



Greater Sullivan County

MEDICAL RESERVE CORPS

VOLUNTEER HANDBOOK

Updated July 27, 2010

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Welcome

Dear Greater Sullivan County Medical Reserve Corps Volunteer,

On behalf of the Medical Reserve Corps (MRC), welcome and thank you for joining our volunteer team.

The Greater Sullivan County Region covers the towns of Acworth, Charlestown, Claremont, Croydon, Goshen, Langdon, Lempster, New London, Newbury, Newport, Springfield, Sunapee, Sutton, Unity, and Wilmot, New Hampshire; however, our volunteers come from many towns throughout New Hampshire. Our community Partners include two major hospitals, New London Hospital and Valley Regional Hospital in Claremont, as well as other organizations such as the VNA, Hospice, Schools, Funeral Homes, and Faith Communities.

Volunteers are needed to donate their time and talents to help local citizens in major emergencies and/or disasters, as well as support local health initiatives. We need volunteers to accomplish all of our goals. Thank you so much for making the MRC part of your volunteer activities.

This handbook was created to provide you with information that will help to maximize your volunteer experience. Please take the time to read through it and refer back to it as questions arise.

Always feel free to contact The Greater Sullivan County Medical Reserve Corps for additional information or to pass along suggestions or comments. The Greater Sullivan County MRC Director can be reached at mrc@sullivancountynh.gov or (603) 398-2222.

Once again, welcome to the Greater Sullivan County MRC!

About This Handbook

Your enrollment and orientation are important first steps to an exciting and rewarding volunteer experience which offers a variety of opportunities to serve your community. The following pages describe the benefits to our volunteers, in addition to policies and procedures that provide a framework for the services we deliver.

The information in this handbook is extensive but not complete. Each position has policies and procedures specific to the function you will perform.

You will learn much of the information regarding your responsibilities on the job. If you have any questions along the way, contact us at mrc@sullivancountynh.gov.

Please take the time to read this handbook carefully. Then, sign and return the documents in Appendices to the MRC office at:

5 Nursing Home Drive
Unity, NH 03743

We wish you a rewarding experience as a Medical Reserve Corps volunteer.

History of Citizen Corps/Medical Reserve Corps

Uniting Communities - Preparing the Nation

In his 2002 State of the Union Message, former President George W. Bush called on all Americans to make a lifetime commitment of at least 4,000 hours—the equivalent of two years of their lives—to serve their communities, the nation and the world. President Bush announced the creation of **USA Freedom Corps** to help Americans answer his call to service and to foster a culture of service, citizenship and responsibility.

More recently, in early June of 2009, President Barack Obama sent a similar call to action, with his nationwide service initiative **"A New Call To Service."** President Obama also declared September 11th as a National Day of Service.

Sponsored by the Office of the Surgeon General, the **Medical Reserve Corps** coordinates its efforts with several groups and has multiple affiliates. The MRC is a specialized component of [Citizen Corps](#), a national network of volunteers dedicated to ensuring hometown security. Citizen Corps, along with AmeriCorps, Senior Corps, and the Peace Corps are part of the President's [USA Freedom Corps](#), which promotes volunteerism and service throughout the nation.

When possible, MRC units collaborate with their local Citizen Corps Council to better protect, prepare, and serve their communities. Other components of Citizen Corps include the programs [USA on Watch](#), [Volunteers in Police Service \(VIPS\)](#), [Fire Corps](#), and [Community Emergency Response Team \(CERT\)](#).

Our partner organizations throughout the region have the common goal of helping the community prevent, prepare for and respond to crime, disasters, pressing public health needs and emergencies of all kinds.

Volunteers are key to making our community a safer place to live. We look forward to working with you in this important community effort.

Greater Sullivan County Medical Reserve Corps

Mission of the Sullivan County Medical Reserve Corps

Engaging volunteers to strengthen public health, emergency response and stimulate community resiliency.

National Office of the Civilian Volunteer Medical Reserve Corps [OVCMRC] Mission Statement:

To improve the health and safety of communities across the country by organizing and utilizing public health, medical and other volunteers to support medical response locally and throughout the State

Vision Statement

The vision of the Greater Sullivan County Medical Reserve Corps is to enhance the regional medical and emergency response capability.

Benefits to the Community

Major local emergencies can overwhelm the capability of first responders, especially during the first 12-72 hours. Having citizens who are prepared to take care of themselves, their families and others during times of crisis will allow first-responders to focus their efforts on the most critical, life threatening situations.

An organized, well trained MRC unit means that volunteers can effectively respond to an emergency, are familiar with their community's response plan, know what materials are available for their use, know who their partners in the response are, and know where their skills can be utilized to their best advantage and in a coordinated manner.

An Organized Team Approach

During an emergency, communities will activate their Local Emergency Operations Plans (LEOP). These plans define how emergency personnel (fire, law enforcement, emergency medical services) will respond to and manage the emergency.

By creating a MRC unit that is linked to emergency management, the members of the MRC can truly benefit the community by knowing what their role is during an emergency, how they fit into the emergency plan, and how best to respond so that they are a positive support structure for the first responders.

Background

The Greater Sullivan County MRC, serving 15 communities in Western New Hampshire, was formed in March of 2009. It has been integrated into the local emergency management response system as a resource for the local community. The volunteer pool consists of medical and non-medical professionals within and beyond the local towns and cities of Acworth, Charlestown, Claremont, Croydon, Goshen, Langdon, Lempster, New London, Newbury, Newport, Springfield, Sunapee, Sutton, Unity, and Wilmot.

