



# INCM Volunteer Program CPC Information

Updated April 2019

Thank you for your interest in the INCM Volunteer Program. Please read the following information thoroughly before filling out an application. If you have further questions, please contact [volunteer.coordinator@incm.org](mailto:volunteer.coordinator@incm.org)

The Volunteer Application for CPC20 will be open May 1 - August 31, 2019.

Website References:

[INCM.org](http://incm.org)

[childrenspastorsconference.com](http://childrenspastorsconference.com)

[Caribe Royale Convention Center - Orlando](#)

*If anyone serves, they should do so with the strength God provides, so that in all things God may be praised through Jesus Christ. To him be the glory and the power for ever and ever. Amen. (1 Peter 4:11)*

# Why does INCM Partner with Volunteers?

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## Philosophy of Volunteer Involvement

The mission of INCM is achieved through active participation of the KidMin community. We value the involvement of volunteers, contributing their unique talents, skills, and knowledge of the community to the event. Volunteers are an integral part of the ministry. Without them, INCM would be unable to offer affordable events with outstanding quality programming.

## Value of Volunteer Impact

Volunteers generate enthusiasm and interest and help create a positive image of the organization to the community. They also extend and augment the work of paid staff so staff members can focus on individual churches, ministries, providers, or people and thus bring new insights, energy, and time to the work.

The individual volunteer benefits by having the opportunity to pursue an interest and consequently gain new information, develop new skills, or enhance existing knowledge. Volunteers form leadership and social skills as they interact with paid staff, attendees, speakers, providers, and other volunteers. They develop personal pride and satisfaction as they help. Greater enthusiasm and rapport develops when volunteers share their enthusiasm for the work they are doing and the organization they are affiliated with, often encouraging others to become involved. Volunteer involvement strengthens community and promotes change.

## What do Volunteers do?

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### Staff vs. Volunteer

The INCM Staff and Volunteers come together at INCM to work toward achieving the mission, goals, and objectives of the Children's Pastors Conference (CPC). Both contribute in significant ways and Volunteers are seen to complement the work done by paid staff. We value the experience and insights of volunteers and encourage feedback about the event, processes, and programs. You will receive a job description from the volunteer coordinator once accepted.

### Competencies

An individual must be proficient and have a clear understanding in each of the competencies listed below to successfully perform the responsibilities of an INCM Volunteer.

#### Serve

- Shows care and concern to all you are asked to serve.
- Ask questions in order to understand the need.
- Use policies and information in order to exceed expectations.
- Find and use the right resources (people, equipment, tools) at the right time in order to resolve a request.

#### Judgment:

- Recognize what might be a problem and inform those who can correct it.
- Make effective choices- Use the procedures and policies set by INCM to make a good choice.
- Evaluates each situation individually and makes decisions and involve others when needed.

#### Planning and Improvements:

- Accepts responsibility and meets expectations for own work.
- Identifies steps needed in order to carry out work as required.

#### Execution and results:

- Make sure work is prioritized and done correctly.
- Make a consistent effort to get best results.
- Work within the timeframe outlined.
- Takes action in order to solve problems so work can be completed in a timely mannered.

#### Ethics and compliance:

- Show integrity and ethical behavior in all situations.
- Perform to ethical standards
- Follow INCM's policies and procedures.
- Report any issues promptly.

# INCM Overview

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## INCM Mission

INCM exists to connect children's ministry leaders to training, resources, and community.

## INCM Statement of Faith

International Network of Children's Ministry subscribes to the following Statement of Faith formulated by the National Association of Evangelicals:

1. We believe the Bible to be the inspired, the only infallible, authoritative Word of God.
2. We believe that there is one God, eternally existent in three persons: Father, Son, and Holy Spirit.
3. We believe in the deity of our Lord Jesus Christ, in His virgin birth, in His bodily resurrection, in His ascension to the right hand of the Father, and in His personal return in power and glory.
4. We believe that for the salvation of lost and sinful man, regeneration by the Holy Spirit is absolutely essential.
5. We believe in the present ministry of the Holy Spirit by whose indwelling the Christian is enabled to live a godly life.
6. We believe in the resurrection of both the saved and the lost; they that are saved unto the resurrection of life and they that are lost unto the resurrection of damnation.
7. We believe in the spiritual unity of believers in our Lord Jesus Christ.

