

June 2018

Protecting Our Community's Health

Chesterfield Health District



MRC Volunteer Handbook

Serving the Virginia Counties of Chesterfield and Powhatan and the City of Colonial Heights

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A Message from the Chesterfield Health District Director

Alexander Samuel, M.D., MPH

Dear Friends,

Thank you for taking an important step in protecting and preserving the health of our community. By joining the Chesterfield Health District Medical Reserve Corps, you will play a critical role in strengthening our public health emergency response and community resiliency in the face of a disaster.

In addition to serving in a disaster, MRC volunteers also provide critical local support to various public health outreach events. In my short time with the Chesterfield Health District, I have seen our MRC volunteers support our flu vaccination clinics as vaccinators, interpreters, and patient assistants. They have worked with our public health and school nurses in organizing and providing Tdap vaccinations for incoming sixth grade students, and they have assisted our staff in conducting emergency preparedness trainings and outreach for local community agencies.

No doubt, we have one of the finest MRC units in the state. My vision for the future is to continue to Motivate, Recruit and Cultivate an MRC team that is Multidisciplinary, Ready to Respond, and Culturally Competent. I know that by joining and being a member of our CHD/MRC team, you will find it to be a rewarding and fulfilling experience.

Thank you once again for your service!

Sincerely,



Alexander Samuel, MD, MPH

Director, Chesterfield Health District



Chesterfield Health District

Volunteer Handbook

Serving the Virginia Counties of Chesterfield and Powhatan and the City of Colonial Heights

Introduction

On behalf of the Health District Director, Alexander Samuel, M.D., MPH, and District Emergency Coordinator David Woods, thank you for being a Volunteer within the Chesterfield Health District Medical Reserve Corps (CHD/MRC). As an MRC Member, you are an important part of the volunteer arm of the public health system. We serve the residents of Chesterfield and Powhatan counties and the city of Colonial Heights.

You have joined the ranks of nearly than 200,000 MRC Volunteers nationwide serving in more than 870 MRC units. Virginia boasts more than 10,000 members in 27 separate units. By joining the Medical Reserve Corps, you have demonstrated your willingness to serve your family, friends and neighbors by volunteering to support the Chesterfield Health District staff.

Make no mistake: there may come a time when the lives of the residents of the Chesterfield Health District will be in your hands. A prime function of the CHD/MRC will be to ensure that you have the prior knowledge and the prior training to help save their lives during a public health emergency. Thank you for agreeing to take the time to give your very best in the service of your fellow man. We believe you will find it rewarding to share our vision: "Volunteers Protecting Virginia's Health." We hope this Handbook helps you to achieve your goal.

National MRC Mission

The mission of the Medical Reserve Corps (MRC) is to improve the health and safety of communities across the country by organizing and utilizing public health, medical and other Volunteers.

Virginia MRC Mission

Each MRC unit is a local program built on the concept that communities can promote their overall health and preparedness by organizing volunteer resources from within. The mission of Virginia MRC units is to:

- Recruit health care professionals and Volunteers in supporting roles.
- Create a framework to match Volunteers' skills with the needs of the community.
- Train Volunteers to respond effectively to local emergencies.
- Provide reserve capacity to respond to local, state and national public health needs.

CHD/MRC Mission

We are Volunteers protecting our community's health. We are prepared to support ongoing public health initiatives and emergencies in the counties of Chesterfield and Powhatan and the city of Colonial Heights, Virginia.

MRC History

The national MRC was founded after President George W. Bush's 2002 State of the Union Address, in which he asked all Americans to volunteer in support of their country. The Medical Reserve Corps program is sponsored by the Office of Assistant Secretary for Preparedness and Response, Department of Health and Human Services.

The Chesterfield Health District Medical Reserve Corps was established in 2006 under the Virginia Department of Health (VDH) Office of Emergency Preparedness. It is a part of the Chesterfield Health District, covering the counties of Chesterfield, Powhatan and the City of Colonial Heights.

