

## DISASTER EMERGENCY MEDICAL PERSONNEL SYSTEM PROGRAM

**1. REASON FOR ISSUE:** This Veterans Health Administration (VHA) directive provides policy, responsibilities and standards for the implementation of the Disaster Emergency Medical Personnel System (DEMPS) Program at Department of Veterans Affairs (VA) medical facilities.

**2. SUMMARY OF MAJOR CHANGES:** Major changes include adding a telehealth definition in paragraph 3; including responsibility for costs in paragraph 4 and updating responsibilities for training, travel and timekeeping in paragraph 5.

**3. RELATED ISSUES:** VHA Directive 0320, VHA Comprehensive Emergency Management Program, dated July 6, 2020; VHA Directive 0320.01, Comprehensive Emergency Management Procedures, dated April 6, 2017; VHA Directive 0320.12(1), National Incident Management System Compliance, dated December 8, 2020.

**4. RESPONSIBLE OFFICE:** The VHA Office of Emergency Management (OEM, 15EM) is responsible for the contents of this VHA directive. Questions may be referred to OEM at [OEMEMCCCmdStaff@va.gov](mailto:OEMEMCCCmdStaff@va.gov).

**5. RESCISSION:** VHA Handbook 0320.03, Disaster Emergency Medical Personnel Systems (DEMPS) Program and Database, dated March 26, 2008, is rescinded.

**6. RECERTIFICATION:** This VHA directive is scheduled for recertification on or before the last working day of June 2026. This VHA directive will continue to serve as national VHA policy until it is recertified or rescinded.

**BY DIRECTION OF THE OFFICE OF  
THE UNDER SECRETARY FOR HEALTH:**

/s/ Renee Oshinski  
Assistant Under Secretary for Health  
for Operations

**NOTE:** All references herein to VA and VHA documents incorporate by reference subsequent VA and VHA documents on the same or similar subject matter.

**DISTRIBUTION:** Emailed to the VHA Publications Distribution List on June 21, 2021.

**CONTENTS**

**DISASTER EMERGENCY MEDICAL PERSONNEL SYSTEM PROGRAM**

1. PURPOSE..... 1

2. BACKGROUND..... 1

3. DEFINITIONS ..... 1

4. POLICY ..... 3

5. RESPONSIBILITIES ..... 4

6. TRAINING..... 12

7. RECORDS MANAGEMENT..... 12

8. REFERENCES..... 12

## DISASTER EMERGENCY MEDICAL PERSONNEL SYSTEM PROGRAM

### 1. PURPOSE

This Veterans Health Administration (VHA) directive provides the policy, responsibilities and standards for the management and oversight of the VHA Disaster Emergency Medical Personnel System (DEMPS) Program. **AUTHORITY:** 38 U.S.C. §§ 1784, 1785, 8111A, 8117, 8153; 42 U.S.C. §§ 300hh – 300hh–31, 5121-5208.

### 2. BACKGROUND

The DEMPS Program was established in 1997 and has since grown in scope and complexity. The program identifies core groups of skilled and trained Federal personnel capable and ready to meet emergent requirements as they unfold. As a vital resource for VHA and for interagency support, DEMPS provides personnel support for internal (VHA) incidents and externally, for declared disasters under the Robert T. Stafford Act or public health emergencies as declared by the Secretary of the Department of Health and Human Services (HHS). DEMPS capabilities include clinical and non-clinical personnel who are full-time VHA employees and may be deployed virtually as well as in-person. Requests for DEMPS support are coordinated by the Emergency Management Coordination Cell (EMCC).