FEMA: New Hampshire State Disaster History

1953 – 05/2010

Major Disaster Declarations: 25

| | |
|------------------------|----|
| severe storms/flooding | 12 |
| coastal storms | 4 |
| ice storm | 3 |
| hurricane | 1 |
| tropical storm | 3 |
| forest fire | 2 |

1993 – 2010

Emergency Declarations: 9

| | |
|-----------|---|
| Snow | 8 |
| Hurricane | 1 |

Source:

http://www.fema.gov/news/disasters_state.fema?id=33

Although severe storms and flooding have been the cause for most of the area's Major Disaster Declarations, the potential for other disaster types is always present. It is the least expected, most unpredictable disasters that can devastate a community. During and after any major disaster, emergency response services are not likely to be able to respond immediately to everyone's needs. It could be several days before vital services are restored. As part of a trained volunteer group, you can be prepared to assist yourself, your family, friends, and neighbors.

The Greater Sullivan County MRC has developed its program by:

1. Forming a MRC Council;
2. Recruiting medical and non-medical volunteers from local hospitals, EMS, public health, and the community;
3. Creating a database containing all volunteer contact information.
4. Developing orientation, core competencies and training programs for volunteers; and
5. Creating partnerships with Emergency Management, Fire & Police First Responder Organizations, Parkland Medical Center and NH Department of Health and Human Services & Homeland Security and Emergency Management.

MRC Council

There is no limit to the number of people that may serve on the Greater Sullivan County MRC Council, nor are there any term limits. The Committee meets regularly to evaluate the current status of the unit, offer suggestions and ideas for improvement, and maintain the Strategic Plan, including goals/objectives, vision/mission statements, etc.

Results and Benefits Expected

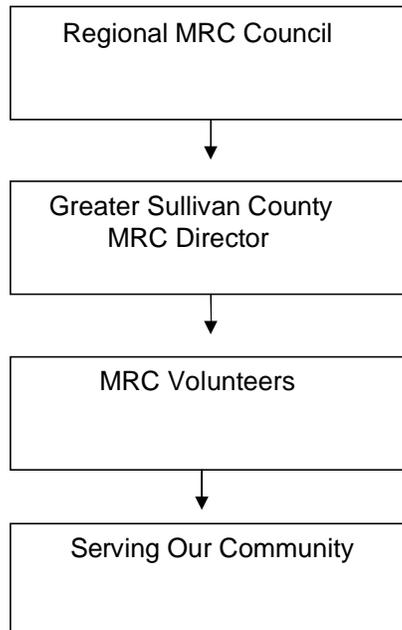
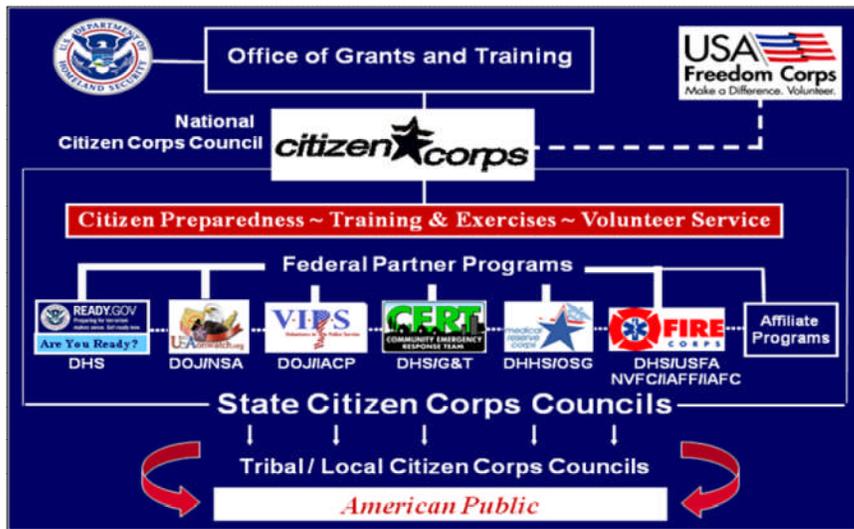


Recruitment for the MRC will be community based and managed. The MRC seeks volunteers from various professional and non-professional backgrounds, including medical and non-medical, behavioral, public health, and support staff. The MRC will offer flexibility and allow volunteers to choose their desired level of participation and commitment.

| | |
|---------------|---|
| Member | Participation in Emergency/Disaster activations only. Background check required. Completion of BASIC level trainings. (see training section) |
| Active Member | Participation in Emergency/Disaster activations and Community Health Initiatives. Background check required. Completion of ACTIVE level trainings. |

The Greater Sullivan County MRC will be incorporated into the local Emergency Operations Plan (EOP) through the Emergency Operations Center (EOC). All emergency and disaster related functions of the MRC will be initiated through the EOC. The MRC will enhance and improve the emergency medical response capacity in the community. The program will enhance the region's ability to respond to either a natural hazard or a terrorism event and be the designated volunteer corps utilized to provide surge capacity during public health emergencies. For example, responses could include staffing mass vaccination or dispensing clinics, Alternate Care Centers or triage facilities. With advance planning and identification of treatment sites, as well as identifying certified and trained volunteers, a safe, rapid, and effective response will be available in a major emergency or disaster.

General Information



Length of Service

There is no binding agreement regarding a volunteer's length of service with the Greater Sullivan County MRC. However, because of the investment of time, training and resources that the MRC will dedicate to each volunteer, it is hoped that prior to joining, potential volunteers consider whether they will be able to fully participate in the MRC program and complete the training plan.

Position Descriptions

Position descriptions will be provided before or during activation. A position description outlines the general and specific duties that will be expected. It should also outline the training requirements needed to carry out assigned duties. If for any reason a volunteer does not feel qualified to carry out a specific task, the Director should be notified immediately.

Volunteer Assignments

Volunteer applications will be submitted to the Greater Sullivan County MRC Director for approval and background check. Copies of licenses, certifications, etc. are to be provided to the Director/Coordinator in order to complete the application process. It is the responsibility of the volunteer to provide updated license and/or certification information as changes occur.

Assignments will be based on need, interest, training and credentials. The MRC unit will work closely with the local Health Officers, Emergency Managers, and emergency leaders because of their ongoing responsibilities and specific expertise to ensure that volunteers are placed in appropriate roles.

Identification

The Greater Sullivan County MRC will issue identification badges to each volunteer. An appointment can be made with the MRC Director's office to have the picture taken. All volunteers must wear their badges and keep them visible during any activation. Badges remain the property of the Greater Sullivan County MRC, and must be returned upon termination of volunteer membership. Volunteer membership may be terminated by either the volunteer or MRC unit leadership.

Volunteer Safety

All volunteers will receive safety training that is appropriate to their function in the MRC unit. It is recommended that all volunteers who may be working with patients have current immunizations, including tetanus, influenza, and hepatitis B. Members must be trained in the areas of Bloodborne Pathogens, Personal Protective Equipment, and N 95 Mask Fit Testing before deployment to a disaster area.

Maintaining Readiness

Regular training exercises are an essential element for ensuring readiness. Being ready to respond in an emergency does not just happen—readiness requires planning, organization and practice. The Greater Sullivan County MRC will have regular meetings, and participate in trainings and local drills to ensure preparedness.

While understanding that time constraints and scheduling conflicts will arise, it is anticipated that MRC volunteers will follow the basic training plan referred to in this handbook. The trainings are geared specifically to address emergency situations that a MRC volunteer may encounter when responding to either a man-made or natural disaster, and are designed to build upon the volunteer's existing expertise in their own field. The Greater Sullivan County MRC has joined the National MRC in promoting some basic, but essential, core competencies that are critical components to having a trained and ready volunteer force.

All MRC volunteers must have appropriate education, training and experience to fulfill the role of a MRC volunteer. Not all members of the MRC unit will need the same level of education and training, although there are some common elements. For example, an RN who is giving flu shots at a community requires a different level of training as the support staff handling registrations.

The MRC may be trained to staff mass vaccination or dispensing clinics, staff alternate care facilities, provide Public Health surge capacity, assist in sheltering operations, etc.

Volunteers can only be as helpful as to the extent that they have prepared their families and homes in advance for emergency situations. Preparedness is each individual's responsibility. Ensuring you are prepared at home and at work will allow you to be ready to respond when you are needed. Other sources of information on preparedness include your local Public Health Department, Department of Emergency Management, www.fema.gov and www.pandemicflu.gov. You may also check the website of the Department of Emergency Management, National Medical Reserve Corps, Ready.gov and the CDC for additional emergency preparedness information.

Training

Volunteer trainings are recorded in the Greater Sullivan County MRC database, and will assist in matching volunteers to their assignments/positions. Copies of completion records, certificates, etc. must be forwarded to the MRC Director/Coordinator for proper record keeping.

Under the National MRC structure, three areas known as Core Competencies Domains have been identified in order to build conformity in MRC volunteer training capacity. The three domains are: *Domain #1. Health, Safety, and Personal Preparedness; Domain #2. Roles and Responsibilities of Individual Volunteers; Domain #3. Public Health Activities and Incident Management.* The following training plan was created using these core competencies.

| Member and Active Level Training Requirements (to be completed within one year) | | |
|--|-------------------------|---|
| MRC New Volunteer Orientation | MRC 101 | Onsite – MRC Orientation, Hospital Orientation, Trailer/POD Orientation |
| If Healthcare Professional | ESAR – VHP Registration | http://nhlicenses.nh.gov/MyLicense%20VHP/ |
| Incident Command Systems | IS100 or HICS | http://training.fema.gov/EMIWeb/IS/IS100A.asp |
| National Incident Management System | IS700 or HICS | http://training.fema.gov/EMIWeb/IS/is700a.asp |
| Personal Preparedness & Family Readiness | IS-22 Are you Ready? | http://training.fema.gov/EMIWeb/IS/is22.asp |
| CPR/AED & First Aid | HSSFA101 | America Red Cross or American Heart Assoc. |

*Course ID numbers on www.mrc.train.org

When possible, courses will be held on-site (classroom style) at regular intervals as well as being offered on-line. Notice of scheduled on-site trainings will be posted on our website as well as e-mailed to unit volunteers. Most required courses can be accessed using www.mrc.train.org. Instructions for using this system are in the next section.

Note to Healthcare Providers:

If you are unable to commit to volunteer with GSCMRC or complete the Member Level training requirements, but wish to be available as a volunteer healthcare professional in the event of a large scale emergency, please see the following:

If you are a doctor or healthcare professional, the New Hampshire Emergency System for Advance Registration of Volunteer Healthcare Professionals (ESAR-VHP) is asking for your help. Please visit iCanHelp.NH.gov today and add your name to the list of volunteer healthcare professionals ESAR-VHP can count on in the event something catastrophic does hit New Hampshire.

WWW.MRC.TRAIN.ORG

TRAIN is a learning management system that is a centralized, searchable database of courses, web-based trainings, on-site trainings and conferences; an interconnected network that allows users to access local, state, national or international training. Users can register online for many courses, create a personal learning record, have access to continuing education credits and have access to hundreds of public health and emergency preparedness courses from nationally recognized course providers. Learn from your desk with web-based learning, web casts, and satellite broadcasts.

Note: If you are currently a user of NH.TRAIN, it is not necessary to create a new account for MRC.TRAIN. We will help you merge the two so that all of your training courses will be in the same place.

To begin:

- Go to "www.mrc.train.org"
- Click "Create Account" underneath "Login". (username and password are not case sensitive and can be changed at any time after initial login.)
- You will first need to agree to the TRAIN policies before proceeding.
- Fill out all necessary information on the subsequent pages. (Use the "Back" and "Next" buttons at the bottom of the pages and write down your User ID and Password in a secure place).

"My Learning Record" contains the following options:

- My Learning: lists courses you have registered to take.
- My Training Plan: lists courses that your MRC unit has assigned.
- Transcript: lists completed courses.
- Certificates: lists certificates awarded for certain completed courses.
- Course Archive: lists archived courses that were initiated or declined.
- My Account: shows the profile information entered upon registration.

To search for courses:

- If you know the Course ID, you can type it into the Course ID field in the bottom right hand corner of the screen labeled Search By Course ID. Or,
- Click on the "Course Search" option at the top of the screen. Here several different search options are available. Some allow you to enter your search criteria, while others contain pre-formulated search criteria.
- The Greater Sullivan County MRC will provide the course name and number of any recommended or required training in order to assist in navigating the system.

To register for courses:

Once a desired course is located, choose it by clicking on the title. This will open the course description page, where you can learn how to register for that particular course. Some trainings require additional registration outside of the MRC.TRAIN website. Follow the on-screen instructions. The Greater Sullivan County MRC will hold two trainings each year in the use of the MRC.TRAIN tool. Upcoming trainings will be announced through e-mail notices, website postings, and in our seasonal newsletter.

Emblem/Logo

The MRC logo is a legally protected service mark and trademark registered with the U.S. Patent and Trademark Office and is exclusively held by the U.S. Department of Health and Human Services. As owner of the MRC marks, logos, and banners, the U.S. Department of Health and Human Services is legally responsible for protecting its trademark, in all of its various forms and from any intentional and unintentional misuse. Specific prior approval must be obtained in writing for each individual use of the MRC logo by applying to the Medical Reserve Corps.

Anyone who receives permission to use the MRC logo incurs an obligation and fiduciary duty to maintain the integrity and consistency of the logo, marks, or banners. Use of the MRC logo without approval or in an inappropriate manner may result in legal action.

Web Site

The Greater Sullivan County MRC is on the web! Go to our web site at <http://www.medicalreservecorps.gov/detail.asp?id=1558&State=36> or view us through the GSC Public Health Network site at www.sullivancountynh.gov/publichealth

These sites will keep you updated as to training schedules, events, links, etc. Your friends, colleagues, and family can even apply to be volunteers by printing out and submitting our application form.

Newsletter

All volunteers will be able to access the Greater Sullivan MRC e-newsletter PULSE of the Region, which generally come out quarterly. This newsletter will keep you up to date on what's happening in the volunteer program.

Participation in Non-Emergency Events

MRC volunteers may be notified, in advance, when any community event may require the need for medical volunteers. These activities include vaccinations and clinics for example. MRC volunteers will have the opportunity to decline this type of involvement on their application form, and it will in no way impact their inclusion during an emergency event.

MRC Program's Responsibilities to the Volunteer

The Greater Sullivan County MRC Program will provide access to in-person and on-line training opportunities for all interested MRC volunteers.

The Greater Sullivan County MRC Program will provide appropriate equipment and supplies as needed for the volunteer, including a Greater Sullivan County MRC Volunteer Identification Badge and shirt and/or vest.

The Greater Sullivan County MRC Program will not share volunteers' contact information with outside sources. However, other MRC programs may have access to this information in the event of an emergency for coordination purposes only.

The Greater Sullivan County MRC Program will strive to provide volunteers with opportunities to work within their own fields of expertise during an emergency event.

Liability

The Volunteer Protection Act

("VPA")(codified at 42 U.S.C. § 14501 et. seq.) Provides qualified immunity from liability for volunteers and, subject to exceptions, preempts inconsistent state laws on the subject, except for those that provide protections that are stronger than those contained in the VPA.

The VPA defines a volunteer as "an individual performing services for a nonprofit organization or a governmental entity which does not receive compensation" (other than reasonable reimbursement or allowance for expenses actually incurred); or any other thing of value in lieu of compensation, in excess of \$500 per year...." 42 U.S.C. § 14506(6).

Under the VPA, a volunteer of a nonprofit organization or governmental entity is immune from liability for harm caused by an act or omission of the volunteer on behalf of the organization or entity if: (1) the act or omission was within the scope of the volunteer's responsibilities in the organization or entity; (2) if required, the volunteer was properly licensed, certified, or authorized by the appropriate state authorities for the activities or practice giving rise to the claim; (3) the harm was not caused by "willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual harmed by the volunteer," and (4) the harm was not caused by the volunteer's operation of a motor vehicle, vessel, aircraft, or other vehicle for which the state requires the operator to possess a license or maintain insurance. 42 U.S.C. § 14503(a).

New Hampshire Liability Legislation

New Hampshire HB 618 (providing limited immunity to volunteers mobilized under governmental direction) and New Hampshire RSA 508:17 and 17a, (providing similar immunity to volunteers working without reimbursement in a variety of settings).

Unresolved Liability and Worker's Compensation Issues

The Greater Sullivan County MRC recognizes that the current statutes regarding volunteer liability and worker's compensation do not adequately protect volunteers during a local, or state undeclared emergency or during participation in a local event. We are currently participating in state-wide discussions about these concerns and will keep our volunteers apprised of any new developments.

Volunteer NH! Citizen Corps Council plans to purchase an insurance policy to cover New Hampshire volunteers in the Citizen Corps programs.

Volunteer Rights & Responsibilities

Volunteer Rights

As a volunteer with the MRC, you enjoy the following rights:

- 1) An interview and orientation;
- 2) Assignments that utilize and develop your skills;
- 3) Adequate information and training to carry out your assignments;
- 4) Clear and specific directions;
- 5) Recognition and appreciation for your contribution;
- 6) Opportunities to offer feedback and ask questions;
- 7) Regular feedback on your work;
- 8) Adequate space, equipment and supplies to perform your job;
- 9) The right to know as much about the organization as possible;
- 10) Respect in your work environment.

Code of Conduct

In an effort to maintain the high standard of conduct expected and deserved by the public and to enable the organization to continue to offer services required by those in need, the MRC operates under the following Code of Conduct, applicable to all volunteers.

Volunteer Responsibilities

Volunteers expect, and enjoy, certain rights when they donate their time. Volunteers, however, also have specific responsibilities to the MRC. As a volunteer, you are free to set your own work schedule, but you must be prepared to fulfill the commitments you make.

Greater Sullivan County MRC volunteers must:

- ✓ Be dependable, reliable, and businesslike, and abide by the policies of the GSCMRC.
- ✓ Adhere at all times to the National Incident Management Systems (NIMS) Incident Command structure. Deviations from this command control system can have seriously negative effects on the outcome of the response to an event.
- ✓ Refrain from activating if using any medical prescription or other drug that has the potential to render them impaired, unfit, or unable to carry out their emergency assignment.

- ✓ Dress appropriately for the setting and the task at hand, and wear the proper identification badge, shirt, etc. at all events and activations.
- ✓ Carry out duties in a safe, responsible way.
- ✓ Inform the on-scene authorized official whether they are mentally and physically fit for their assigned duties. MRC volunteers reporting as not fit for currently assigned duties may request a less demanding assignment that is appropriate to their current capabilities.
- ✓ Possess the required liability insurance for any private vehicles, vessels, boats, or aircraft being used in any mission, training event, or other authorized activity unless specifically directed otherwise by an authorized official in accordance with current law.
- ✓ Maintain the confidentiality of information revealed to you regarding clients and coworkers.
- ✓ Keep track of the hours you work on the form provided and submit them to the MRC Director.
- ✓ Be amenable to serving all people regardless of race, gender, age, religion, sexual orientation, or disability.
- ✓ Adhere to the guidelines of your job description/scope of practice.
- ✓ Check in and check out with the appropriate on-scene official when deploying to an incident.
- ✓ Offer feedback and suggestions.
- ✓ Be prepared for any regularly scheduled meetings.
- ✓ Represent the MRC appropriately in the community by knowing the mission of the GSCMRC.
- ✓ Not authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the MRC.
- ✓ Not accept or seek on behalf of themselves or any other person, any financial advantage or gain of other than nominal value that may be offered because of the volunteer's affiliation with the MRC.

- ✓ Not publicly utilize any MRC affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official positions of the MRC.
- ✓ Not knowingly take any action or make any statement intended to influence the conduct of the MRC in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
- ✓ Not operate or act in any manner that is contrary to the best interests of the MRC.

Performance

Volunteers are expected to comply with the policies, procedures, and standards of the MRC as explained at the beginning of their assignment, at the volunteer orientation and in the volunteer handbook.

Conflict Resolution

If the MRC Director is dissatisfied with a volunteer's performance, the first course of action is to communicate that concern to the volunteer. If they are unable to reach an understanding, the MRC Unit Director will attempt to resolve the matter. In most cases, a volunteer will be given sufficient time to respond affirmatively or request reassignment to a more suitable placement. In some cases, however, immediate action may be required depending upon the severity of the issue. The MRC Director will be the ultimate deciding body for all matters concerning the MRC volunteers and organization.

Policies

Harassment-Free Environment Policy



The Greater Sullivan County MRC is committed to providing a harassment and discrimination free work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices, including harassment. It is the policy of the MRC that harassment based on race, color, religion, age, gender, sexual orientation, national origin, marital status, disability, veteran status or any other basis is strictly prohibited.

Any harassment, whether verbal or physical, is unacceptable and will not be tolerated. It is the intent that all MRC volunteers will work in an environment free from discrimination and/or harassment by another employee, supervisor or another volunteer for any reason. Discriminatory conduct in any form undermines morale and interferes with productivity.