## INCM Vision

Shape the future of the Church by connecting all who champion the discipleship of children.

## INCM Values

- Biblically Focused
- Courageous in Mission
- Passionate in Service
- Collaborative in Strategy
- Integrity in Operation
- Champion the Community

## Representing INCM

As a volunteer at an INCM event, you become an INCM teammate and are expected to conduct yourself in such a manner that represents the mission, vision, and values as stated above. Over fifty different denominations can be represented at our conferences. Please respect this diversity and refrain from any comment or action that could possibly offend a denominational directive.

## Customer Service

INCM's ministry exists to serve the KidMin community at large. At CPC over forty (40) denominations are represented at the conference. Please respect this diversity and refrain from any comment that could possibly offend a denominational distinctive. This may include attendees, resource providers, speakers, or volunteers at any given time. We are committed to taking excellent care of the community God has given us to serve. Our values always guide our interactions. Excellent customer service is vital to our success. Here is an idea of the type of customer service INCM expects of our volunteers:

1. Start with "Yes!" (*Unity Focused, Excellence*)
  - We always begin our interactions with a positive response - "Yes, I am here to help!" "Yes! It's a pleasure to help you with this!"
2. Solutions Mindset (*Adventurous, Unity Focused*)
  - We are dedicated to solving the problem our community member is feeling or experiencing. If we don't know something, we don't hesitate to find the person who does.
3. Confetti Culture! (*Pastoral, Scriptural, Hospitable*)
  - Like confetti, we express celebration and excitement for the person we are helping, and we make sure that the joy of that experience sticks with them for a while (like confetti!).
4. Unexpected Attention (*Excellence, Hospitable, Unity Focused, Scriptural*)
  - We are committed to a timely response, attention to detail, and excellent follow-up whenever possible!

## Interactions

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### Public Appearance & Dress Code

We do require a dress code. It serves to help our attendees and the volunteer staff quickly and easily identify one another. Volunteer T-shirts will be provided to each volunteer staff member upon check-in. ***It is a requirement to wear these shirts every day you serve.*** Business casual slacks, capris, skirts, or nice jeans (denim should be free from holes, frays, or extreme fade) are acceptable bottoms. Be sure to wear comfortable shoes!

### Relationships

**Volunteer-Attendee Relationship:** While a volunteer is serving in a position during the event, we ask that your main focus stay on the responsibility assigned to you as a volunteer. We understand that there are teammates, friends, and family attending, but not all will be serving as a volunteer together. Please feel free to engage in brief conversation, but remain focused on the task at hand.

**Volunteer-INCM Staff Relationships:** The INCM staff team is a small but mighty bunch. Each employee carries a large amount of responsibility for various areas of the event. INCM staff LOVES the volunteer team and would love to have time to sit and visit as often as possible. Please understand that as the organization responsible for the event, they simply may not have the time they know you deserve. Also, please respect the privacy of operations that happen inside the INCM on-site event office.

**Volunteer Relational Boundaries and Impressions:** INCM expects all volunteers to uphold the value of Christ-centered relationships and boundaries while serving at CPC. We have a mix of married and single volunteers serving together, therefore we ask that you only socialize in groups of 3 or more to avoid actions or appearances that might misrepresent an intent. Inappropriate or suggestive behaviour will not be tolerated at any level, and will be grounds for dismissal. The Volunteer program is designed with team support in mind.