The CHD/MRC is one of 27 community-based MRC units in Virginia. These units function as a way to locally organize and utilize Volunteers who want to donate their time and expertise to prepare for, and respond to, emergencies and to promote healthy living throughout the year. In effect, MRC Volunteers supplement existing emergency and public health resources, especially in times of public health emergencies. As of June 1, 2018, CHD/MRC membership stood at more than 287 volunteers.

Administration/Points of Contact

The CHD/MRC comes under the direction of the Health District Director. Day-to-day direction is provided by:

David Woods
MRC Program Director
804-751-4364
david.woods@vdh.virginia.gov

Chesterfield Health District
Medical Reserve Corps
9501 Lucy Corr Circle
Post Office Box 100
Chesterfield, Virginia 23832

Our Service Area

The CHD/MRC serves and draws its Volunteers from the Chesterfield Health District which is comprised of the counties of Chesterfield and Powhatan and the City of Colonial Heights. The District has a combined population of approximately 325,000 people (See Appendix G).

Membership Requirements

An applicant for membership in the CHD/MRC must be at least 18 years of age and in reasonably good health. At a minimum, the prospective member must complete an electronic application, undergo a background check, and complete a CHD/MRC orientation program. The ultimate decision on any applicant for MRC membership will rest with the CHD Health Director. Applicants under the age of 18 must provide a letter signed by the applicant's parents or legal guardian giving that person's permission for the applicant to be a CHD/MRC Member to be considered.

We welcome health professionals from all of the health occupations, those who are licensed or trained, either practicing or not practicing to include pharmacists; dentists; mental health counselors; physicians; PAs; RNs, RNP's and LPN's; Emergency Medical Services Providers; CNAs; and veterinarians. Also welcome are healthcare profession students, and those who wish to receive general, all-hazards training as well as training for specific health events. Equally welcome are non-medical or CHD/MRC Support Volunteers who have experience in education,

administration, IT applications, social work, languages/interpreter, logistics, communications, and coordination support. Many positions in the CHD/MRC do not require medical skills.

Application Process

To become a CHD/MRC Volunteer, apply at www.vamrc.org. This electronic on-line registration is through the Virginia Volunteer Health System (VVHS). The web-based VVHS is the Virginia Health Department's equivalent to the Emergency System for Advanced Registration of Volunteer Health Professionals (ESAR-VHP). Prospective members who complete the electronic application and who are approved become Level 4 members of the CHD/MRC. The Member achieves Level 3 status when a Virginia State Police background check and the CHD/MRC orientation are completed (see Membership Levels, Page 4).

Approved Members' information is maintained through the VVHS, a standard email listing and records kept in the office of the CHD/MRC. It is a Member's responsibility to check regularly to ensure that information on the VVHS is up to date.

The VVHS is the primary means of communicating with, alerting and otherwise contacting CHD/MRC Members. However, a USPS mailing list also is maintained for those few members who do not have access to e-mail.

Access to Your Personal Information

Your CHD/MRC Coordinator and the State Volunteer Coordinator will have access to this information for the purpose of your volunteer role. Your personal information will only be provided to your local MRC unit or health district. Your permission will be required if there is a need to provide your information to any other organizations.

Membership Composition and Categories

CHD/MRC Volunteers generally come within three basic categories: Healthcare Volunteers, Support Volunteers and Forensic Volunteers.

- **Healthcare Volunteers** include licensed medical and public health professionals such as active or retired physicians, physician assistants, nurse practitioners, registered nurses, licensed practical nurses, pharmacists, dentists and veterinarians, basic and advanced Emergency Medical Technicians (EMTs), vet technicians, CNAs and respiratory techs. Students in those healthcare professions also are welcome in the CHD/MRC.
- **Support Volunteers** include active and retired community members whose skills support MRC operations. These Members include epidemiologists, interpreters, chaplains, office workers, legal advisors, mental health counselors, social workers, administrative and IT support professionals, radio communicators, and others who can fill key support positions such as site coordinators, greeters or runners during an emergency. The MRC provides these Volunteers with any necessary training associated with a mission before and/or during an emergency.
- **Forensic Volunteers** include active and retired specialists in such specialty areas as forensic pathologist and anthropologists, dentists and dental technicians, mortuary and embalming professionals, evidence specialists and crime scene investigators and analysts. Forensic Volunteers generally will work within the CHD under the direction of members of the Virginia Office of the Chief Medical Examiner (OCME) staff.