If you feel that you may have been the subject of discrimination or harassment, you should contact your or Director. Any reports of discrimination or harassment will be examined impartially and resolved promptly. The Greater Sullivan County MRC Council will determine the volunteer status of any volunteer found to be verbally or physically inappropriate during an activation, training or meeting of the MRC.

Safety

A healthy and safe work environment is an important part of the MRC. No job is considered to be so important or urgent that volunteers cannot take time to perform their job safely.

During activations, emergency management will assign a safety officer to oversee operations. The safety officer has the authority to order you to stop an activity. All MRC volunteers are required to fully comply with the directions of the safety officer.

The Greater Sullivan County MRC has a strong partnership with the NH Disaster Behavioral Health Response Team (DBHRT) to provide on-going support services to volunteers pre-event, during event, and post event.

During the job site orientation, a supervisor will discuss all the applicable safety and health rules with you. If you are unclear about any safety policies and procedures, ask the MRC Director.

As a MRC volunteer, you have a responsibility for your own safety and health. This includes using all required safety devices. You must also notify your supervisor of any physical conditions such as drowsiness due to medication, illness or emotional strain, which may affect your performance and safety.

You are expected to immediately report all work-related accidents and/or injuries to your MRC Director.

Electronic Communications Policy

Greater Sullivan County MRC's electronic communication systems, including telephones, handheld two-way radios, e-mail, voice mail, faxes and Internet, are available to conduct business in a timely manner. All communications are to be professional and appropriate and users are prohibited from using said communications for the solicitations of funds, political messages, harassing messages or personal use. Furthermore, all electronic data are the property of the local jurisdiction and may be considered public records.

Drug Free Workplace

The Greater Sullivan County MRC is dedicated to a safe, healthy and drug-free work environment. All MRC volunteers are expected to report to duty free from drug and/or alcohol impairment and to remain in a condition that enables them to perform their job duties in a safe, efficient, legal and professional manner. Volunteers must abide by the provisions of this policy as a condition of volunteer service.

Violence-Free Work Environment Policy

The Greater Sullivan County Sullivan County is committed to our volunteer's safety and health. This policy has been developed to help ensure a safe workplace and to reduce the risk of violence.

The MRC does not tolerate any type of acts or threats of violence committed by or against a volunteer, and therefore prohibits workplace violence. In order to ensure a safe working environment, the MRC prohibits all persons from carrying a handgun, firearm, or weapon of any kind during trainings or activations. If a volunteer is threatened while serving as a GSCMRC volunteer, he/she should immediately report the event to the Incident Commander or nearest person of authority (MRC Director, Safety Officer, Security/Police, etc.).

Activation Policy

The Greater Sullivan County Medical Reserve Corps can be fully or partially activated upon:

- A declaration by the governor of New Hampshire indicating that there is a state of emergency- public health or otherwise.
- A declaration by local elected officials.
- A declaration of the Health Department director or his/her designee that the GSCMRC is needed for emergency or non-emergency activities.

As a local emergency medical resource, the Greater Sullivan County MRC may be activated by:

- Local government elected officials, officials responsible for emergency management or public health, or their designated representatives.
- Local or State Emergency Operations Center (EOC).
- In the event of a national deployment request, the request will be from the US Department of Health and Human Services.

Activation/Notification Procedure

Requests for volunteer assistance should be directed to the MRC Director at 603-398-2222 or 3-deep designee. The MRC Director or 3-deep contact will first notify all volunteers via email using the [VOLUNTEER ACTIVATION REQUEST template/form](#). The Director may also activate a call tree, per procedure in the Greater Sullivan County Public Health Emergency Preparedness and Response Plan [PHEPRP]. Volunteers will be asked to utilize Twitter as well for event communications. www.twitter.com/gscmrc

Local officials requesting the activation of the Medical Reserve Corps must provide the following information to the Director or his/her designee:

- 1) The nature and scope of the emergency.
- 2) The location of the emergency.
- 3) The estimated number of patients and their injuries.
- 4) The staging area(s) or location(s) to which the Medical Reserve Corps unit is being deployed.
- 5) Specific medical skills and/or resources needed, i.e., physicians, nurses, etc.
- 6) Contact information, including phone number and/or radio frequency of person requesting resources as well as whom the volunteers report to at the responding location.

If the GSCMRC Director confirms that the assignment is appropriate, the activation process will commence, in coordination with the PHEPRP.

In the event of a public health or medical emergency, GSCMRC volunteers and Council Committee Members will initially be notified via e-mail, telephone, or another available and appropriate means of communication. Depending on the situation, members will be informed of the nature of the emergency and may be instructed to report to designated areas. Response to volunteer notification will be tracked by the GSCMRC Director and/or their designee.

Deployment Policy

Agencies may request deployment by contacting the MRC Director, and following the activation/notification procedure. **Members should never self-deploy.** Doing so could be grounds for dismissal. No unauthorized person or agency can deploy individual GSCMRC members directly.

It is crucial to work strictly through the Director or their designee for deployment requests for several reasons. This method of having a single point of contact ensures that:

- The call-out request is appropriate for the unit.
- Notifications are made through the most effective and consistent channels.
- Responses from members are tracked efficiently, with no duplication.
- The appropriate number and type of volunteers are dispatched.
- Members can be assigned at their optimum skill level and preferences.
- Teams of various specialties can be allocated as needed.
- Groups of members who trained together can offer maximum effectiveness.
- Resources are allocated wisely in the event of multiple requests.
- Members are provided with the relevant background and directions.
- Responders will arrive with the appropriate training and equipment.
- Member safety is ensured to the greatest degree possible.
- Activities of responders can be monitored, across multiple events.
- After-action reporting and feedback mechanisms are maintained.
- Follow-ups are initiated as appropriate.