### Confidentiality

Depending on the area of service, volunteers may come into contact with attendees, speakers, providers, or other volunteers personal and confidential information. INCM expects and requires all volunteers to commit to complete confidentiality in this area. By agreeing to volunteer you understand that no information should ever be copied or shared. Access to this type of information is limited, and provided only for the purposes of accomplishing the role you may have been asked to fulfill.

Any time printed personal or payment information needs to be discarded, please bring the item to the INCM on-site office to be shredded.

## Supervision & Support

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### Volunteer Coordinator

Because the INCM staff team is so small, we rely heavily on the leadership of a key volunteer to oversee the volunteer team. The Volunteer Coordinator is deeply involved with the planning, design, assignment, and execution of all aspects of the volunteer program. This person works in conjunction with the INCM Staff and has been given authority & respect from the INCM team to lead the volunteer team at CPC.

## Lead Volunteers

The volunteer team is categorized into different groups based on responsibility and program design. Each group has a Lead Volunteer (also called “Team Lead”). The Lead Volunteers are hand-selected by the INCM staff and are involved in the planning, design & execution of the event. INCM trusts these leaders and has given them the authority to make decisions and lead their team. Lead Volunteers report directly to the Volunteer Coordinator.

## Benefits

The event would not be possible without the dedication and service of the volunteer team members. INCM hopes to honor your service by offering benefits to express our gratitude.

First of all, we encourage you to participate in the event when possible. Because of the schedule required of some roles, not everyone will be able to participate in the conference at the same level. Benefits can differ based on schedule and level of responsibility assigned.

- **Travel** - Volunteers are responsible for their own airfare & arrangements to and from the conference, as well as ground transportation. Lead volunteers are eligible to have a portion of their airfare expenses reimbursed by INCM.
- **Housing** – Housing is included for the length of your volunteer serving schedule. (note: incidentals not covered). Based on your answer on the application, INCM may arrange your lodging and assign you a roommate, or you may need to make your own reservation within the official Event Room Block. INCM pays the hotel directly, and not the volunteer for any approved nights. If a volunteer receives hotel benefit but is making their own reservation, INCM will coordinate with the hotel to reduce your final bill before you check out. INCM reserves non-smoking, double-occupancy rooms (2-Queen bed suites) only. Volunteers will receive room/roommate assignments no later than 14 days prior to the start of the event.
- **Meals** - Meals are covered by INCM during all volunteer shifts. Details regarding your shifts will be provided in the agreement, and should be reviewed before signing.
- **Conference Registration & Signed Agreement** - All accepted volunteers will receive an official agreement from INCM. You will not be confirmed as an official part of the program until both the agreement is signed and returned, and you have registered for the event at the reduced volunteer rate of \$99 (\$230 savings). INCM requires registration for all Volunteers to help offset the Digital resource (Experience Kit), housing and meal costs to all who serve. Registration helps INCM understand the volunteer’s level of commitment to the event, and their recognition of the benefits they receive.
- **T-Shirts** - Two Volunteer Conference T-Shirts are provided for you to keep and wear as your uniform while serving.
- **Digital Resources** -INCM encourages volunteers to attend as much of the event as possible while on site depending on their assignment and work schedule. A digital Experience Kit (digital downloads of conference training) will be sent to all volunteers who complete the program in good standing. INCM works to deliver the Experience Kit within 6 weeks of the event end date.
- **Life long friendships!** Meet hundreds of leaders sharing your same passion.

## Devotions/Spiritual Care/Pastoral Care

INCM’s heartbeat is to shepherd and love the Kidmin community. The INCM Staff cares deeply about each volunteer and prays for the team constantly. During the event, you may be asked to participate in daily devotional and prayer time with your team. Our desire is to give space for the volunteer team to engage in meaningful time with the Lord as a team.

## Teambuilding & Fellowship

The volunteer team is made up of over 100 people from all walks of life and currently represents 20 different states. This presents opportunities throughout the years to build friendship and camaraderie. INCM works hard to schedule at least one gathering at the event when the entire volunteer and INCM staff team can be together. Please make every effort to attend this time.

