett	Director
Email:	Phone:
sbennett@sagadahoccountyme.gov	207-443-8210/207-449-2086(cell-24/7)

Somerset

Name:	Position:
Mike Smith	Director
Email:	Phone:
mike.smith@somersetcounty-me.org	207-474-6788

Waldo

Name:	Position:
Dale Rowley	Director
Email:	Phone:
emadirector@waldocountyme.gov	207-338-3870

Washington

Name:	Position:
Lynn Dwelley	Director
Email:	Phone:
wnema@washingtoncountymaine.com	207-255-3931/207-271-7755(cell)

York

Name:	Position:
Art Cleaves	Director

Email:	Phone:
awcleaves@yorkcountymaine.gov	207-324-1578

Appendix E: **COVID-19 Vaccine Distribution Site Job Description Template**

Agency: County:
Position Title: Location:
Supervised by: Work Hours: (Include # of Hours Per Shift)
Position Summary; (Please describe position such as Administrative, Operations or Support)

Supervision Exercises (If applicable):

Primary Duties, Roles and Responsibilities:

Medical Licensure or Certifications Required (If Applicable):

Pre-requisite Qualifications and Skills (If Applicable):

Training to be Provided by Agency:

Personal Protective Equipment (PPE) required (Provided by Agency):

Work Conditions:(Please describe any work conditions such as outdoor or indoor environment, long periods of standing or sitting.)

DISCLAIMER This position description describes the general nature and level of work performed. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position. This position description is not intended as and does not create a contract of employment between any entity and any individual employee. The hiring organization reserves the right to change this position description at any time within its sole discretion.

Position Description Completed by:

Date:

Name:

Agency:

Title: