

*Chesapeake*

VIRGINIA



**CHESAPEAKE  
MEDICAL RESERVE CORPS**

**VOLUNTEER  
HANDBOOK**

2018

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## CHESAPEAKE MEDICAL RESERVE CORPS VOLUNTEER HANDBOOK

### Introduction

#### Mission:

- The mission of the Chesapeake MRC is to organize and train local medical, health and community volunteers to support and/or supplement existing medical emergency and public health response efforts in the City of Chesapeake.
- Membership: Members of the Chesapeake Medical Reserve Corps are volunteers. Volunteers can be either licensed medical professionals or non-medical support personnel. Volunteers support routine health activities to keep current with public health functions and services in preparation for disaster needs.

### MRC Activation/Mobilization

- Activation of the Chesapeake MRC
  - 1) The CMRC is a local resource intended to assist the City of Chesapeake in its response to large-scale local emergencies and priority public health concerns.
  - 2) The CMRC operates within the Incident Command System (ICS), under the operational control of the Health Department when responding to emergency situations.
  - 3) The CMRC volunteers will only be used in functional areas or given assignments for which they are properly trained and equipped.
- Activation Authority
  - 1) The Chesapeake MRC will be activated by the CHD Director, CMRC Director/ Chesapeake Health Department (CHD) Emergency Coordinator or his/her designee.
  - 2) As a local emergency medical resource, the Chesapeake MRC may be requested by:
    - a) CHD Director
    - b) CMRC Director/ Chesapeake Health Department (CHD) Emergency Coordinator
    - c) Local government elected officials, officials responsible for emergency management or public health, or their designated representatives
    - d) Incident commanders in the field
    - e) Hospital chief executive officers, emergency department directors or their designated representatives in the field

- 3) The CMRC Director/Emergency Coordinator and the CMRC Coordinator (or their designees) will obtain the following information from the official requesting the activation of the MRC:
    - a) The nature and scope of the emergency
    - b) The location of the emergency
    - c) The estimated number of patients and their injuries
    - d) The staging area(s) or location(s) to which the MRC unit should deploy
    - e) Specific medical skills and/or resources needed, i.e., physicians, nurses, EMTs, etc.
    - f) A contact phone number and/or radio frequency
    - g) Reporting authority of supervisor
  - 4) Approved requests are forwarded by the CMRC Director/CHD Emergency Coordinator, to the CMRC Coordinator for notification of volunteers.
  - 5) Activated CMRC volunteers will be told upon activation where to assemble for deployment.
  - 6) Once on the scene, Chesapeake MRC volunteers will check in with the Administrative Officer/Staff and Volunteer coordinator. Volunteers will then be integrated into the emergency activity or operation effort.
- Operations
    - 1) A primary function of the CMRC is to provide medical and non-medical personnel to support a mass immunization or prophylaxis distribution effort conducted by the Health Department.
    - 2) Volunteers may be requested to augment the Public Health staff with administering vaccines and medication, conduct screening and patient education, records maintenance, provide emergency medical response to patients with potential vaccine reactions, and support of any additional direct medical activities, in accordance with the each volunteer's training and credentials.
    - 3) In operations involving the deployment of the Strategic National Stockpile (SNS), CMRC pharmacists, pharmacy technicians and other volunteers may assist the Health Department in the reformulations and breakdown of bulk packages to smaller, patient specific prescriptions. In the event of an SNS deployment, CMRC volunteers will operate under the guidance of local, regional, and national bioterrorism response plans.
    - 4) When needed, the Chesapeake MRC may assist the District Health Department with the investigation and control of communicable disease outbreaks. CMRC volunteers will work with the Public Health Response Team under the Direction of the Health Director and Epidemiologist. Volunteers will operate within the procedures used to investigate outbreaks of communicable diseases described in the VDH (Virginia Department of Health) *Communicable Disease Manual*.
    - 5) In the event of natural disasters which threaten food and water supplies, the Chesapeake MRC may assist the emergency relief efforts of the Fire Department or other city agency, as assigned by the Director.