### 3. DEFINITIONS

a. **After-Action Report.** An after-action report (AAR) is a document of findings and recommendations from a review conducted after an incident event or exercise activity. The review captures objective observations, both positive as well as negative, related to response system performance.

b. **Annual Exercise.** An annual exercise is a Department of Veterans Affairs (VA) medical facility DEMPs plan exercise. Player participation comprises of activating, mobilizing, responding operationally on scene, reporting (internally and externally), implementing short and medium-term plans, hand-overs, demobilizing and completing AARs.

c. **Disaster Emergency Medical Personnel System.** The Disaster Emergency Medical Personnel System (DEMPS) is the primary mechanism by which requests for clinical and non-clinical VHA volunteer personnel are deployed to support incident response and recovery.

d. **Disaster Emergency Medical Personnel System Management System.** The DEMPS Management System (DMS) is part of the VHA Performance Improvement Management System (PIMS) database. DMS houses information regarding DEMPS personnel qualifications, skills and experiences, as well as other essential information. This information is maintained in a secure database to assist in the rapid identification of VHA personnel in response to a disaster, emergency or external mission(s).

e. **Emergency.** An emergency is a hazard impact causing adverse physical, social, psychological, economic or political effects requiring immediate actions to maintain or increase capacity and capability (call-back procedures, mutual aid), and commonly requires change from routine management methods to an incident command process to achieve the expected outcome. Synonymous with incident.

f. **Emergency Management Coordination Cell.** The Emergency Management Coordination Cell (EMCC) serves as the central point of communication and coordination for VHA and the Under Secretary of Health in planning for, responding to, and recovering from significant incidents or events that require national-level direction and support or Federal interagency requests for assistance. EMCC provides coordination of national-level VHA incident planning, operations, logistics, administrative and financial support during incidents and events. EMCC also serves as the focal point for the synthesis of public health, medical and special needs information related to the emergency, disaster or contingency on behalf of VHA.

g. **Emergency Operations Plan.** An Emergency Operations Plan (EOP) provides the structure and processes that the organization utilizes to respond to and initially recover from an event. The EOP is implemented through the Incident Command System.

h. **Event.** An event is a planned non-emergency activity within a community that brings together many people. ***NOTE: Emphasis is not placed on the total number of people attending but rather the impact on the community's ability to respond to a large-scale emergency or disaster or the exceptional demands that the activity places on response services and local infrastructure.***

i. **Exercise.** An exercise is a planned, staged implementation of the plan/procedures used to manage an incident/emergency for the purposes of evaluation to identify areas of improvement.

j. **External Mission.** An external mission is a VHA interagency personnel request to support disasters under the Robert T. Stafford Act or public health emergencies as declared by the Secretary of HHS.

k. **Improvement Plan.** The Improvement Plan (IP) identifies specific corrective actions, assigns them to responsible parties and establishes target dates for their completion. ***NOTE: The IP is developed in conjunction with the AAR.***

l. **Incident.** An incident is any emergency, whether natural or man-made, that requires responsive action to protect life or property. Synonymous with emergency. ***NOTE: Incidents include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies and other occurrences.***

m. **Incident Command System.** ICS is a nation-wide management system designed to provide a standardized organizational response structure with common terminology to enable effective and efficient domestic incident management.

n. **Interagency Agreement.** An Interagency Agreement (IAA) is a document between Federal entities that defines the terms of cooperation between them. IAAs are pursuant to the Economy Act.

o. **Internal Mission.** An internal mission is when VA medical facilities identify a critical need for personnel assets that is not met at the local or Veterans Integrated Services Network (VISN) level, or, in support of VA/VHA Special Events (e.g., Golden Age Games, Wheelchair Games).

p. **Mission Assignment.** Under the authority of the Stafford Act, the Federal Emergency Management Agency (FEMA) may issue work orders known as Mission Assignments (MAs) to other Federal agencies in order to provide State, tribal or local governments with resources to save lives, protect property, or preserve public health or safety.

q. **National Response Framework.** A National Response Framework (NRF) is a guide to how the Nation conducts all-hazardous responses. NRF is built on scalable, flexible and adaptable concepts identified in the NIMS to align key roles and responsibilities across the nation. NRF describes specific authorities and best practices for managing incidents that range from the serious but purely local to large-scale terrorist attacks or catastrophic natural disasters. It describes the principles, roles and responsibilities and coordinating structures for delivering the core capabilities required to respond to an incident and further describes how response efforts integrate with those of the other mission areas. **NOTE:** For more information, see <https://www.fema.gov/media-library/assets/documents/117791>.