Membership Levels

CHD/MRC Members fall into four levels. The goal is to have available, in a minimum amount of time, a MRC Volunteer who can function effectively at a minimum prescribed level with a minimum of direction and supervision. While we strongly encourage Members to achieve Level 3 status and above, Level 4, the basic level, is required of all CHD/MRC Volunteers.

The four levels can be achieved when the CHD/MRC Member completes designated courses and , or as a result of prior education and training that demonstrates an equivalent to those courses and classes. The CHD/MRC membership levels and requirements to attain those levels are:

Approved (CHD/MRC Level 4): The person is registered but has had no formal training. Key attributes:

- Application is made through the VVHS electronic application process.
- The application is reviewed by the CHD/MRC and is approved.
- The applicant is sent a letter of welcome into the CHD/MRC.

Basic (CHD/MRC Level 3): The Volunteer has completed minimal training but has no specific Volunteer responsibility. Within 18 months of achieving Level 4, the individual:

- Undergoes a background check.
- Completes the CHD/MRC orientation.
- Establishes an account in the TrainVirginia system (See Appendix A, TRAINVirginia User's Quick Guide).

When completed: the Level 3 Volunteer receives a CHD/MRC golf shirt.

Advanced (CHD/MRC Level 2): The Volunteer is capable of a mid-level leadership position within the CHD/MRC and may be assigned a specific Volunteer role(s) as appropriate. Within 18 months of achieving Level 3 the Volunteer, in addition to completing CHD/MRC Level 3:

- Completes NIMS (IS 700a) and/or ICS (IS 100b) training.
- Completes an individual/family disaster planning program and/or Terrorism and Security Awareness Orientation (TSAO).
- Demonstrates at least four of the eight recommended MRC Core Competencies.
- Attends at least 50 percent of scheduled Continuing Education Classes in a 12-month period.

When completed: the Level 2 Member receives a CHD/MRC lapel pin.

Senior (CHD/MRC Level 1): The Volunteer is capable of serving in a high leadership position within the CHD/MRC and may be assigned to specific Volunteer leadership or specialty role(s) as appropriate. Within two years of achieving Level 2, the member, in addition to completing CHD Level 2:

- Has completed disaster psychology/mental health training; **and** completed Terrorism and Security Awareness Orientation (TSAO) training; **and** completed an individual/family disaster planning program.
- Attends a total of at least 80 percent of scheduled CHD/MRC Continuing Education Classes in a 12-month period.
- Participates in at least one MRC training exercise.
- Completes NIMS (IS 700a) **and** ICS (IS 100b) **and** ICS 200 training.
- Completes CPR/AED training or has current card.

When completed: the Level 1 Member receives an emergency radio .

There is no requirement that the CHD/MRC member go beyond the Approved level. On-scene “Just In Time” training will be available as indicated and as possible in an emergency. However, it is obvious that prior training will help the transition and enhance the overall value of MRC Volunteers in working with the professional staff of the CHD in any emergency. Therefore, CHD/MRC Volunteers will be encouraged to take part in any and all training classes, exercises and other opportunities as these become available.

Key Areas of Volunteers’ Participation

1. Public Health Emergencies – Events that threaten public health, such as a disease outbreak or toxic chemical release. These can include on-site or off-site vaccination clinics.
2. Mass Casualty/Mass Fatality Incidents – Disasters that cause injury or threats to large numbers of people. These can include a building collapse, fire, storm, flood, or other event that displaces groups of residents who must be moved to emergency shelters.
3. Community Service Activities – Opportunities to foster the well-being of local residents; such as health fairs, blood pressure clinics, or training programs.

Member Expectations

CHD/MRC Members can expect to be in regular contact with the MRC Program Coordinator who has an office in the Chesterfield County Health Department, 9501 Lucy Corr Circle, Chesterfield, VA 23832, via phone, e-mail and the VVHS alerting system. It is the responsibility of CHD/MRC Members to keep information in their VVHS Profile up to date, or to inform the Program Coordinator of any changes especially in contacting the Member.

There also is an expectation that when possible, MRC Volunteers will respond to requests for assistance during drills and exercises, and when actual public health emergencies are declared in line with our earlier stated vision: “Volunteers Protecting Virginia's Health.”

Training to respond to emergencies before the emergency happens is a keystone of the CHD/MRC program and is an expectation. As noted below, Members will be provided a schedule of training and continuing education programs each year. Members are encouraged to attend any and all training and programs that will help to maintain and/or enhance their emergency response skills and competencies.

There is an expectation that Members keep the CHD/MRC Office apprised of changes in their status and availability to respond before and during an emergency. It is essential that local emergency management officials have a realistic picture of how many Volunteers will be available to help in a public health crisis.

MRC Members may have a duty to respond, but they do not have an obligation. It is the responsibility of the individual MRC Volunteer to determine if such things as family or health issues or employment preclude responding to an outside emergency. A definite “not available” is better than a vague “I’ll try to be there.”

CHD/MRC Members’ Conduct

Members of the CHD/MRC at all levels represent both the Chesterfield Health District and the Virginia Department of Health when they have responded to a request for help and are acting under the auspices of the CHD. They particularly are visible when wearing the red MRC golf shirt they received upon achieving Level 3 status. Misconduct – including such offenses as sexual harassment and/or the use of alcohol and drugs in any CHD/MRC response, activation or activity – will not be tolerated and can result in dismissal from the Medical Reserve Corps.

Because of the CHD/MRC's status as the volunteer arm of the Chesterfield Health District, our Volunteers should adhere to the District's Code of Ethics (see Appendix B, CHD Code of Ethics).

Allegations of misconduct and/or violations of the Code of Ethics must be made in writing and signed by the accuser. Investigations of the allegations will come under the direction of the Health District Director, in coordination with the CHD/MRC Director and CHD/MRC Coordinator. The Health District Director is the ultimate authority in such cases and will determine what, if any, discipline is to be taken.

Liability Protection

In 2005, the Virginia General Assembly passed House Bill 2520 to ensure additional protection for MRC Volunteers. MRC Volunteers who are called to a health event by the Virginia Medical Reserve Corps and who volunteer under the direction of the Virginia Department of Health receive the same coverage under the state when they are involved in state-sanctioned and directed programs.

Similar protections apply to Volunteers in Medical Reserve Corps directly tied to city or county government organizations when directed by representatives of those government agencies. You should not be placed in a position by your MRC to perform any task or skill that is outside your existing scope of practice or experience. Volunteers should protect themselves by only working within their scope of practice or skill at all times. There are also other liability protections that may apply to MRC Volunteers when performing their duties (See Appendix F, Legal Protections Summary).

Principles of Operation

CHD/MRC responses will be managed under the organizational structure set forth in U.S. Department of Homeland Security's National Incident Management System (NIMS) and Incident Command System (ICS) protocols which provide structured management and communications guidelines and protocols.

Additionally, Members of the CHD/MRC will operate according to the following principles and demonstrated by unit leaders:

- We treat all people, volunteers, clients, and co-workers with respect and dignity in all situations.
- We honor the commitment of our Volunteers who contribute their time and skills to the CHD/MRC while staying prepared through ongoing trainings.
- We communicate clearly and consistently with CHD/MRC Volunteers.
- We value and encourage input from Volunteers.
- Volunteers are required to work within the scope of his or her licensure, credentials, training, and comfort level.
- We work to ensure that no member will knowingly be placed at risk during training or deployment.
- CHD/MRC Volunteers have the option of refusing an assignment for any reason.
- Any response to disasters outside of the Chesterfield Health District will be voluntary.
- We consistently seek inclusion of residents across all demographics in order to ensure balanced representation of residents in the Chesterfield Health District.