- 6) The CMRC may participate in specific public health initiatives in coordination with the CHD Liaison. These may be established public health programs, in which case the CHD will provide JITT (Just in Time Training) and supervision to volunteers who participate in ongoing public health programs.
- Demobilization of CMRC
    - 1) CMRC volunteers may support emergency medical, public health, and other personnel for the duration of an incident or as long as their assistance is required. It is possible that some CMRC personnel and resources will be demobilized before others as their assignments are completed.
    - 2) CMRC volunteers will demobilize along with other on-scene personnel and resources, in accordance with the Incident Action Plan and/or the Incident Commander's instructions.
    - 3) When demobilizing, CMRC volunteers should ensure the following actions are accomplished:
      - a) Ensure all assigned activities are completed.
      - b) Determine whether additional assistance is required.
      - c) If within the scope of one's assignment, help ensure all injured personnel and fatalities are properly processed and transported to appropriate facilities.
      - d) Account for all CMRC equipment (if any).
      - e) Clean up any debris or trash associated with CMRC assignments.
      - f) Check out with Incident Commander or Resource Unit prior to leaving incident.

## **Organization**

- The Chesapeake Medical Reserve Corps is organized under the Chesapeake Citizen Corps Council with oversight provided by the LEPC/CCC CMRC Working Group. Program direction and operational control are provided by the Chesapeake Health Department through the Emergency Coordinator who also serves as the CMRC Director. Day-to-day administration is provided by the CMRC Program Coordinator. The organizational structure is composed of the following persons:

Chesapeake Health Dept.  
Director

Chesapeake MRC  
Director/Emergency Planner

Chesapeake MRC Coordinator

**ID Cards or Badges (Appendix B)**

- The CMRC Coordinator will manage the issuance of identification cards to unit volunteers. All ID cards must be returned to the CMRC Coordinator once member affiliation is terminated with the organization.

Active CMRC Volunteers will be issued the following ID Badges:

- 1) Red Striped ID Card designates medical volunteers: physicians.
- 2) Blue Striped ID Card designates medical volunteers: RN, LPN, CNA, etc.
- 3) Purple Striped ID Card designates EMT's
- 4) Green Striped ID Card designates non-medical volunteers.
- 5) Orange Striped ID Cards designate volunteers with License Clinical Social Worker(LCSW) experience.

All three identification cards will:

- a) Identify unit volunteers as members of a recognized emergency medical response organization. Identify individual volunteers as members of the CMRC.
- b) Provide Chesapeake MRC volunteers with access to the scene of an emergency as part of the region's emergency medical response system.

## **Uniforms and Equipment**

### **• Uniforms**

- 1) CMRC volunteers are issued red uniform polo shirts with the CMRC logo embroidered on the left side of the chest, lanyard with badge, and red backpack upon completion of the CMRC Administration and Training Requirements. Refer to CHD Volunteer Appearance Guidelines.
- 2) Wearing CMRC uniforms by volunteers serves several purposes:
  - a) Clearly identifies volunteers as official members of the CMRC.
  - b) Enhances esprit de corps of MRC volunteers and facilitates a professional appearance.
  - c) Establishes a visual link between the CMRC and other participating agencies
- 3) Only members of the CMRC are authorized to wear the official Chesapeake MRC polo-shirts.
- 4) The CMRC uniform is worn during emergency response activities and when members are performing non-emergency duties serving the community.
- 5) The CMRC shirt should also be worn by Chesapeake MRC members during exercises, other training activities or events.
- 6) If for any reason a volunteer resigns or is dismissed from the CMRC, they must return their shirt to the CMRC Coordinator or their designee. The shirt is then destroyed.
- 7) For safety and health reasons, a used shirt is not laundered and passed along nor recycled for another member.

### **• Equipment**

- 1) CMRC ball caps are available for CMRC volunteers. However, these hats are not a required piece of equipment.
- 2) CMRC Backpacks should contain first aid supplies and other necessities. It is recommended that each volunteer keep their backpack available in case of an emergency situation. Backpacks may contain items such as:
  - a) Change of clothes (clothes for variant weather)
  - b) Change of shoes and socks
  - c) Toiletries: toothbrush/toothpaste, hairbrush, etc.
  - d) Flashlight and batteries
  - e) Reminder note to bring any needed daily medication

f) Reminder note to bring Identification, MRC ID badge, etc., and other necessities

- CMRC or CHD vests may be distributed to volunteers on-site during an emergency or training drill. These vests must be worn as directed and returned prior to leaving facility after completing given assignment.



CMRC Emergency Vest  
(Front and Back)

## **Health Information Portability and Accountability Act (HIPAA)**

- While serving as a MRC volunteer, you will have access to the Protected Health information (PHI) of patients. The fact that an individual is or was a patient during an incident is PHI.
  - 1) Federal and state laws, including HIPAA and our policies and procedures, protect the privacy and security of this PHI.
  - 2) It is illegal for you to use or disclose PHI outside the scope of your volunteer duties for the CMRC. This includes oral, written, or electronic uses and disclosures.
  - 3) Guidelines for the use of PHI as a CMRC volunteer is as follows:
    - a) You may access PHI as necessary to carry out your duties as a volunteer.
    - b) You may share PHI with other healthcare providers for treatment purposes.
    - c) You may not photocopy PHI.
    - d) You must access only the minimum amount of PHI necessary to care for a patient or to carry out an assignment.