A closed facebook group has been created for the team. Once an agreement is signed, you will be added to the group. This is a great place to find information about each other, the event, and the INCM staff. Please use this platform to share information and prayer requests, make comments, and build relationships.

## Program Evaluation

Each member of the team will be given a post-event survey to complete. It includes questions about the event, the volunteer program, lead volunteers, location, and arrangements. INCM takes this feedback very seriously and asks that you respond honestly. Please complete the survey within 7 days of receiving the request.

## Cancellation Policy

If the need to cancel arises, it is the Volunteer's responsibility to send an email notice of cancellation to [volunteer.coordinator@INCM.org](mailto:volunteer.coordinator@INCM.org) and receive an email response confirming the receipt of your notice. If INCM does not confirm within 3 days that they received your cancellation, it is the responsibility of the volunteer to follow-up with a phone call to INCM to confirm. If a Volunteer cancels within forty-five (45) days or less of the conference date, the Volunteer shall be responsible to return any travel, lodging, and/or stipend money already received from INCM. If Volunteer cancels within five (5) days of the conference date, the Volunteer may be responsible to reimburse INCM for travel or lodging expenses and/or cancellation fees incurred on the Volunteer's behalf.

If a weather-related situation or any act of God causes volunteers to be stranded at the conference location, INCM may be able to assist volunteers with extending their hotel stay, however, INCM cannot be responsible to pay for or reimburse for those expenses. Volunteers will be responsible for their own additional meal and travel expenses.

## Separation & Dismissal

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Based on our commitment to being a shepherding influence and an independent connecting platform, INCM reserves the right to terminate a volunteer's involvement in our programs who exhibit traits not aligning with the ministry values. Dismissal of a volunteer will occur only as a last resort, and will generally take place following progressive disciplinary actions where possible. Immediate dismissal of a volunteer may occur in extreme cases.

### Progressive Discipline

INCM will document all performance concerns and incidents which may serve as grounds for dismissal. The process may include a Team Lead, Volunteer Coordinator, or INCM staff member.

Some progressive disciplinary actions may include:

- Personal, private conversation/counsel
- Verbal warning
- Written warning
- Suspension of the volunteer from the position

Subsequent to dismissing a volunteer, a letter will be sent to the volunteer, and all INCM staff will be notified.

### Reasons for Immediate Dismissal

Reasons for immediate dismissal may include:

- Illegal, violent, or unsafe acts
- Failure to respect the authority of the Team Lead, Volunteer Coordinator, or INCM staff members
- Failure to perform volunteer duties as agreed
- Gross misconduct
- Theft of property or misuse of organizational funds, equipment, or materials
- Being under the influence of illegal drugs or alcohol while performing volunteer duties
- Abuse or mistreatment of others (including other volunteers, speakers, providers, INCM staff, and/or venue or hotel staff)

# Training

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## Written Training Documents

INCM will provide basic training documents for each position before the event. If a volunteer is responsible for more than one position, they will receive multiple documents. Every team member will receive an additional training document relative to the location itself: emergency protocols, evacuation plans, floor plans, and any other location-specific information. It is the responsibility of the volunteer to familiarize themselves with the information and ask clarifying questions when needed.

## On-the-Job Training

Once the volunteer team is on-site, INCM has set aside a time of training & fellowship. Attendance is mandatory to participate in the volunteer team. Volunteers will receive hands-on training in their specific areas and will cross train as needed. A tour of the facility will be given and there will be ample time to ask questions. This on-site training is vital to the learning experience. Please take time to prioritize this into your schedule. The teams will each have time to meet together, and the entire team (including the INCM staff team) will have a time of getting to know each other. This camaraderie is great for a team that is spread across the country. It's a chance to meet your Facebook friends face-to-face.

