



SERV SD Volunteer Request FAQ

What is South Dakota's SERV SD?

SERV SD is an acronym for State Emergency Registry of Volunteers for South Dakota which is an electronic registration system and database of local, regional and statewide volunteer programs who want to assist our public health and healthcare systems during an event or disaster. SERV SD is a just in time resource and is completely dependent on the availability of our registered volunteers.

How do healthcare facilities, communities, etc. access SERV SD volunteers?

The process of requesting access to volunteers registered in SERV SD is relatively simple; however, it will require information up front. Information needed upon your request includes:

- Point of contact for the requesting entity
- Number of volunteers requested
- Date(s) and times volunteers are requested
- Location the volunteers will report to and be utilized at
- Duties the volunteers would be tasked with
- Requested licenses/certifications/occupation of the volunteers

The request can be made to the SERV SD Coordinator Adam Frerichs via phone at 605.280.9812 or email adam.frerichs@state.sd.us.

Can I get a list of all the volunteers registered on SERV SD within my area, community, County?

Unfortunately, for several reasons, this is not an available option. The information gathered by SERV SD not only includes occupation, certifications, licenses, area(s) in which they are willing to volunteer, etc. but also includes personal identifying information. SERV SD provides privacy statements to the volunteers when they register, and their information is kept secure for these reasons. Also, the SERV SD website provides the SD Dept. of Health with several capabilities such as the ability to mass notify volunteers and query the registered volunteers on multiple entries which optimizes the use of volunteers.

What should the requesting entity consider prior to receiving volunteers?

Based on how the volunteer(s) will be used, there are several areas that should be considered prior to receiving volunteers. These include but are not limited to: a plan for accepting and utilizing volunteers; oncoming training processes; identified contact/leader; appropriate PPE availability and training; identified shifts which allow for breaks; if food/water will be provided; etc. Please keep in mind that these are volunteers who want to work hard to help your cause. Make sure you take care of the volunteers, so they want to come back and help in the future.

Liability, worker's compensation, etc.:

The CARES Act provides immunity for health care provided by a volunteer in good faith and within the scope of the volunteer's licensure. The State of South Dakota provides worker's compensation coverage for volunteers if they are engaged in volunteering for a state agency, department, institution, or instrumentality of the state or of any of its political subdivisions, including counties, townships, school districts, or municipalities. If the volunteer becomes a paid temporary employee, the liability coverage mentioned is no longer applicable.

Background and licensure check information:

SERV SD will verify medical licensure status of volunteers requested to fill a licensed role. SERV SD and the SD Department of Health will not conduct criminal or non-criminal background checks prior to providing the requesting entity with the list of available volunteers. It is each receiving entities responsibility to have a plan

in place for accepting and utilizing volunteers. This plan should include each entity's need, purpose, and process for background checks if determined necessary.

For further information, contact:

Adam Frerichs, SERV SD Coordinator

South Dakota Department of Health

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Phone: 605.280.9412