r. **Performance Improvement Management System Database.** The PIMS database is used to manage the records of VA medical facility emergency management programs, such as Emergency Management Capability Assessment Program (EMCAP) reports, DMS, self-assessments and the status of requests for Emergency Management Performance Improvement (EMPI) funds.

s. **Telehealth (Telemedicine).** Telehealth (telemedicine) is the use of electronic information or telecommunications technologies to support clinical health care, patient and professional health-related education, public health, or health administration at a distance. Telehealth modalities are used to deliver care when personnel are deployed virtually through DEMPS.

#### 4. POLICY

It is VHA policy that DEMPS capabilities are available to deploy in support of VA medical facilities for internal VHA missions, as well as in support of other missions such as those that are outlined in a Mission Assignment or Interagency Agreement (IAA)

following either a Robert T. Stafford Act or Public Health Emergency (PHE) declaration. It is VHA policy that, for internal deployments, the sending VA medical facility is responsible for base salaries of deployed staff and the receiving VA medical facility is responsible for reimbursing the sending facilities for overtime and travel expenses.

## 5. RESPONSIBILITIES

a. **Under Secretary for Health.** The Under Secretary for Health is responsible for ensuring overall VHA compliance with this directive.

b. **Deputy Under Secretary for Health.** The Deputy Under Secretary for Health is responsible for ensuring VHA program office participation as members of and in support to the DEMPS Program, as directed.

c. **Assistant Under Secretary for Health for Operations.** The Assistant Under Secretary for Health for Operations is responsible for:

(1) Communicating the contents of this directive to each of the Veterans Integrated Services Networks (VISNs).

(2) Assisting VISN Directors to resolve implementation and compliance challenges in all VA medical facilities within that VISN.

(3) Providing oversight of VISNs to ensure compliance with this directive and its effectiveness.

d. **Deputy to the Assistant Under Secretary for Health for Operations.** The Deputy to the Assistant Under Secretary for Health for Operations is responsible for:

(1) Providing oversight of the Office of Emergency Management (OEM) and the development, maintenance, evaluation and improvement of the DEMPS Program.

(2) Approving the activation of the EMCC and the designation of the EMCC Director.  
**NOTE:** For more information about EMCC, see VHA Directive 0320.12, *National Incident Management System Compliance*, dated December 8, 2020.

(3) Approving the activation of DEMPS upon the authorization of the Assistant Secretary of Health for Operations.

(4) Coordinating among the VISN Directors in the areas affected by an emergency to determine requirements for DEMPS personnel.

(5) Authorizing and communicating the request from the VISN Directors to identify the availability of qualified DEMPS personnel.

(6) Gathering feedback from the VISN Directors on the effectiveness of DEMPS support and providing that feedback to the OEM Executive Director.

e. **Executive Director, Office of Emergency Management.** The OEM Executive Director is responsible for:

- (1) Providing oversight of the development, maintenance, evaluation and improvement of the DEMPS Program.
- (2) Designating a VHA DEMPS Program Manager (DPM) and supporting staff.
- (3) Reviewing quarterly DEMPS reports submitted by the VHA DPM on the status of the program and providing them to VHA leadership, as directed.
- (4) Activating the DEMPS Program upon direction from the Deputy to the Assistant Under Secretary for Health for Operations.
- (5) Ensuring the logistical support to deployed DEMPS personnel includes travel, meals and lodging. **NOTE:** Please refer to the DEMPS operational procedures for more information, located at <https://dvagov.sharepoint.com/sites/VHAreprogs/EMSHG/DEMPS2020>. This is an internal VA website that is not available to the public.
- (6) Ensuring EMCC AARs and IPs on major emergencies include an assessment of the deployment and support of DEMPS personnel.