## Peer Training

Those volunteers who are new to the program and/or feel they would like additional training may be partnered with a volunteer who has served in their position before. This is a great opportunity for you to gain helpful insights to use when performing the task on your own.

# Forms

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## Agreements

Each volunteer will be asked to sign an agreement with INCM. The agreement serves to establish good communication and clear expectations between the parties. It is offered with a spirit of Christian partnership. It is the volunteer's responsibility to read, understand, and ask questions about the agreement before signing. It is a legal binding agreement and should be reviewed carefully and prayerfully by both parties.

## Photo & Bio

INCM asks that each volunteer provide a headshot or selfie with a brief bio, 50 words or less, when filling out the application. INCM will use this information internally for information and prayer.

## Job Description

A job description will be provided for each of the positions assigned to you at the time of the agreement. A more extensive training document with explicit instructions will be provided as the event nears. Please review the document before agreeing to the responsibilities.

## Itinerary

Ideally, 3 weeks before the start of the event, INCM will send each volunteer an itinerary outlining the time they're expected to check-in to serve, training schedule, meal plan (if applicable), hotel assignment (if applicable), a basic schedule, and important contact phone numbers. Please review it for accuracy within 48 hours of receiving it and notify INCM right away if a change is needed.

## Deadlines

Volunteers must respect deadlines INCM assigns for returning paperwork, information, surveys, or any other items. A volunteer who is delinquent in returning any requested information after 3 requests by INCM may be relieved of their position and removed from the program.



## Volunteer Role Descriptions

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There are many different volunteer roles available; suited for every age (18+ up), physical abilities, gifts & talents. While flexibility is always needed, we want you to serve in a place you are gifted in and will enjoy!

Basic volunteer descriptions are available below. Upon assignment, you will receive a detailed description for review before signing an agreement. Please be sure to list any physical limitations and special gifts & talents on the application.

### AV/Tech Team Members

- **Responsibilities** - Setup & teardown, calibrate, record, troubleshoot, monitor and maintain audio and video equipment. Distribute and move equipment between rooms. Record sessions and turn in the SD cards to be edited.
- **Physical Requirements** - Must be physically able to move or lift heavy equipment and be able to stand and/or walk for long periods of time.
- **Experience** - A basic knowledge of computers, microphones, screens & projectors, and A/V equipment.

### Registration Team Members

- **Responsibilities** - Unpack and set-up for conference check-in. Greet and check-in attendees. Assist attendees with retrieving their name tags, lanyards, handbooks, buttons, and t-shirts. Guest Services includes answering questions, lost & found, and customer service.
- **Physical Requirements** - Some lifting, standing, sitting, and walking.
- **Experience** - A welcoming smile and hospitable personality is a must! Knowledge of, or willingness to learn ipads for electronic check-in is important.

### Hosts (Breakout, Coaching, Networking, Volunteer Counter & Resource Center)

- **Responsibilities** - Welcome and check-in those in your care- attendees, presenters, resource providers or coaches. Distribute needed materials, communicate with A/V team, assist people as needed. Answer questions, give directions & love people.
- **Physical Requirements** - Varying degrees of standing, sitting, and walking. Some light lifting.
- **Experience** - A welcoming smile and hospitable personality is needed.

### Meals Team & Assistants

- **Responsibilities** - Assist the Meals Coordinator with shopping, preparation of meals & coffee, maintaining cleanliness of the Hospitality Suite, refreshing supplies, pick up or meet food deliveries. Greet and love those who come to eat!
- **Physical Requirements** - Some lifting, standing, sitting, and walking.
- **Experience** - A welcoming smile and hospitable personality would be a gift- especially during the early morning & late evening hours.

### Store & Media Sales Team Members

- **Responsibilities** - Assist attendees with purchases of both Store Merchandise and Digital Downloads. Set up and tear down of the CPC Store. Assist attendees with purchases. Process credit cards and make change on cash sales.
- **Physical Requirements** - May need to move merchandise supplies. Some standing, sitting, and walking.
- **Experience** - Knowledge of ipads & Shopify, and cash handling are helpful.