Self-deployment, and the contacting of individual members apart from established channels, interferes with these desired outcomes.

If warranted, the Medical Reserve Corps personnel may assemble at a pre-designated location and prepare for deployment to the emergency scene(s).

In the event that unaffiliated community volunteers respond to the scene to help, they will be directed to the volunteer reception area to be managed effectively according to the Incident Action Plan and/or Incident Commander's instructions.

Deployment Procedure

Emergency Events

1. If available and most appropriate, an e-mail message will be forwarded to GSCMRC volunteers. The VOLUNTEER ACTIVATION REQUEST template will contain the pertinent information. The message should include an activation message (not to be mistaken as a drill/exercise message) and the request for a response regarding availability via e-mail, or most appropriate means. (may include Twitter). These responses will be tracked by the GSCMRC Director or designee.
2. After two hours or when appropriate, a call tree may also be initiated. The GSCMRC Director and/or designee would call Members with the necessary information.

Health Initiatives/Training Opportunities

- Health Initiatives include: Health Fairs, First Aid Booths, Clinics, etc.
- Training Opportunities include: Presentations, Conferences, Drills, Exercises, etc.

An e-mail message regarding the event or opportunity will be forwarded to all active GSCMRC volunteers. Interested volunteers will be asked to respond to the appropriate person, which may be the GSCMRC office or an outside affiliate (Citizen Corps, DHHS, Emergency Management, Red Cross, etc.). If an outside affiliate, it is the responsibility of the volunteer to keep track of time and certificates awarded and forward this information to the GSCMRC Director for record keeping purposes.

Demobilization and Debriefing

The GSCMRC will support emergency medical, public health or hospital operations for the duration of an incident or as long as their assistance is required. It is possible that some unit personnel and resources may be demobilized before others as their assignments are completed. Unit members will demobilize along with other on-scene personnel and resources, in accordance with the Incident Action Plan and/or the Incident Commander's instructions.

When demobilizing, volunteers should ensure the following actions are accomplished:

- ✓ Ensure all assigned activities are completed.

- ✓ Account for equipment.
- ✓ Clean up any debris or trash associated with assignments.
- ✓ Determine whether additional assistance is required.
- ✓ Notify the Incident Commander (or similar hospital or public health agency official if operating within those settings) when departing the site.

Each incident should include assurance that members have signed out from the scene and have the chance to share their observations afterwards. These comments can be included in an after-action report and can be shared as needed (with the volunteer's name removed for confidentiality, if appropriate) in overall post-event reviews with other agencies.

Opportunities will be made available to meet with mental health professionals, if deployments warrant the need.

A demobilization or stand down notice will be e-mailed to all volunteers who were contacted with the initial notification of activation or subsequent messages.

Appendix 1

New Member Checklist

Member _____

- | | |
|---|----------------------|
| 1. Application | Date completed_____ |
| 2. MRC 101 – MRC Orientation | Date completed _____ |
| 3. Hand book | |
| Appendix 1 Member Checklist | Date Completed_____ |
| Appendix 4 Confidentiality | Date Completed_____ |
| Appendix 5 Photo Release | Date Completed_____ |
| Appendix 6 Receipt of Handbook | Date Completed_____ |
| 4. Background Check | Date Completed_____ |
| 5. ESAR – VHP Registration | Date Completed_____ |
| 6. IS 100a – Incident Command | Date Completed_____ |
| 7. IS 700a – National Incident Management | Date Completed_____ |
| 8. Psychological First Aid | Date Completed_____ |
| 9. IS 22 – Personal and Family Readiness | Date Completed_____ |
| 10. CPR/AED & Standard First Aid | Date Completed_____ |

Director Signature on completion of core competencies _____

YOUR COPY

Appendix 1

New Member Checklist

Member _____

- | | |
|---|----------------------|
| 1. Application | Date completed _____ |
| 2. MRC 101 – MRC Orientation | Date completed _____ |
| 3. Hand book | |
| Appendix 1 Member Checklist | Date Completed _____ |
| Appendix 4 Confidentiality | Date Completed _____ |
| Appendix 5 Photo Release | Date Completed _____ |
| Appendix 6 Receipt of Handbook | Date Completed _____ |
| 4. Background Check | Date Completed _____ |
| 5. ESAR – VHP Registration | Date Completed _____ |
| 6. IS 100a – Incident Command | Date Completed _____ |
| 7. IS 700a – National Incident Management | Date Completed _____ |
| 8. Psychological First Aid | Date Completed _____ |
| 9. IS 22 – Personal and Family Readiness | Date Completed _____ |
| 10. CPR/AED & Standard First Aid | Date Completed _____ |

Director Signature on completion of core competencies _____

Appendix 2

Recommended Items to Bring with you when Activated Locally

When you are notified to report to a *local* incident site, you should be prepared to be on site for at least 12 hours, just in case. Therefore the following are some recommended items you may want to bring with you to make your time volunteering more comfortable:

Security Items:

- MRC Identification Badge
- (1) Additional form of picture ID

Clothing:

(It is important to be prepared for both indoor and outdoor working conditions)

- MRC T-shirt
- Comfortable, light-weight clothing (*Think Layers!*)
- Long pants
- Long-sleeved shirts
- Hat
- Boots or comfortable walking shoes
- Warm jacket
- Rain gear
- Bandana/handkerchief
- Gloves (Leather gloves if physical labor will be performed or for warmth)

Personal Items:

- Cell Phone
- Sunglasses
- Nonperishable Snacks
- Bottle of water
- Sunblock
- Lip balm
- Contact lenses, lens cleaner, and eye glasses protective case
- Anything else you would need in a 12-hour period, such as medications, etc.

