

ACPH-VMS GLOSSARY

Accepted volunteer: Volunteers who have been fully registered and credentialed, rostered into the ACPH-VMS system, AND assigned to an incident task.

Accreditation: Empowerment provided to an organization through legislation, statute or regulation from an appropriate State/Tribal or Federal government agency authorizing the organization to credential personnel for incidents in which the organization participates.

Affiliated volunteer: Volunteers who possess a pre-disaster association with an agency or organization that is incorporated in the disaster response, but their pre-event training, registration information, and skills verification may vary. Rostering of affiliated volunteers by the ACPH-VMS during an incident may be expedited by transfer of the information for each affiliated volunteer from their volunteer organization.

After Action Assessment (or Review): A focused, post incident or post exercise activity to capture positive as well as negative observations related to response system performance. Its product is commonly referred to as “lessons learned”, A comprehensive process goes beyond the collection of “lessons learned” to accomplish objective improvement in procedures, assignments, equipment, training, and personnel to attain true organizational learning.

Certification: “Involves measuring an individual’s competence [and the proficiency level within the competence-author added] through a testing or evaluation process.” (Ref USFA 1/26/04). This is most consistently achieved through testing after the delivery of educational material. In some instances, certification may be accomplished by demonstration (under supervision) during incident experience (e.g., Task Book competency – REF-USFA).

Command: “The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.” (NIMS Glossary of Key Terms)

Command Staff: In an incident management organization, the Command Staff consists of the Incident Command and the special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander. They may have an assistant or assistants, as needed.

Credentialing: The process where an appropriate, accredited organization confirms that an individual is competent to perform in a specified position *for that organization*. (Adapted from USFA & other sources).

Demobilization: The ICS/IMS phase that transitions Management, Operations, and Support functions and elements from the incident activities back to normal operations or to their baseline standby state as their operational objectives are attained.

Incident Management System/Incident Command System: ICS is the combination of facilities, equipment, personnel, procedures, and communications, operating within a common organizational structure, with responsibility for the management of assigned resources to effectively accomplish stated objectives pertaining to an incident, also referred to as the Incident Management System.

Mobilization: The transition of functional elements from a state of inactivity or normal operations to their designated response state – may occur well into the response phase, as additional assets are brought on line or as surge capacity processes are instituted to meet demands.

Non-pre-registered volunteer: Volunteers who have not received prescreening, rostering, or briefing.

Operational period: The time scheduled for executing a given set of operational actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although usually not over 24 hours.

Out-of-bound Behavior: Actions that are considered beyond the limits of specified job requirements or that defy stated safety procedures. This is behavior that could threaten the safety of other response workers or impede effective response activities.

Pre-registered volunteer: Volunteers who have received pre-screening, maintains up-to-date personal and credential information, holds a current understanding of the orientation briefing material to the satisfaction of the appropriate ACPH-VMS personnel, and therefore satisfy the criteria for rostering.

Principal tool: A tool which is initiated by a given ACPH-VMS position.

Privileging: The process where appropriately credentialed personnel are accepted into an incident to participate. This process includes both confirmation of a responder's credentials and a determination that an incident need exists that the responder is qualified to address. Privileging is associated with a separate process, badging, which is the provision of an identification badge to physically

identify those personnel who have been privileged for a specific incident or for any incident in a specific location.

Recovery: Focuses upon returning organizations and community to their baseline levels of functioning, and therefore denotes the period that extends from demobilization until return to pre-incident function and capacity.

Recruited volunteer: Volunteers with skills that could address unique or short-supply needs of the disaster response, and are individually requested by the response system (by name or by technical ability) to assist in the effort. They may be affiliated or unaffiliated volunteers.

Rehabilitation: Response terminology for rest, re-hydration, feeding, and other activities so that responders may resume safe and effective operations.

Rostered volunteer: A volunteer who has completed the registration process, having credentials verified, and has been entered into the VMS database for potential assignment.

Qualification: Has met all the requirements of training (i.e., is “certified”) plus the requirements for physical and medical fitness, psychological fitness, strength/agility, experience or other necessary qualifications for a position (IQCS – <http://iqcs.nwcg.gov>). In some job categories, qualification is demonstrated by obtaining a professional license.

Spontaneous volunteer: Volunteers presenting to help at the disaster scene that were neither recruited nor affiliated with an organization that has been incorporated into the incident response. Also referred to as “unsolicited volunteers.”

Support volunteers: Volunteers without identified, verified skills of traditional Public Health, but that may still be quite valuable for support and other activities where professional public health skills are not indicated.

Supporting tool: A tool used by any given ACPH-VMS position which is not initiated by the given position, but is required for the completion of one or several tasks listed in a ACPH-VMS job actions.

System: A clearly defined functional structure, with defined processes, that coordinates disparate parts to accomplish a common goal.

Unaffiliated volunteer: Volunteers with no prior association with the ACPH-VMS or association with a recognized volunteer organization or traditional disaster response agency.



**Arlington County Public Health
Volunteer Management System**



Volunteer: A person providing a service without promise, expectation, or receipt of compensation.

Volunteer Groups: Volunteers presenting in a pre-established group with internal organization and management to participate in the incident response. The management component of this group can provide the registration interface with the ACPH-VMS during response, thereby expediting the affiliated volunteers' entry integration into the incident response.

Volunteer Management Center (VMC): The location for the management and the processing of public health volunteers.

Volunteer Point of Assembly (VPOA): A location for initial contact with potential volunteers. This is where volunteers should report to begin in-processing for the Volunteer Management Center (VMC) – the VPOA and VMC are commonly co-located for public health events, but may be separated for an incident.