f. **Director, VHA Emergency Management Coordination Cell.** The EMCC Director is responsible for:

- (1) Reviewing and approving MAs and IAAs that involve DEMPS personnel.
- (2) Ensuring hazard evaluation and risk assessments are conducted on the areas into which DEMPS personnel will be deployed and health and safety plans are developed and communicated to DEMPS personnel, including the designation of a safety officer, as needed.
- (3) Overseeing the deployment of DEMPS personnel to ensure the requirements that have been identified are met, including optimizing the use of telehealth when appropriate.
- (4) Reviewing daily accountability and other reports of deployed and available DEMPS personnel submitted by the VHA DPM.
- (5) Ensuring input on DEMPS deployment operations are included in EMCC AARs and IPs.

g. **VHA Disaster Emergency Medical Personnel System Program Manager.** The VHA DPM is responsible for:

- (1) Managing the development and implementation of processes and procedures for recruitment, qualification, deployment and demobilization of DEMPS personnel.

(2) Maintaining a VHA-wide DEMPS training and exercise program, through the development of educational materials, conferences and training sessions (see paragraph 6).

(3) Collaborating with the VISN DEMPS Point of Contacts (POCs) to ensure quarterly review of information in DMS database for accuracy is completed by the following dates: April 1, July 1, October 1 and January 1. **NOTE:** *Please refer to the DEMPS operational procedures for data entry and review information, located at <https://dvagov.sharepoint.com/sites/VHAreprogs/EMSHG/DEMPS2020>. This is an internal VA website that is not available to the public.*

(4) Collaborating with the VHA Office of Connected Care and other offices to fully integrate and optimize the use of telehealth in national emergency and special security events, including annual exercises that incorporate telehealth.

(5) Incorporating any additional deployment specific requirements into medical clearance exams as stated in the Disaster Area Specific Information (DASI). **NOTE:** *Information regarding DASI is located at <https://dvagov.sharepoint.com/sites/VHAreprogs/EMSHG/DEMPS2020>. This is an internal VA website that is not available to the public.*

(6) Assisting VISN DEMPS POCs and VA medical facility DEMPS Coordinators with the implementation of VHA DEMPS policies, guidance and program support.

(7) Providing VISN DEMPS POCs with template of VISN-level DEMPS plans, and procedures and conducting reviews of completed plans, as requested.

(8) Providing quarterly DEMPS reports on the status of the program to the OEM Executive Director.

(9) Providing DEMPS Program input to the VHA EMCC on the EMCC deployment operations staffing requirements.

(10) Managing DEMPS deployment operations, ensuring all requirements for recruitment, credentialing and deployment are completed.

(11) Providing DEMPS-related input to EMCC AARs and IPs for national level emergencies, events and exercises.

(12) Providing a daily account and other reports of deployed and available personnel to the EMCC Director.

**h. Office of Emergency Management Regional Emergency Managers and Area Emergency Manager.** The OEM Regional Emergency Manager (REM) and Area Emergency Manager (AEM) are responsible for:

(1) Providing subject matter expertise to the VHA DPM, VISN DEMPS POCs and VA medical facility DEMPS Coordinators with the development and implementation of processes, procedures, educational briefings and local exercises and events.

(2) Assisting VISN DEMPS POCs and VA medical facility DEMPS Coordinators with the deployment, employment and demobilization of DEMPS personnel.

(3) When assigned by the EMCC Director, maintaining accountability of DEMPS personnel.

(4) Assisting the VHA DPM, VISN DEMPS POC and VA medical facility DEMPS Coordinators with debriefing personnel, collecting feedback and developing inputs to EMCC AARs and IPs, and subsequent improvement planning.

i. **Veterans Integrated Services Network Director.** The VISN Director is responsible for:

(1) Ensuring that all VA medical facilities within the VISN comply with this directive for recruitment, initial and recurring annual training exercises, and maintenance of the VISN-wide DEMPS Program.