Appendix 3

| MRC | | | | | |
|------------------------------|---------|----------------------------|-------------|------------------------|----------|
| Volunteer Time Log | | | | | |
| Name/Title _____ | | | | Badge #: | |
| | | | | Date: | |
| Date | Time In | Time Out | Total Hours | Mileage | Activity |
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| | | | | | |
| Total Hours _____ | | Total Mileage _____ | | Signature _____ | |
| Logged/Verified _____ | | | | Date _____ | |

Appendix 4

Confidentiality Statement

Due to the nature of services of the Greater Sullivan County Medical Reserve Corps (MRC), you may process information that is confidential and not public record. For that reason you are asked to sign a confidentiality statement indicating that you will keep information to which you have access confidential and not discuss it with anyone other than the staff person with whom you are working.

CONFIDENTIALITY PLEDGE

I realize that, as a volunteer with the Greater Sullivan County Medical Reserve Corps, I may acquire knowledge of confidential information from files, case records, missions, conversations, etc. I agree that such information is not to be discussed or revealed to anyone not authorized to have the information.

I, _____ certify that I have read the above statement and agree to comply with the terms.

Signature

Date

YOUR COPY

Appendix 4

Confidentiality Statement

Due to the nature of services of the Greater Sullivan County Medical Reserve Corps (MRC), you may process information that is confidential and not public record. For that reason you are asked to sign a confidentiality statement indicating that you will keep information to which you have access confidential and not discuss it with anyone other than the staff person with whom you are working.

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I, _____ certify that I have read the above statement and agree to comply with the terms.

Signature

Date

Appendix 5

Release for Publication of Photographs/Video Recordings

I certify that I am over 18 years of age and I hereby grant to the Greater Sullivan County Medical Reserve Corps the irrevocable and unrestricted right to edit, duplicate, exhibit, broadcast, copyright, use and publish photographs and/or video recordings of me, or in which I may be included, for any purpose and in any manner or medium. I hereby waive and release the Greater Sullivan County MRC, its officials, officers, agents, and employees from any and all rights, claims and liability I may have relating to said photographs and video recordings. I understand that I will not receive compensation from the Greater Sullivan County MRC for said photographs and video recordings.

Name (please print) _____ Date _____

Signature _____

Address _____

YOUR COPY

Appendix 5

Release for Publication of Photographs/Video Recordings

I certify that I am over 18 years of age and I hereby grant to the Greater Sullivan County Medical Reserve Corps the irrevocable and unrestricted right to edit, duplicate, exhibit, broadcast, copyright, use and publish photographs and/or video recordings of me, or in which I may be included, for any purpose and in any manner or medium. I hereby waive and release the Greater Sullivan County MRC, its officials, officers, agents, and employees from any and all rights, claims and liability I may have relating to said photographs and video recordings. I understand that I will not receive compensation from the Greater Sullivan County MRC for said photographs and video recordings.

Name (please print) _____ Date _____

Signature _____

Address _____

Appendix 6

Receipt of Handbook

I have received a copy of the Greater Sullivan County Medical Reserve Corps Handbook.
I have read and understood the policies and information in it and agree to abide by
these policies during my volunteer term.

Signature

Date

Director Signature

Date

YOUR COPY

Appendix 6

Receipt of Handbook

I have received a copy of the Greater Sullivan County Medical Reserve Corps Handbook. I have read and understood the policies and information in it and agree to abide by these policies during my volunteer term.

Signature _____ Date _____

Director Signature _____ Date _____

APPENDIX 7: VOLUNTEER ACTIVATION NOTICE *template (this is an example)*

VOLUNTEER ACTIVATION NOTICE

Status: Actual (not drill)
Urgency: Moderate (time sensitivity- completion before June 30)
Confidential: No
Deployment level: Regional
Acknowledgement required: Yes
Originating Agency: Greater Sullivan County Public Health Network

DATE OF REQUEST: Monday, June 21, 2010
TIME: 0930 EDT
TO: MRC Members, Volunteers
CREDENTIAL: None required
FROM: Jessica R. McAuliff, MPH, Director, GSCMRC

EVENT TITLE: TRAILER RESTOCK

TASK DETAILS: Two 20-foot storage trailers containing blankets, cots and emergency medical supplies are stored outdoors in Unity and one in New London. Task is to remove items from cardboard, stock in new "space bags," seal and store in tupperware tubs provided. Re-stock trailer and secure stock with hardware/ netting in trailer.

LOCATION: Response trailer Site 1, Unity NH. & Response Trailer Site 2, New London

DATE OF EVENT: OPEN – TBD upon volunteer availability

HOURS SHIFT 1: DAY: a 3 hour segment between 7 am – 4 pm, TBD upon vol availability

HOURS SHIFT 2: N/A

CONDITIONS: Outdoors, wear loose clothing.

CONSIDERATIONS: Lifting- objects up to 40 lbs. bending, reaching, exposure to heat outdoors.

MATERIALS: Do not need to bring materials. Provided on site.

Notes

Deleted: /Forms