Alerts/Activation

CHD/MRC Volunteers primarily will be alerted to events and activated to respond to a healthcare emergency by use of the Virginia Volunteer Health System (VVHS) alert mechanism which includes

contact by phone. The VVHS is a web-based information, alerting, and credentialing system for the management of medical and support volunteers who take part in supporting public health emergencies and daily public health activities in Virginia. This is the Virginia Department of Health's equivalent to ESAR-VHP and uses email and/or phone contact information that Volunteers provided when applying to join the CHD/MRC. Therefore, it is **very important** that you keep your contact information current.

Activation will follow authorization from the Health District Director or his/her designee. It will come through the CHD/MRC Program Coordinator or the Health District Emergency Planner who serves as the CHD/MRC Program Director. In addition to the VVHS, MRC Members also may be activated by email through a list maintained in the CHD/MRC office and, for those without internet access, by cell and land-line phones.

In order to maintain control over the CHD/MRC, which is essentially a local emergency response asset, Members are discouraged from "self-dispatching" to the scene of an emergency. It is in the best interest of public health – and Members' liability protection -- that activation be through the Health District Director or designee via the VVHS and/or email and phones.

Emergency Events Outside the CHD and/or Virginia

CHD/MRC Volunteers are considered local assets, to operate within the CHD. However, the national Medical Reserve Corps and disaster response agencies in other states in the past have contacted the Virginia Department of Health during emergencies requesting volunteer support, such as the Gulf Coast Response to Hurricane Katrina.

CHD/MRC Members may have the opportunity to join the Civilian Volunteer Medical Reserve Corps, which supports the Department of Health and Human Services, or to deploy as a VA MRC volunteer in the support of a state-to-state response request. All volunteer requests and information will be provided by your local MRC Coordinator. Volunteers who want to deploy both within the state and/or nationally are required to complete Incident Command training to include National Incident Management System (IS700a) and Incident Command System (IS100a).

MRC Volunteer Credentials

The CHD/MRC uses a combination of a locally-produced identification and a state document to credential Volunteers when they have completed the **Basic Level** (CHD/MRC Level 3). Members are issued an identification card and neck carting case. The card lists pertinent information including the Member's Virginia Department of Motor Vehicles Customer number or Identification Card number. The CHD/MRC ID card, when paired with a Virginia Driver's License with photo and corresponding number, or Virginia Identification Card with photo and corresponding number, constitute a valid credential for a Member.

The CHD/MRC identification card is the property of the CHD/MRC and must be returned when the Member resigns or retires from the organization.

HIPAA and Volunteers

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy Rule protects the privacy of individually identifiable health information. The HIPAA Privacy Rule is enforced by the federal Office for Civil Rights. CHD/MRC Members are expected to sign a HIPAA Policy Agreement as part of their orientation.

A Volunteer who performs duties for the Virginia Department of Health (VDH) will

have access to the protected health information (PHI) of patients. The fact that an individual is or was a patient of the Virginia Department of Health is considered PHI.

Federal and state laws, including the HIPAA Privacy Rule and the VDH policies and procedures, protect the privacy and security of this PHI. It is illegal for any Volunteer to use or to disclose PHI outside the scope of the Volunteer's duties for the VDH. This includes oral, written or electronic uses and disclosures. To review guidelines for the use of PHI under the HIPAA Privacy Rule, see Appendix C, HIPAA Privacy Rule and MRC Volunteers.

Communication with the Media and Outside Agencies

During an emergency, CHD/MRC Volunteers are instructed to refer the news media personnel to their on-site supervisor and to not provide the media with any opinions or information. MRC Volunteers **may not** represent the CHD/MRC in the media without the approval of the CHD Director or his delegated representative(s).

Personal Health

Maintaining personal health is a key element of the CHD/MRC Member's obligation to herself/himself and the group. Therefore, under no circumstances should a Member report as "available" for activation, or respond to an emergency, if that Member is sick, injured or in any other way incapacitated. Personal health and safety should be a top priority and the hallmark of the CHD/MRC.