(2) Assigning a primary and alternate VISN DEMPS POC to manage the VISN-wide DEMPS Program and to support the VA medical facility DEMPS Coordinators.

(3) Responding to requests from the Assistant Under Secretary for Health for Operations for available DEMPS personnel in support of events, exercises and incident response and recovery.

(4) Ensuring the VISN DEMPS POC responds to requests from the Assistant Under Secretary for Health for Operations for the identification of available DEMPS personnel.

(5) During disasters and emergencies that affect the staffing of VA medical facilities within the VISN, requesting the Assistant Secretary for Health for Operations activate the DEMPS Program.

(6) Ensuring VISN-level AARs and IPs of major emergencies include assessments of DEMPS support and providing that feedback to the Assistant Secretary for Health for Operations.

j. **Director, Veterans Integrated Services Network Human Resource Management.** The Director, VISN Human Resource Management is responsible for ensuring VA medical facilities receive VA medical facility DEMPS Coordinator contact information upon request.

k. **Veterans Integrated Services Network Disaster Emergency Medical Personnel System Point of Contact.** The VISN DEMPS POC is responsible for:

(1) Assigning the VA medical facility DEMPS Coordinators in VHA PIMS.

(2) Overseeing duties on the status and performance of the VISN-level DEMPS Program in DMS.

(3) Developing and maintaining a written VISN-level DEMPS plan that includes the recruitment, training, exercise, activation, mobilization, deployment, demobilization, evaluation input to AARs and IPs for the VISN-level DEMPS Program. The plan must address the support of local and national requirements in the event of an emergency. This plan will be reviewed annually through the VISN-level Emergency Management Committee and findings from this review, exercises or real incidents will be incorporated into an IP. **NOTE:** *More information on the VISN-level Emergency Management Committee is available in VHA Directive 0320.01, Comprehensive Emergency Management Procedures, dated April 6, 2017.*

(4) Utilizing the DMS during exercises, events and deployment response activities.

(5) Ensuring accurate registration information for each approved DEMPS applicant is entered in DMS in order to ensure currency of volunteer data throughout the year.

(6) Providing support to VA medical facility DEMPS Coordinators with deployment activities, initial and recurring annual training exercises in association with OEM AEMs.

(7) Providing subject matter expertise to the VISN leadership regarding personnel augmentation for internal VISN staffing requirements during major emergencies.

(8) Providing VISN-level AARs and IPs to the VHA DPM following each DEMPS deployment.

I. **VA Medical Facility Director.** The VA medical facility Director is responsible for:

(1) Ensuring overall VA medical facility compliance with this directive and taking appropriate corrective action when non-compliance is identified.

(2) Designating a primary and an alternate VA medical facility DEMPS Coordinator.

(3) Ensuring availability of the VA medical facility DEMPS Coordinators for response to requests for personnel for deployment.

(4) Ensuring that appropriate VA medical facility support staff are available to assist with the certification of the personnel at the time of deployment, i.e., Employee Occupational Health (EOH) providers.

(5) Reviewing the VA medical facility's DEMPS Program plan that describes initial and recurring annual training exercises, deployment program maintenance and deployment activities.

(6) Approving DEMPS-qualified personnel for deployment.

(7) Ensuring VA medical facility EOH providers conduct initial and annual physical examinations of DEMPS personnel for medical clearance prior to and upon their return from each mission deployment.

(8) Ensuring government travel cards are obtained and distributed to approved DEMPS personnel.

(9) Identifying requirements to the VISN Director for staffing augmentation through DEMPS after a local major emergency that impacts VA medical facility operations.

(10) Reviewing the VA medical facility-level input to national level AARs and IPs from major emergencies that include DEMPS support prior to submitting to the VHA DPM, and local level AARs and IPs from the VA medical facility DEMPS Coordinator (see paragraph 5.I.(2)).

