



VOLUNTEER FAQs

What is it?

The North Dakota Mission of Mercy (NDMOM) is a large-scale, two-day, professional dental clinic that provides donated care to any patient with urgent dental needs. The clinic is intended for those that have barriers to care for whatever reason and do not have a dental home. About 30 state dental associations have sponsored MOM's. The North Dakota Dental Association initially partnered with the Minnesota Dental Association in its first MOM in Moorhead, MN in 2016. In 2018, the second event was held in Bismarck where over 900 patients were treated by some 110 dentists, 200 allied dental professionals, and 250 lay volunteers. Over \$550,000 of donated care was provided at the 2018 event.

Another MOM event was scheduled in 2020 but was postponed due to the Covid-19 pandemic. The safety of all volunteers and patients was and is our top priority. All NDMOM protocols and safety procedures are being reviewed and we are closely monitoring all federal, state, and local COVID-19 standards in addition to guidance from the American Dental Association. We have a group of experts from the ND State Health Department that regularly consult with us regarding our protocols and revised planning. The changes include increased space for each department in addition to more space between departments, increased dental chair distancing, aerosol management efforts, hand sanitation stations, appropriate PPE for volunteers and required face coverings for all, including volunteers and patients.

When and where is it?

Bismarck Event Center
315 S 5th St
Bismarck, ND 58402

Set-up Day: Thursday, September 30, 2021

Clinic Days: October 1-2, 2021

Clinic Hours: 5:30AM-5:00PM

Where do I stay?

When making reservations, mention “ND Mission of Mercy”:

Radisson Hotel Bismarck (Headquarters Hotel) 701-255-6000
Ramkota Hotel and Conference Center Bismarck 701-258-7700
Expressway Suites Bismarck 701-222-3311

How do I register online to volunteer?

On about July 6, 2021, online registration will open at this link:
<https://www.rsvpbook.com/ndmom2021>

What is the minimum age for volunteers?

Due to liability reasons, volunteers must be at least 18 years of age.

What services will be provided?

- Cleanings
- Fillings
- Extractions
- Root canals
- Oral health education
- Pediatric dentistry
- X-rays
- Limited number of partials

What services will NOT be provided?

- Bone grafting
- Braces
- Crowns
- Dentures
- Extraction of unerupted wisdom teeth
- Gum surgery
- Implants
- Narcotics
- Tooth whitening (bleaching)

What can volunteers and patients expect at the ND Mission of Mercy?

Our goal is to treat as many people as we can while placing a priority on relieving dental pain and treating infections. Patients will begin with registration before they are assessed in Medical Triage. Patients need to be healthy and able to medically tolerate treatment in this special setting.

Patients that are not vaccinated for Covid-19 may be required to take a rapid Covid-19 screening test. Patients will then be dentally screened in Dental Triage to determine their patient's most urgent need. To treat as many patients as possible, treatment is limited to the patient's most critical need. Once urgent treatment is complete, patients may get back in line for additional treatment if we are still accepting patients for the day.

The safety of all volunteers and patients is the top priority for NDMOM. All NDMOM protocols and safety procedures are being reviewed and the clinic layout has been amended to ensure proper distancing.

If I am unable to commit to volunteer for both days or a full day, can I volunteer for a half day?

Yes! There are several shift options available. You can volunteer anywhere from a half-day shift to the whole weekend and/or help with clinic set-up.

Will there be food available for volunteers?

Yes, breakfast, lunch, snacks, and beverages are provided for volunteers.

What are the qualifications to volunteer?

All DDS volunteers must be licensed by the North Dakota State Board of Dental Examiners if providing dental services. If the volunteer dentist has an active out-of-state license, application for a volunteer license to provide services for the Mission of Mercy must be made and granted. See the out-of-state volunteer license application form and requirements here:

<https://www.nddentalboard.org/practitioners/Dentist/Volunteer.asp> Dental professional volunteers will be required to attest to their licensure. All volunteer license requirements of the ND State Board of Dental Examiners must be met for clinical professionals to provide care to patients. Please submit your application no later than September 1, 2021, so that you may receive confirmation in time for the event.

Dental hygienists providing clinical hygiene services must be licensed in North Dakota. There is currently no provision in North Dakota for a volunteer dental hygiene license for out-of-state dental hygienists. Dental assistants providing expanded duties that are defined by the Board must be registered to provide those duties in North Dakota. There is no provision in ND for a volunteer registration for out-of-state dental assistants. Out-of-state dental assistants or dental hygienists providing basic chairside dental assisting duties may volunteer without submitting any volunteer application to the Board.

What should I wear?

Dental professionals will be provided with a scrub top. All other general volunteers will receive t-shirts. Shirts or scrubs will be provided for each day worked. Shirts or scrubs will be provided when you sign-in at the beginning of your shift. Disposable gowns will be provided for dental professionals as needed. It's recommended to wear comfortable shoes and closed-toe shoes are requested.

What should I tell individuals who are interested in receiving services at the event?

Patients will be seen on a first come, first serve basis. Patients who are in pain often have an accompanying infection. The patients most urgent need is assessed, and consent is obtained. Patients are evaluated by medical professionals and if not deemed healthy enough to receive treatment, are referred for other options. NDMOM does not want anyone to wait until the event to seek critical dental or medical attention, as delaying could lead to more serious consequences. While the goal is to be able to treat as many patients as possible while following safety protocols and proper distancing, there is no guarantee of treatment. Every attempt will be made to care for those who are present. Any patients with post-op complications within the month following the event will be referred to local dentists that have agreed to see patients. Patients are informed that there is no professional relationship established with the treating dentists.

I'm not a dental professional. How can I help at the NDMOM?

NDMOM needs about 200 non-dental volunteers for the following job shifts:

- Patient Registration
- Volunteer Registration
- Hospitality
- Patient Ambassadors (escort patients through departments)
- Parking
- Physicians & Nurses

As a dental professional, can I earn continuing education (CE) credits for volunteering?

Volunteering at the NDMOM is **not** allowable as CE credit by the ND State Board of Dental Examiners.

Do I need liability insurance to treat patients at the NDMOM?

While it is likely most dentists already have professional liability insurance that covers their participation in volunteer events like Mission of Mercy, all volunteers are covered by a separate event policy purchased by the NDMOM for general and professional liability.

Can I work with my dental team?

Dental teams are encouraged to volunteer together. If you wish to volunteer with a specific person, please sign up for the same shift and meet on-site to work together. Dentists and assistants who do not have someone to practice with will be paired with another volunteer on-site. For liability reasons, all volunteers individually must register online and certify and attest that they have read the Volunteer Waiver and Release Form.

Where do I go first at the event?

All volunteers must check in at Volunteer Registration just inside the East Door of the Bismarck Event Center before entering the clinic or breakroom. Volunteers will receive their name badge, t-shirt/scrub, and general orientation. In the weeks leading up to the event, volunteers will receive emails from NDMOM as well as their individual Department Lead that will explain protocols and answer questions about equipment/materials.

Is there anything I should bring or not bring?

Please leave your personal belongings at home or locked in your vehicle. We do not have a secured area for personal belongings and want to avoid tripping hazards on the clinic floor. **Please do not bring latex gloves or anything containing latex** as some volunteers/patients may be allergic to latex. Eating/drinking is prohibited in clinic operatory areas and break/meals rooms will be provided for volunteers. Although most commonly used equipment and materials will be provided, dental teams are encouraged to bring special materials or instruments that help them more comfortably and efficiently provide care.

Who should I contact if I have questions?

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