Training/Classes

Training for CHD/MRC Volunteers is available through several venues and media. Members are encouraged to use what works best for them. At the heart of the training program is the goal to ensure that CHD/MRC members acquire eight basic core competencies recommended by the national Medical Reserve Corps and listed below. Methods available to CHD/MRC Volunteers are:

- 1. Continuing Education Program** – Each year, the CHD/MRC schedules at least eight classes at various locations within the Health District. Topics are selected with the goal of enhancing the emergency response skills and knowledge base of members and mastering the eight basic core competencies (See Recommended Core Competencies on Page 10). In addition, MRC Units in VDH's Central Region cooperate on at scheduled programs, at various locations, for the benefit of their members.
- 2. On-Line Training** – There are a number of on-line emergency management courses and programs available to MRC Volunteers through TRAINVirginia (See next section and Appendix A). These include the National Incident Management System (NIMS) and the various levels of the Incident Command System (ICS) within the Federal Emergency Management Agency (FEMA) program.
- 3. Just in Time Training** – It can be expected that from time to time, and especially in a public health emergency, a CHD/MRC Volunteer will be assigned to a role or task with which she/he is not familiar. In such cases, and circumstances allowing, that person will receive some degree of "Just in Time" training in carrying out that role or task.
- 4. Related Programs** -- In addition, members are encouraged to attend other classes and courses put on by other public health and emergency services organizations. CPR/AED or Healthcare Provider CPR training is highly recommended for all CHD/MRC Volunteers.

TRAINVirginia Account

TRAIN is the nation's premier learning resource for professionals who protect the public health. TRAINVirginia is an affiliate site managed by the Virginia Department of Health. It will allow Virginia emergency responders, including MRC Volunteers, to register and take online continuing education programs for CE credit. It is accessible through the following internet address: <https://va.train.org/>.

CHD/MRC Members are expected to create and maintain an account in the TRAINVirginia program and to use it when planning to attend advertised classes or other programs (See Appendix A, TRAINVirginia User's Quick Guide). By using TRAINVirginia, CHD/MRC Members will create a record of programs they have completed and will provide those Members with an official transcript as needed.

Support/Staffing Opportunities

Community Outreach – Your CHD/MRC frequently is asked to participate in various community events ranging from local health fairs (e.g. Chesterfield, Powhatan or Colonial Heights Senior Triads) to presentations on emergency preparedness for groups -- including service, veterans, social, and civic organizations -- to races and other athletic events. Our goal is to staff every event with at least two Healthcare and/or Support Volunteers.

Exercises and Drills – The CHD/MRC from time to time is asked to take part in drills and exercises to test various aspects of emergency plans and sheltering operations. In each case, CHD/MRC Members are invited to take part in healthcare and support positions depending upon their skills and licensure.

Chesterfield Health Department Support -- The CHD administration and CHD School Health Services frequently have need for Healthcare and Support Volunteers to help in various activities. They have come to rely on CHD/MRC Members responding to activities that may last a few hours or several days. These include community flu vaccinations, emergency shelter medical support, and events such as the annual Chesterfield County Girls on the Run program.

Recommended Core Competencies

Medical Reserve Corps Members come from a variety of backgrounds and enter the program with varying credentials, capabilities and professional experience. There is currently no standard training or standard core set of competencies for MRC Volunteers; hence, there is variation in what each MRC unit is able to do. This diversity is a strength of the program, but also makes standardization across the MRCs difficult.

In order for an MRC to fulfill its mission in the community, members of the unit need to be competent to carry out their responsibilities. Competencies define a core or standard set of activities that each MRC member should be able to perform. Training needs to be geared toward a common set of knowledge, skills and abilities.

In cooperation with the National Association of City and County Health Officials (NACCHO), the national MRC has identified eight basic core competencies recommended for all MRC Volunteers to achieve (See Appendix E, Recommended Core Competencies).