- e) You may not keep any PHI record PHI (such as patient names, diagnoses, dates of birth, addresses, phone numbers, etc.) from any assignments. You will need to turn all PHI forms prior to departing your assignment.
- f) You may only access the PHI of patients for whom you are caring/volunteering when there is a need for the PHI
- g) Be aware of your surroundings when discussing PHI. For example, because others may overhear you, it is inappropriate to discuss PHI in bathrooms, lunch areas, or in any other public place.
- h) When disposing of documents with PHI, do not put them into a waste can. Instead, place discarded documents with PHI into containers marked for shredding and proper disposition.
- i) If you have any questions about the use or disclosure of PHI, contact the CMRC Program Coordinator or the VDH HIPAA Compliance and Privacy Officer:

Marian Vollmer  
CHD. HIPAA Compliance Officer  
Nurse Manager  
748 Battlefield Blvd., North Chesapeake,  
VA 23320  
Email: Marian.Vollmer@vdh.virginia.gov  
Phone: 757-382-8640

## **Training**

### **Required Training** **Add hyperlinks**

- Once applicants have registered for membership in the CMRC, they will have the opportunity to participate in an Orientation. This Orientation session is required, as it contains valuable information on areas such as:
  - 1) Familiarization with the Mission of the MRC
  - 2) Understanding the Potential Volunteer Roles
  - 3) Knowledge of available training needs and opportunities
  - 4) Understanding of steps required to be prepared for potential assignment

The Federal Emergency Management Agency (FEMA) offers a selection of independent study courses, three of which are required for CMRC volunteers. The course names are listed as follows

ICS-100b: <http://training.fema.gov/emiweb/is/is100b.asp>

- *Introduction to the Incident Command System*

This course is designed to give an introduction to the principles, common terminology and position responsibilities when responding to an event using the Incident Command System. The course specifically discusses major ICS functions and their primary responsibilities, ICS organizational units, span of control, major incident facilities and the function of each, what an Incident Action Plan is and how it is used, and the common responsibilities associated with incident assignments from the Federal disaster response workforce perspective.

IS-700a: <http://training.fema.gov/emiweb/is/is700a.asp>

- National Incident Management System (NIMS), An Introduction (3 hours) or on the FEMA Emergency Management Institute's Independent Study Program. On February 28, 2003, President Bush issued Homeland Security Presidential Directive-5. HSPD-5 directed the Secretary of Homeland Security to develop and administer a National Incident Management System, or NIMS. NIMS provides a consistent nationwide template to enable all government, private-sector, and nongovernmental organizations to work together during domestic incidents. This course introduces NIMS and explains the purpose, principles, key components and benefits of NIMS.

Points of Dispensing (POD) Training (15 minute video)

<http://www.vdh.virginia.gov/mrc/wtmrc/training.htm>

- This course provides an overview of the Strategic National Stockpile (SNS) response in providing medications and equipment in case of a bioterrorism attack in the Hampton Roads area; the role of Public Health staff and volunteers

## **Optional Leadership Training**

- ICS-22: *Are You Ready? An In-depth Guide to Citizen Preparedness* has been designed to help the citizens of this nation learn how to protect themselves and their families against all types of hazards. It can be used as a reference source or as a step-by-step manual. The focus of the content is on how to develop, practice, and maintain emergency plans that reflect what must be done before, during, and after a disaster to protect people and their property. Also included is information on how to assemble a disaster supplies kit that contains the food, water, and other supplies in sufficient quantity for individuals and their families to survive.
- Cities Readiness Initiative (CRI) Dispensing Site Training/Strategic National Stockpile Training, Parts I and II (2 hours). This course includes a review of the ICS System, detailed descriptions some key jobs and stations, description of clinic flow and clinic algorithms, a general overview of the Strategic National Stockpile (SNS), operations of a Point of Dispensing Site (POD), operation of a special residential delivery of medications, and the CMRC volunteer's role.

