

South Central

VIRGINIA



SOUTH CENTRAL VIRGINIA MEDICAL RESERVE CORPS

VOLUNTEER HANDBOOK

Updated January 2020



Table of Contents

Welcome	4
About This Handbook	5
History of Citizen Corps/Medical Reserve Corps	6
<i>Uniting Communities - Preparing the Nation</i>	6
South Central Medical Reserve Corps	7
<i>Mission of the South Central Medical Reserve Corps</i>	7
<i>Benefits to the Community</i>	7
<i>An Organized Team Approach</i>	7
Background	8
<i>Results and Benefits Expected</i>	8
General Information	10
<i>Length of Service</i>	10
<i>Position Descriptions</i>	10
<i>Volunteer Assignments</i>	10
<i>Volunteer Safety</i>	10
<i>Maintaining Readiness</i>	10
<i>Training</i>	11
<i>*WWW.MRC.TRAIN.ORG</i>	12
<i>Funding</i>	13
• <i>Education and training</i>	13
• <i>Protective equipment and clothing</i>	13
• <i>Supplies (gloves, syringes, splints, etc.)</i>	13
• <i>Food and shelter</i>	13
• <i>Communication equipment (cell phones, computers, etc.)</i>	13
<i>Emblem/Logo</i>	13
<i>Newsletter</i>	14
<i>Participation in Non-Emergency Events</i>	14
<i>MRC Program's Responsibilities to the Volunteer</i>	14
Liability.....	15
<i>State Law</i>	15
<i>Federal Law</i>	16
<i>Risk Management</i>	16
<i>Personal Responsibilities of MRC Volunteers</i>	18
Policies	19
<i>Harassment-Free Environment Policy</i>	19
<i>Safety</i>	19
<i>Electronic Communications Policy</i>	20
<i>Drug Free Workplace</i>	20
<i>Violence-Free Work Environment Policy</i>	20

Code of Conduct 21
 Introduction 21
 Code of Conduct..... 21
 Performance..... 22
 Commitment to Diversity..... 22
Volunteer Rights & Responsibilities 23
 Volunteer Rights..... 23
 Volunteer Responsibilities..... 23
Appendix A 24
 Credentialing Matrix..... 24
Appendix B 26
 Recommended Items to Bring Activated Locally 265
Appendix C 276
 Volunteer Time Log 276
Appendix D 27
 Unit Contact Information..... 27
Appendix E 28
 Confidentiality Statement 28
Appendix F 29
 Release For Publication 29
Appendix G 30
 Receipt of Handbook..... 30

Welcome

Dear South Central Medical Reserve Corps Volunteer,

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

The South Central MRC consists of three districts: Crater, Piedmont & Southside Health Districts which include – Petersburg, Dinwiddie, Emporia, Greensville, Sussex, Surry, Prince George and Hopewell (Crater District), Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Nottoway and Prince Edward (Piedmont District), Brunswick, Mecklenburg and Halifax (Southside District). Volunteers are needed to donate their time and talents to help local citizens in major emergencies and/or disasters. We need volunteers to accomplish all of our goals. Thank you so much for making the Medical Reserve Corps 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 South Central MRC for additional information or to pass along suggestions or comments. Katrina Shearin, the South Central Regional MRC Coordinator can be reached (804) 862-8962 or by email Katrina.Shearin@vdh.virginia.gov

Once again, welcome to the South Central Medical Reserve Corps!

Sincerely,

Katrina Shearin, South Central MRC Coordinator

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 our 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 (804) 862-8962.

Please take the time to read this handbook carefully. If you have not done so already, then, sign and return the Receipt of Handbook on page 25 to the MRC office at:

Katrina Shearin, Coordinator
South Central Medical Reserve Corps
301 Halifax Street
Petersburg, VA 23803

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, President 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.

The **Citizen Corps** is the component of USA Freedom Corps that creates local opportunities for individuals to volunteer to help their communities prepare for and respond to emergencies.

*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 Neighborhood Watch, Volunteers in Police Service, and Community Emergency Response Team.

At the national level, the MRC program Office functions as a clearinghouse for community information and "best practices." The Office offers technical assistance and educational resources, as well as partners with the National Program Office of Citizen Corps and the USA Freedom Corps to build relationships and gain resources for the MRC program as a whole. [Medicalreservecorps.gov/Questions Answers/Overview](http://Medicalreservecorps.gov/QuestionsAnswers/Overview)

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.

South Central Medical Reserve Corps

Mission of the South Central Medical Reserve Corps

The mission of the South Central Medical Reserve Corps is to recruit, train, deploy, and retain volunteer health professionals and others who will contribute their skills and expertise in response to threats of terrorism, public health emergencies, and other community needs.

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 Medical Reserve Corps 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 Medical Reserve Corps unit that is linked to emergency management, the members of the Medical Reserve Corps 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 South Central Medical Reserve Corps has been integrated into the local emergency management response system as a resource for the local community. The volunteer pool will consist of medical and non-medical professionals within and beyond the local towns and cities of Crater, Piedmont and Southside Health Districts.

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, neighbors, etc.