### General Session Team

- **Responsibilities** - Prepare ballroom for each general session and monitor the doors as attendees enter for general sessions. Assist with prayer experience and other tasks as needed before, during and after General Sessions.
- **Physical Requirements** - Some lifting, standing, sitting, and walking.
- **Experience** - Be welcoming and hospitable. Energy & enthusiasm to greet a crowd.

# Workplace Safety

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## Volunteer’s Bill of Rights

Volunteers have a right to:

- feel safe while serving
- information & training about your specific position
- feel valued
- be respected as part of a team, not free labor
- ask questions & receive answers quickly
- competent management, direct supervision & ongoing support
- resources necessary to carry out your specific position
- an inclusive culture that does not discriminate

## Florida’s Volunteer Protection Act

See item “A” in Resources in the back of the book.

## Florida’s Good Samaritan Law

See item “B” in Resources.

# Resources

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## A – Florida’s Volunteer Protection Act

*Title XLV Chapter 768*

*(1) Any person who volunteers to perform any service for any nonprofit organization, including an officer or director of such organization, without compensation from the nonprofit organization, regardless of whether the person is receiving compensation from another source, except reimbursement for actual expenses, shall be considered an agent of such nonprofit organization when acting within the scope of any official duties performed under such volunteer services. Such person, and the source of any such compensation, if the volunteer is not acting as an agent of the source, shall incur no civil liability for any act or omission by such person which results in personal injury or property damage if:*

- (a) Such person was acting in good faith within the scope of any official duties performed under such volunteer service and such person was acting as an ordinary reasonably prudent person would have acted under the same or similar circumstances; and*
- (b) The injury or damage was not caused by any wanton or willful misconduct on the part of such person in the performance of such duties.*

*\* For purposes of this act, the term “nonprofit organization” means any organization which is exempt from taxation pursuant to 26 U.S.C. s. 501, or any federal, state, or local governmental entity.*

*\* For purposes of this act, the term “compensation” does not include a stipend as provided by the Domestic Service Volunteer Act of 1973, as amended (Pub. L. No. 90-113), or other financial assistance, valued at less than two-thirds of the federal hourly minimum wage standard, paid to a person who would otherwise be financially unable to provide the volunteer service.*

*(2) Except as otherwise provided by law, if a volunteer is determined to not be liable pursuant to subsection (1), the nonprofit organization for which the volunteer was performing services when the damages were caused shall be liable for such damages to the same extent as the nonprofit organization would have been liable if the liability limitation pursuant to subsection (1) had not been provided.*

*(3) Members of elected or appointed boards, councils, and commissions of the state, counties, municipalities, authorities, and special districts shall incur no civil liability and shall have immunity from suit as provided in s. 768.28 for acts or omissions by members relating to members’ conduct of their official duties. It is the intent of the legislature to encourage our best and brightest people to serve on elected and appointed boards, councils, and commissions.*

*(4) This section may be cited as the “Florida Volunteer Protection Act.”*

## B – Florida’s Good Samaritan Law

*Title XLV Chapter 768*

*768.13 Good Samaritan Act; immunity from civil liability-*

*(1) This act shall be known and cited as the “Good Samaritan Act.”*

*(2) (a) Any person, including those licensed to practice medicine, who gratuitously and in good faith renders emergency care or treatment either in direct response to emergency situations related to and arising out of a public health emergency declared pursuant to s. 381.00315, a state of emergency which has been declared pursuant to s. 252.36 or at the scene of an emergency outside of a hospital, doctor's office, or other place having proper medical equipment, without objection of the injured victim or victims thereof, shall not be held liable for any civil damages as a result of such care or treatment or as a result of any act or failure to act in providing or arranging further medical treatment where the person acts as an ordinary reasonably prudent person would have acted under the same or similar circumstances.*