- Participation in a Mass Dispensing Exercise (Special Delivery/Point of Dispensing (POD)). A mass dispensing exercise tests the effectiveness of a POD. Specifically, the exercise tests the Chesapeake Health Department's (CHD) ability to respond in a timely and organized manner to a bioterrorism attack or a disease outbreak. The CHD during these exercises must set up PODs and deliver medications to the "affected community" using the "push" or "pull" methods. The push method sends medications out to the population; the pull method brings the patients into a POD which is a designated "alternate" care place other than the CHD. The exercises tests the delivery and timing of either method, such as staffing, method of dispensing medications, number of patients served, patient flow, dissemination of public information, data collection, communications among participants, ability to work in a team, etc. Additionally, it tests the response to the call for participation, the integration and assignments of CMRC volunteers. Exercises will include organizations potentially affected by the type of scenario or response being exercised, i.e. agencies at all levels of government, businesses and charitable and community organizations. Participating in exercises is an invaluable means for Chesapeake MRC volunteers to use and test their training and knowledge. Exercises will be available on an annual basis in which MRC volunteers can participate.

## **Training Records**

- The CMRC shall maintain training records on all volunteers in VVHS and or TRAIN Virginia.
  - 1) Once a CMRC member has completed the orientation session, received a background investigation, completed the three FEMA IS courses (IS- 100.b, IS- 700.a, and PODs), he/she will be considered a fully trained CMRC member.
  - 2) CMRC volunteers must ensure their training and volunteer hour records are current. All records in VVHS and or TRAIN Virginia as well as the in-house hard copy files will be updated to reflect the completion of individual and CMRC training, exercises and deployments.

## **CMRC Assignments**

- Volunteers will be assigned to a certain role with specific responsibilities depending on their medical level, and experience. Prior to serving, volunteers will receive duty instructions to be able to complete the given task. In addition to routine procedures, in an emergency, volunteers would also receive a job action sheet outlining the roles and responsibilities.

## **Communications**

- Official Communications during exercises or real events may use a variety of communication methods. Land Telephone Lines, Cell Phones, 800 MHz Radios, Two-way “walkie-talkie” radios, Satellite phones, HAM radios, etc. Issuance of specialized communication equipment will be event-driven.



Emergency Two-way Radios

## **CMRC Volunteer Code of Conduct**

- Expectations

In general, it is expected that CMRC members will comply with the following standards of behavior:

- 1) Adherence to all local, state, and Federal laws at all times
- 2) Adherence to applicable safety standards
- 3) Professional conduct and appearance while participating in any MRC-related activity (Refer to CHD Volunteer Appearance Guidelines)
- 4) Adherence to the chain of command, both within the local MRC unit and in an Incident Command System established in an emergency
- 5) Clear display of current identification and unit affiliation while on duty

- Dismissal

- 1) Dismissing a volunteer may be necessary when behavior does not compromise the safety of volunteers, response partners, or community members

## **Resources**

Websites:

CMRC web site: [www.vdh.virginia.gov/mrc/](http://www.vdh.virginia.gov/mrc/)

CHD Facebook Page: [www.facebook.com/ChesapeakeHD](http://www.facebook.com/ChesapeakeHD)

National Medical Reserve Corps: <http://www.medicalreservecorps.gov>

# CMRC Volunteer Handbook

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Website of Medical Reserve Corps located in Virginia:

<http://www.vdh.virginia.gov/mrc/>

Federal Emergency Management Agency (FEMA): <http://www.fema.gov>

FEMA Independent Study Course/Training List:

<http://www.training.fema.gov/emiweb/IS/crslst.asp>

HIPAA Information: <http://www.hhs.gov/ocr/hipaa/>

Contact Information for the Chesapeake MRC Program Coordinator:

Chesapeake Health Department

748 Battlefield Blvd., North

Chesapeake, VA 23320-4914

Attn: Medical Reserve Corps Coordinator

Email: [ChesapeakeMRC@vdh.virginia.gov](mailto:ChesapeakeMRC@vdh.virginia.gov)

Office Phone: (757) 382-8719

Fax: (757) 382 - 8704

## APPENDIX A CMRC Volunteer Appearance

Add Volunteer Appearance policy here...

### **Chesapeake Health Department Volunteer Appearance**

This policy as it applies to the volunteers of the Chesapeake Health Department/Chesapeake Medical Reserve Corps (CMRC) is designed to provide a safe and professional environment to both clients and employees of the Chesapeake Health Department.

All questions and concerns should be brought to the attention of the Volunteer Coordinator, Chesapeake Medical Reserve Corps. Please contact at 757-382-8719 or at [ChesapeakeMRC@vdh.virginia.gov](mailto:ChesapeakeMRC@vdh.virginia.gov).