**m. VA Medical Facility Disaster Emergency Medical Personnel System Coordinator.** The VA medical facility DEMPS Coordinator is responsible for:

(1) Providing VA medical facility EOH providers with enrollment access to DMS to update medical clearance status of DEMPS personnel and ensuring its completion and validation by April 1, July 1, October 1 and January 1.

(2) Maintaining awareness of non-deployed, available DEMPS personnel through DMS.

(3) Managing and utilizing the VA medical facility DMS during routine and response activities, including inputting qualification information for each approved DEMPS applicant and updating the database when volunteers leave service to maintain current and accurate volunteer data throughout the year.

(4) Providing feedback on improvement actions in DMS after each DEMPS deployment.

(5) Developing and maintaining a written VA medical facility-level DEMPS plan for the recruitment, training, exercise, activation, mobilization, deployment, demobilization and evaluation input to AARs and IPs for local level DEMPS Program. The plan must address the support of local and national requirements in major emergencies. This plan will be reviewed annually by the VA medical facility's Emergency Management Committee with findings from this review, exercises or real incidents will be incorporated into an IP. **NOTE:** *More information on the VA medical facility Emergency Management Committee can be found in VHA Directive 0320.01.*

(6) Participating in VA medical facility DEMPS Coordinator training, program updates, meetings and conference calls.

(7) Promoting the VA medical facility DEMPS Program during new employee orientation, staff meetings, health fairs and the VA medical facility Director's town hall meetings.

(8) Assisting with debriefing deployed DEMPS personnel by collecting feedback, reviewing AAR comments and improvement planning.

(9) Identifying the prioritization of DEMPS personnel based on specialty needs upon DEMPS deployment notification and communicating that to the VA medical facility EOH Director for scheduling their initial and annual physical and for entering their qualification status into DMS.

(10) Notifying DEMPS personnel via email or phone that post-deployment mental health and medical care is available and encouraged.

n. **Director, VA Medical Facility Employee Occupational Health.** The Director, VA medical facility EOH is responsible for:

(1) Ensuring VA medical facility EOH staff inputting information on medical clearance examinations in DMS.

(2) Referencing and complying with further EOH requirements in VA Handbook 5019, Employee Occupational Health Services, dated August 3, 2017, and EOH Guidebook available at: <http://vaww.hefp.va.gov/guidebooks/employee-occupational-health-guidebook-0>. **NOTE:** *This is an internal VA website that is not available to the public.*

(3) Communicating with the VA medical facility DEMPS Coordinator to ensure VA medical facility EOH staff schedule initial and annual physicals of DEMPS personnel for medical clearance and enter their qualification status into DMS upon DEMPS deployment notification.

(4) Ensuring VA medical facility EOH providers conduct initial and annual physicals for qualified personnel and screening of DEMPS personnel for medical clearance prior to each mission deployment. Post-mission screenings are not required but recommended. **NOTE:** *Virtually deployed personnel are not required to have EOH exams or medical clearance.*

(5) Providing recommendations to the VA medical facility DEMPS Coordinator on the suitability of the deployment of DEMPS personnel under unique circumstances (i.e., failure of a medical clearance exam).

(6) Collaborating with the VA medical facility DEMPS Coordinator to ensure the quarterly review of the information in the DMS database for accuracy is completed by the following dates: April 1, July 1, October 1 and January 1. **NOTE:** *Please refer to the DEMPS operational procedures for data entry and review information, located at <https://dvagov.sharepoint.com/sites/VHAreprogs/EMSHG/DEMPS2020>. This is an internal VA website that is not available to the public.*

o. **VA Medical Facility Supervisor.** The VA medical facility Supervisor is responsible for:

(1) Approving requests for DEMPS enrollment.

(2) Approving a request from the VA medical facility DEMPS Coordinator for deployment of staff for each mission. **NOTE:** *The Under Secretary for Health, VISN Director or VA medical facility Director may change the approval decision.*

p. **VA Medical Facility Deployment Site Supervisor or Senior Clinical Advisor.** The VA medical facility deployment site Supervisor or Senior Clinical Advisor is responsible for:

(1) Providing or coordinating task instructions and duties of personnel at the deployment location(s).