Publications

The CHD/MRC publishes at least quarterly a newsletter to keep Members informed of upcoming activities, and to take note of their achievements and accomplishments. Newsletters will be distributed in January, April, July, and October. CHD/MRC Members are encouraged to submit articles and/or ideas for articles involving individuals and the organization. The deadline for articles will be Dec. 15, March 15, June 15 and Sept. 15.

In addition, Members from time to time will receive notices of opportunities for volunteering to serve within the health district, for various classes and other educational events, or with information relating to safety/medical advice and healthcare warnings.

New Member Recruiting

Having CHD/MRC Volunteers invite their fellow citizens of Powhatan and Chesterfield counties and the City of Colonial Heights to become members of our Medical Reserve Corps is a key component of maintaining the proficiency and effectiveness of the CHD/MRC. Each year during the month of September, Members are asked to encourage at least one friend, relative, neighbor or associate to join the CHD/MRC by informing them about the mission of the CHD/MRC and the value it adds to our community. Word of mouth information from an existing Volunteer is a proven means of obtaining new CHD/MRC Members.

The unit also uses a combination of printed recruiting materials and personal appearances to recruit Volunteers. Working with the Chesterfield County Public

Affairs Department and public information offices in other counties, notices of

meetings and recruiting information are sent periodically to local print and electronic media. Mass mailings to selected groups are used as indicated.

In addition to the county public affairs office, the CHD/MRC interacts with local hospitals, nursing schools, community colleges, business schools and merchants to seek assistance in recruiting new members. Information is given to these agencies and documents are geared to attract Support Volunteers (non-medical), Healthcare Volunteers (medical) and Forensic Volunteers.

Member Recognition/Retention

Every year, the CHD/MRC conducts a Volunteer appreciation celebration program for all Members. The event recognizes Volunteers who have gone above and beyond in supporting the MRC mission and the health and safety of citizens in the Chesterfield Health District during the previous year. And while timing and circumstances does not allow every CHD/MRC Member to volunteer or serve during a given year, the appreciation celebration is a time for all of us to come together to honor our organization and each other. Members are notified in advance of the program and are encouraged to nominate individuals they believe deserve recognition and document their actions for consideration by an independent panel of judges.

In a related area, Members who volunteer for various projects and/or exercises will be recognized regularly whether or not they actually were used in an assignment. Recognition will be in the form of written correspondence, or certificates of service or achievement, or by mention by name in the CHD/MRC newsletter.

In order to enhance retention, the CHD/MRC Coordinator each year conducts interviews with up to 25 Members picked at random. The goal is be to elicit pros and cons about the MRC program and its operations. The Coordinator compiles the interview results and prepares an evaluation report for the MRC Program Director and the Health District Director. That report will help to prepare the MRC program for the following year and a digest of the comments will be included in the CHD/MRC Annual Report.

Partnerships and Agency Interaction

The CHD/MRC works closely with other Citizen Corps organizations in the Central Virginia region, especially other MRC units. Working within the Chesterfield County and Colonial Heights Citizens Corps Councils, CHD/MRC interacts with the Community Emergency Response Team (CERT) and Chesterfield Neighborhood Watch (CNW) programs to ensure maximum efficiency and utilization of resources.

This program also works with other offices within the Virginia Department of Health and other state agencies (e.g. Virginia Department of Emergency Management). We meet regularly with

representatives of agencies and the leadership of other MRCs to ensure maximum cooperation on the local, regional and state levels. The Virginia Department of Health and the Chesterfield Health District work closely with other emergency response groups, such as the American Red Cross and the Salvation Army, to coordinate volunteers. We all work together to address our communities' needs.