#### **APPROPRIATE ATTIRE**


- Volunteers should maintain an appearance that is neat, clean, and appropriate to the business environment. If you have completed all mandatory training, and earned your MRC polo, please wear that to all events unless directed otherwise.
- Volunteer identification should be readily visible whenever interacting with the public. Please wear your MRC badge at all times when deployed.
- Hair should be clean, combed, and/or neatly trimmed or arranged.
- Sideburns, moustaches and beards should be neatly trimmed.
- Accessories should not pose a safety risk, detract attention from the work environment or interfere with the performance of an employee's work responsibilities.
- Cologne, perfume, and aftershave or other fragranced products should be subtle. Volunteers should take into consideration that some individuals may be sensitive to, or have an allergic reaction to certain fragrances.
- Shoe selection should be appropriate to the work assignment. Shoes with excessively high heels are discouraged.
  - In the clinic areas, open-toed or permeable shoes are not permitted.
  - For outdoor or physical activities, closed-toed shoes that provide proper support are a must.
- In clinic areas, no artificial nails (of any type), acrylic, or chipped polish are allowed as they support fungal and/or bacterial growth.

#### **INAPPROPRIATE ATTIRE including but not limited to items listed below:**

- Fatigues, sweatpants, exercise pants, short-shorts, bib overalls, leggings, spandex, or any other form-fitting pants.

- Short dresses or skirts. All dresses/skirts must be no shorter than 3 inches above the top of the kneecap.
- Visible Undergarments. Clothing that is revealing and/or sheer enough to see undergarments should be worn with a slip, camisole or other cover.
- Revealing, tight fitting clothing – Strapless, spaghetti-strap, excessively low cut, off the shoulder, or visible midriff. (Do not forget to check for “bending over” changes.)
- Multicolored hosiery or hosiery with bold designs or designs with holes such as fishnets or windowpanes is prohibited.
- No logo garments other than CHD, VDH, or MRC
- Dirty/Wrinkled clothes
- Body piercings (with the exception of earrings worn in the ear) that is visible.
- Graphic/disturbing accessories or body art, e.g., displaying violence, drugs, sex, alcohol, racial or ethnic slurs, profanity, weapons, or other potentially offensive images.