(2) Adhering to all guidelines in accordance with VHA Human Resource policies when addressing personnel issues.

q. **VA Financial Services Center, Travel and VA Time and Attendance System (VATAS) Deployment/Timekeeping Director.** The Financial Services Center (FSC), Travel and VA Time and Attendance System (VATAS) Deployment/Timekeeping Director is responsible for:

(1) Making travel arrangements and processing DEMPS personnel travel orders and reimbursements, as required.

(2) Ensuring deployed personnel travel and timekeeping information is entered into the DEMPS SharePoint site established prior to each mission, as required. **NOTE:** *The DEMPS SharePoint site can be accessed at <https://dvagov.sharepoint.com/sites/VHAreprogs/EMSHG/DEMPS2020>. This is an internal VA website that is not available to the public.*

(3) Coordinating cost accounting logs for reimbursement of activities associated with DEMPS deployments and ensure maintenance of logs according to set accounting standards.

r. **VA Disaster Emergency Medical Personnel System Personnel.** Full-time VA employees who may volunteer for DEMPS are responsible for:

(1) Completing qualification requirements and subsequently submitting an electronic application to the VA medical facility supervisor for approval. **NOTE:** *For more information about qualification requirements, see <https://dvagov.sharepoint.com/sites/VHAreprogs/EMSHG/DEMPS2020>. This is an internal VA website that is not available to the public.*

(2) Reviewing their personal information in DMS to ensure accuracy. This must be done quarterly and completed by April 1, July 1, October 1 and January 1. More

information can be found at <https://vhapims.orau.org/>. **NOTE:** *This is an internal VA website that is not available to the public.*

(3) Coordinating with and receiving approval from their supervisor prior to deployment.

(4) Providing post-deployment written feedback to the VA medical facility DEMPS Coordinator and VHA DPM.

## 6. TRAINING

a. The following training is **required:** Talent Management System (TMS) Curriculum ID # EES-077, DEMPS Volunteer Qualification Curriculum.

b. The following training is **recommended:** VA Video Connect (VVC), TMS Curriculum ID # 4556649 or prior equivalent training (telehealth personnel only).

## 7. RECORDS MANAGEMENT

All records regardless of format (e.g., paper, electronic, electronic systems) created by this directive must be managed as required by the National Archives and Records Administration (NARA) approved records schedules found in VHA Records Control Schedule 10-1. Questions regarding any aspect of records management should be addressed to the appropriate Records Officer.

## 8. REFERENCES

a. 38 U.S.C. §§ 1784-1785, 8111A, 8117, 8153.

b. 42 U.S.C. §§ 300hh-31, 5121-5208.

c. VA Handbook 5019, Employee Occupational Health Services, dated August 3, 2017.

d. VHA Directive 0320, Comprehensive Emergency Management Program, dated July 6, 2020.

e. VHA Directive 0320.01, Comprehensive Emergency Management Procedures, dated April 6, 2017.

f. VHA Directive 0320.12, National Incident Management System Compliance, dated December 8, 2020.

g. VHA Directive 1914, Telehealth Clinical Resource Sharing Between VA Facilities and Telehealth from Approved Alternative Worksites, dated April 27, 2020.

h. VHA Memorandum 2020-02-19, Inclusion of Virtual Care in Outpatient Care Contingency Planning for Disasters, dated February 14, 2020.

i. Healthcare Environment and Facilities Programs Center for Engineering and Occupational Safety and Health, Employee Occupational Health (EOH) Guidebook: <http://vaww.hefp.va.gov/guidebooks/employee-occupational-health-guidebook-0>. **NOTE:** *This is an internal VA website that is not available to the public.*

j. National Response Framework (Fourth Edition, October 28, 2019): <https://www.fema.gov/media-library/assets/documents/117791>.