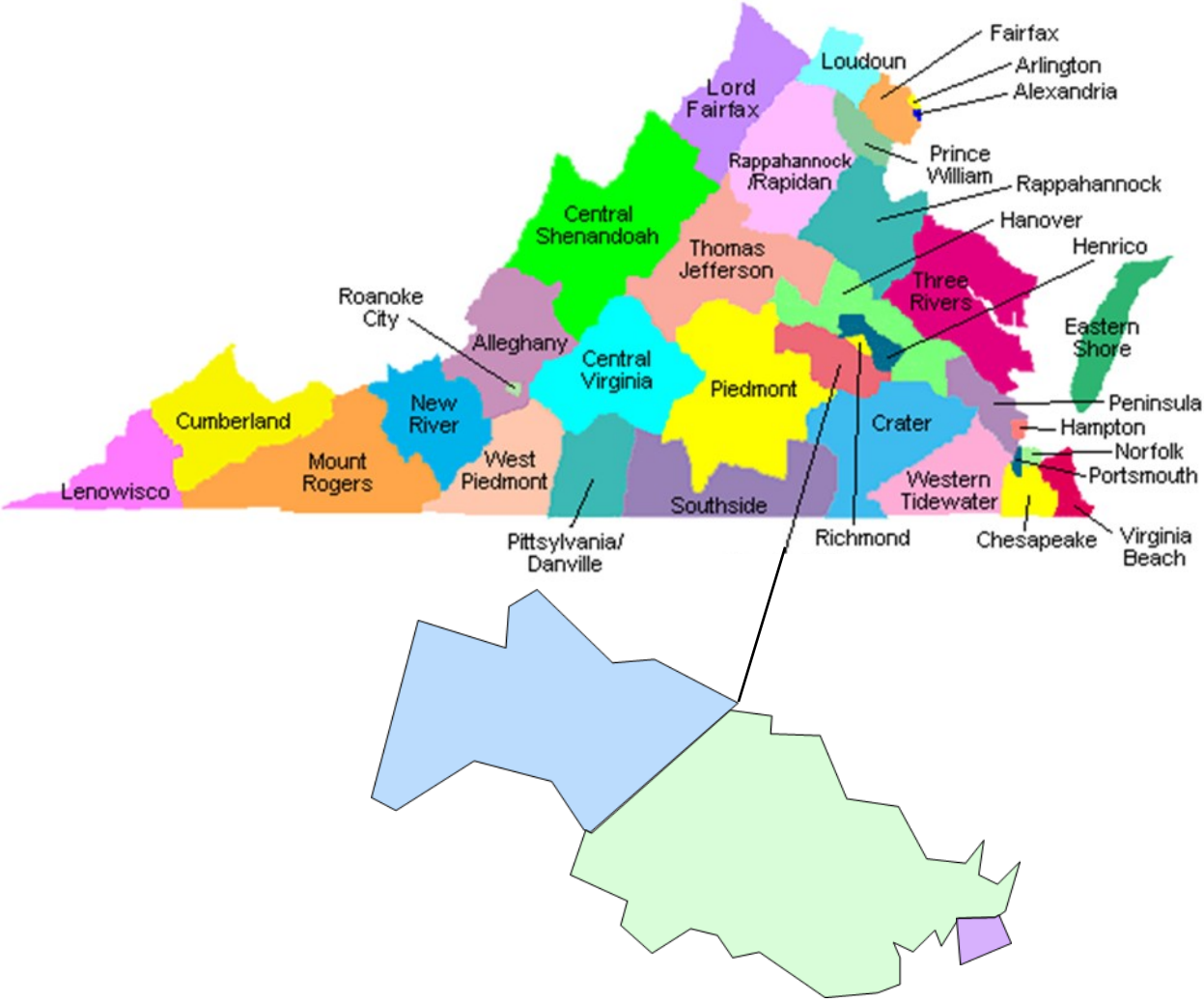
In addition, the CHD/MRC interacts with local hospitals, nursing schools, community colleges, business schools and merchants to seek assistance in recruiting new members. Information relating to the mission of CHD/MRC and its training opportunities is supplied to these agencies and documents are geared to target specific audiences that will attract all categories of Volunteers.

The CHD/MRC also is proud of its relationship with the Chesterfield County Public Library (CCPL) system. The vast majority of classes and related programs are held in various local libraries throughout the county. Cooperation with officials of the CCPL is outstanding.

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APPENDIX

Virginia's Health Districts and Health Departments



Chesterfield Health District

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