## CODE OF ETHICS

**Our Values**

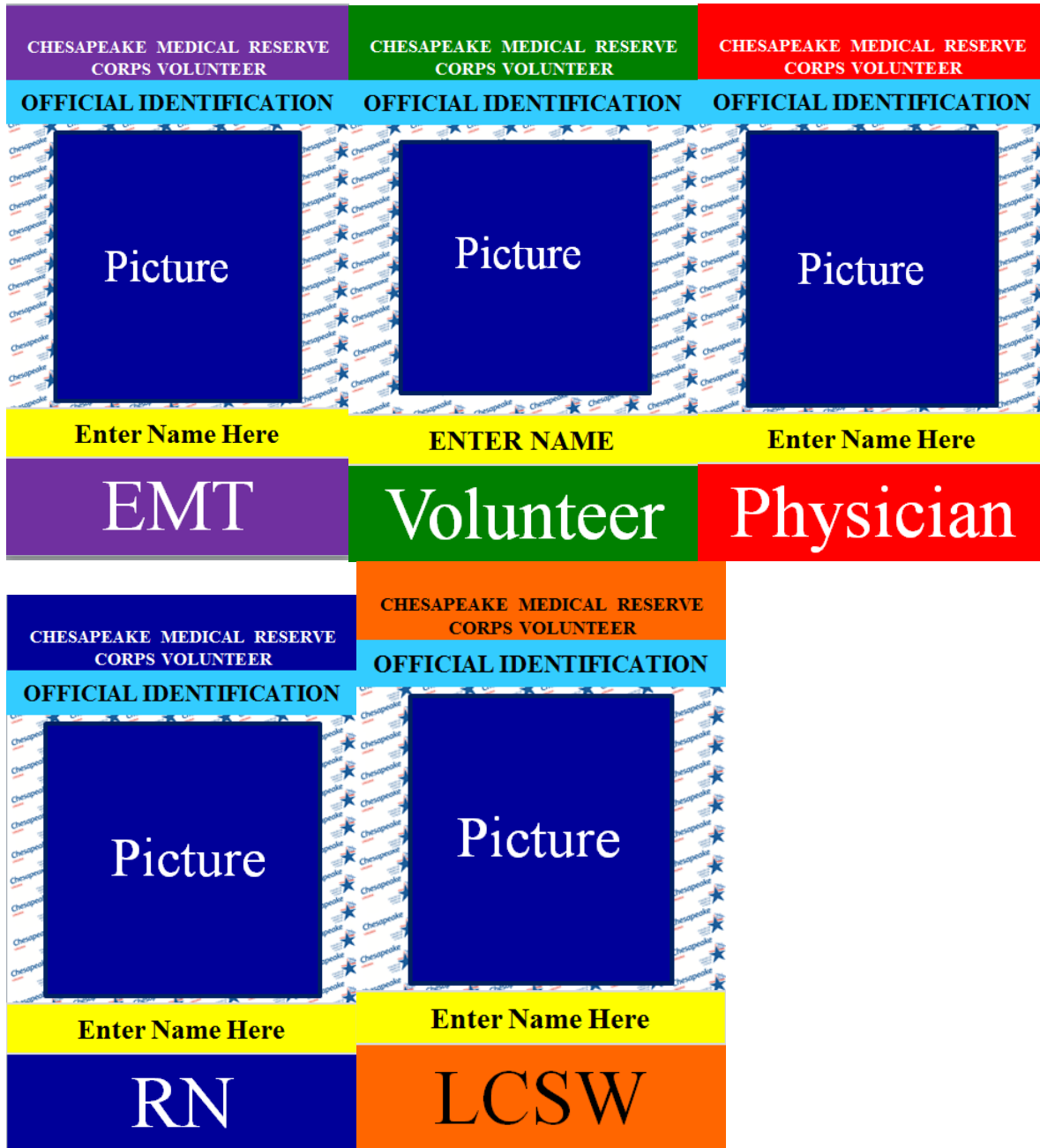
- 01 Accountability.** To act responsibly and adhere to the agency Code of Ethics at all times.
- 02 Communication.** To communicate effectively, timely and accurately.
- 03 Diversity.** To appreciate and support diverse backgrounds, perspectives, and ideas.
- 04 Equity.** To promote justice, fairness and a commitment to others.
- 05 Excellence.** To work at the highest level of performance, delivering services and products of high quality in a competent and timely manner, with a commitment to continuous improvement.
- 06 Integrity.** To be honest and trustworthy.
- 07 Respect.** To recognize the dignity of the people served as well as our fellow employees.
- 08 Stewardship.** To manage public resources responsibly and efficiently.

**Our Commitments**

- 01 Obey the law and comply with policies and procedures.** Commitment to full compliance with VDH, state, and federal laws, regulations, requirements, policies, and procedures.
- 02 Promote a positive work environment.** Demonstrate courtesy and respect to all. Harassment or discrimination of any kind is unacceptable and will not be tolerated. This includes discrimination based on race, color, religion, gender, age, national origin, disability, sexual orientation, citizenship or veteran status.
- 03 Work safely.** Follow standard and workplace safety precautions, warnings, and regulations in carrying out all their duties and in caring for patients. Report all client, environmental or safety hazards or concerns promptly.
- 04 Promote health equity.** Commit to eliminating inequity in health status by promoting access to those resources and opportunities that support quality health care, healthy behaviors, and healthy families, communities and environments.
- 05 Maintain confidentiality of sensitive patient and client information, employee records and other private information.** Comply with agency policy and law regarding privacy, confidentiality and inappropriate release of sensitive patient, client, employee or emergency preparedness information. Limit access to sensitive information and obtain appropriate release of information as required by law and policy.
- 06 Carefully negotiate contracts and make responsible purchases.** Fairly and accurately bid and negotiate outside contracts at fair market value, and make purchases so there is no question of conflict. Comply with policy, regulations and law.
- 07 Avoid conflicts of interest.** Avoid conflicts of interest and/or the appearance of conflicts of interest by understanding the conflict of interest policies, disclosing all pertinent facts about potential conflicts, ensuring that their official position is never used for personal gain, and ensuring that no one benefits at the expense of the agency.
- 08 Neither give nor receive any illegal gifts, favors or kickbacks.** Follow the Commonwealth and agency guidelines regarding giving or receiving gifts or discounts from clients or people who supply us with goods and services.
- 09 Report suspected wrongful conduct promptly.** Promptly report suspected fraud and alleged violations of the Code of Virginia or the agency Code of Ethics to their supervisor, to the Internal Audit Department, or to the anonymous State Employee Hotline number, for investigation.

Policy: OCOM 1.03





## APPENDIX D

### Monthly Volunteer Hours & Activity Sheet

