

Dear FPI and UMB Colleagues,

The current surge of COVID-19 patients and the staffing shortages we are experiencing are placing tremendous pressure on our System and have contributed to the need to move toward implementing crisis standards of care at many of our member organizations. Although we have taken several steps to address this, there is an immediate need to fill volunteer support roles in our hospitals and **UMMS needs your help**.

We are issuing a call to action and opportunity to support areas experiencing staffing vacancies across our System. If you are interested in volunteering, please see the information below and sign up via the link in the group that is applicable to you. **Please note: All volunteer roles must be performed outside of your scheduled UMB/FPI workday. As a volunteer, you will not receive additional payment for these roles.** All volunteers will be provided the orientation and training necessary to safely support clinical units.

**Group A: Lay Personnel/Non-clinical team roles:** [Click here to sign up](#). We expect roles at all of our member organizations to be available here within the coming week. Currently, we are prioritizing member organizations based on staffing needs. Once your request is submitted, you will receive a confirmation email with a link to orientation materials and logistical details. **Please note:** You must complete a one-hour orientation before your first shift. This is currently offered every weekday, 3:00pm-4:00pm. Instructions to join will be included at the link mentioned above.

- **What to expect:** Provide non-direct patient care tasks and functions that support the work of the nursing unit or operational department
- **Examples:** Restock supplies; errands; assist meal set up; trash removal from rooms

**Group B: Clinical, non-nurse, CNA licensed personnel/health care occupation students/retired health care staff:** [Click here to sign up](#). These are UMMC-based roles only. Once your request is submitted, you will be paired with an area to support and contact. If you have any questions, please contact Alison Winter-Lai: [alison.winterlai@umm.edu](mailto:alison.winterlai@umm.edu), 410-303-5304.

- **What to expect:** Provide support of targeted clinical/direct patient needs
- **Examples:** Provide very basic Activities of Daily Living as directed by RN (meal assistance, toileting, dressing); vital signs; bathing assistance; equipment checks/assist with retrieval; high touch surface area cleaning

**Group C: Licensed Registered Nurses who can act as a Support Nurses:** [Click here to sign up](#). These are UMMC-based roles only. Once your request is submitted, you will be paired with an area to support and contact. If you have any questions, please contact Alison Winter-Lai: [alison.winterlai@umm.edu](mailto:alison.winterlai@umm.edu), 410-303-5304.

- **What to expect:** Provide direct patient care tasks and functions that support the work of the nursing unit or operational department
- **Examples:** Assist with Q2 turns; skin assessments; restraint assessments; responding to alarms; medication administration

The partnership between UMMS, UMB and FPI plays a critical role in our ability to respond to the COVID-19 pandemic and will help us leverage our collective human resources to strengthen and support our hospital teams. On behalf of the UMMS leadership team, our colleagues, and our patients, we are grateful to you for considering participation in this program and volunteering to support the Home of the Brave!

**Jon Burns**

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