*2 (b) 1. Any health care provider, including a hospital licensed under chapter 395, providing emergency services pursuant to obligations imposed by 42 U.S.C. s. 1395dd, s. 395.1041, s. 395.401, or s. 401.45 shall not be held liable for any civil damages as a result of such medical care or treatment unless such damages result from providing, or failing to provide, medical care or treatment under circumstances demonstrating a reckless disregard for the consequences so as to affect the life or health of another.*

*2 (b) 2. The immunity provided by this paragraph applies to damages as a result of any act or omission of providing medical care or treatment, including diagnosis:*

*(b) (2) a. Which occurs prior to the time the patient is stabilized and is capable of receiving medical treatment as a non-emergency patient, unless surgery is required as a result of the emergency within a reasonable time after the patient is stabilized, in which case the immunity provided by this paragraph applies to any act or omission of providing medical care or treatment which occurs prior to the stabilization of the patient following the surgery.*

*(b) (2) b.. Which is related to the original medical emergency.*

*2 (b) 3. For purposes of this paragraph, "reckless disregard" as it applies to a given health care provider rendering emergency medical services shall be such conduct that a health care provider knew or should have known, at the time such services were rendered, created an unreasonable risk of injury so as to affect the life or health of another, and such risk was substantially greater than that which is necessary to make the conduct negligent.*

*2 (b) 4. Every emergency care facility granted immunity under this paragraph shall accept and treat all emergency care patients within the operational capacity of such facility without regard to ability to pay, including patients transferred from another emergency care facility or other health care provider pursuant to Pub. L. No. 99-272, s. 9121. The failure of an emergency care facility to comply with this subparagraph constitutes grounds for the department to initiate disciplinary action against the facility pursuant to chapter 395.*

*2 (c) 1. Any health care practitioner as defined in s. 456.001(4) who is in a hospital attending to a patient of his or her practice or for business or personal reasons unrelated to direct patient care, and who voluntarily responds to provide care or treatment to a patient with whom at that time the practitioner does not have a then-existing health care patient-practitioner relationship, and when such care or treatment is necessitated by a sudden or unexpected situation or by an occurrence that demands immediate medical attention, shall not be held liable for any civil damages as a result of any act or omission relative to that care or treatment, unless that care or treatment is proven to amount to conduct that is willful and wanton and would likely result in injury so as to affect the life or health of another.*

*2 (c) 2. The immunity provided by this paragraph does not apply to damages as a result of any act or omission of providing medical care or treatment unrelated to the original situation that demanded immediate medical attention.*

*2 (c) 3. For purposes of this paragraph, the Legislature's intent is to encourage health care practitioners to provide necessary emergency care to all persons without fear of litigation as described in this paragraph*

*2 (d) Any person whose acts or omissions are not otherwise covered by this section and who participates in emergency response activities under the direction of or in connection with a community emergency response team, local emergency management agencies, the Division of Emergency Management, or the Federal Emergency Management Agency is not liable for any civil damages as a result of care, treatment, or services provided gratuitously in such capacity and resulting from any act or failure to act in such capacity in providing or arranging further care, treatment, or services, if such person acts as a reasonably prudent person would have acted under the same or similar circumstances.*

*(3) Any person, including those licensed to practice veterinary medicine, who gratuitously and in good faith renders emergency care or treatment to an injured animal at the scene of an emergency on or adjacent to a roadway shall not be held liable for any civil damages as a result of such care or treatment or as a result of any act or failure to act in providing or arranging further medical treatment where the person acts as an ordinary reasonably prudent person would have acted under the same or similar circumstances.*

Thank you again for your interest in the Volunteer program. Each year we have more volunteers than we have positions so the sooner we receive your application, the better! A phone interview may be requested, especially if this is your first time serving with INCM. Click [here to apply](#).