The South Central Medical Reserve Corps has developed its program through:

1. Forming a Steering Committee;
2. Recruiting medical and non-medical volunteers from local hospitals, EMS, public health, and the community;
3. Creating a database containing all volunteer information, including credentials, contact information, etc; and
4. Developing orientation, core competencies and training programs for volunteers.

Results and Benefits Expected



Recruitment for the Medical Reserve Corps (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.



The South Central 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 mass vaccination or dispensing clinics; alternate care and/or triage facilities. With pre-

planning, pre-identification of treatment sites, and pre-identified, 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 South Central MRC. However, because of the investment of time, training and resources that the MRC will dedicate to each volunteer, it is hoped that potential volunteers would consider whether they will be able to fully participate in the MRC program and the training opportunities prior to joining the MRC. We encourage volunteers to agree to a two-year commitment.

Position Descriptions

Position descriptions will be provided before or during activation. Your position description outlines the general and specific duties that you will be expected to perform. It should also outline the training required in order to carry out your assigned duties.

Volunteer Assignments

Volunteer applications will be submitted to the South Central Medical Reserve Corps Coordinator for approval and credential verification. Copies of licenses, certifications, etc. are to be provided to the Coordinator once the application process is completed.

Assignments will be based on need, interest, training and verification of credentials.

The Medical Reserve Corps unit will work closely with the local Health Officers, Emergency Managers, and emergency leaders because of their ongoing responsibilities and specific expertise.

Volunteer Safety

All volunteers will receive safety training that is appropriate to their function in the Medical Reserve Corps unit. It is recommended that all volunteers who may be working with patients have current immunizations, including tetanus, influenza, and hepatitis B.

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 South Central Medical Reserve Corps will have regular meetings, and participate in trainings and local drills to ensure maximum emergency preparedness.

While understanding that time constraints and scheduling conflicts will arise, it is hoped that MRC volunteers will take advantage of as many of the training opportunities as possible. The trainings are geared specifically to address emergencies 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.

All Medical Reserve Corps volunteers must have appropriate education, training and experience. Not all members of the MRC unit need the same education and training, although there are some common elements.

The MRC may be trained to:

- a. Staff mass vaccination or dispensing clinics;
- b. Staff alternate care facilities;
- c. Provide Public Health surge capacity;
- d. Assist in sheltering operations

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. Your local Department of Emergency Management has free information that can help you prepare for all hazards. You may also check the website the Department of Emergency Management, FEMA, National Medical Reserve Corps, Ready.gov and the CDC for additional emergency preparedness information.

Training

Volunteer trainings are recorded in the MRC database, and will assist in matching volunteers to their assignments/positions. Copies of completion records, certificates, cards, etc. must be forwarded to the MRC 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 South Central MRC has pre-identified courses or trainings that, when completed, will fulfill these requirements.

Domain #1 training options:

- A. Attend a South Central MRC Personal Preparedness and Family Readiness Training (approximately 2 hours).

Or

- A. Complete the on-line Personal Preparedness training. (by the Center for Public Health Preparedness, School of Public Health, University at Albany)
This course can be found on the www.mrc.train.org website* under course ID 1008945.

AND

- B. Attend the DBHRT Psychological First Aid training in person.

Domain #2 training options:

- A. IS100: Introduction to the Incident Command System (may be taken in-person or on-line through the www.mrc.train.org website*)

Or

- A. Hospital Incident Command System (HICS) (may be taken in-person or on-line through the www.mrc.train.org website*)

AND

- B. Must participate in one drill, exercise, training, Public Health activity**, or actual event per calendar year. (**participating in health fairs, disease screenings or community education events.)

Domain #3 training options:

- A. IS700: National Incident Management System (NIMS), An Introduction (may be taken in-person or on-line through the www.mrc.train.org website*)

Or

- A. Hospital Incident Command System (HICS) (may be taken in-person or on-line through the www.mrc.train.org website*)

AND

- B. Volunteers in POD Training [being developed]

In order for the South Central MRC to remain in compliance with national requirements, at least 80% of our volunteers and staff must have satisfactorily completed both IS100 and IS700.

***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.

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 with the registration.
- 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.

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 training requires additional registration outside of the MRC.TRAIN website. Follow the on-screen instructions.

Funding

Volunteer time is uncompensated. However, local Departments of Emergency Management and local Public Health Departments are responsible for supplies and other support during a disaster, which may include:

- Education and training
- Protective equipment and clothing
- Supplies (gloves, syringes, splints, etc.)
- Food and shelter
- Communication equipment (cell phones, computers, etc.)

Emblem/Logo

The Medical Reserve Corps 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 Medical Reserve Corps 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 Medical Reserve Corps logo by applying to the Medical Reserve Corps.

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

Newsletter

All volunteers will be able to access the South Central MRC quarterly newsletter as they become available. This newsletter will keep you up to date on what's happening in the volunteer program. Newsletters are also mailed to each volunteer and team leader.

Participation in Non-Emergency Events

MRC volunteers may be notified, in advance, when any community event may require the need for medical volunteers; for example, during events such as flu vaccinations. 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 South Central MRC Program will provide in-person and access to on-line training opportunities for all interested MRC volunteers.

The South Central MRC Program will provide appropriate equipment and supplies as needed for the volunteer, including a Greater Derry MRC Volunteer Identification Badge and t-shirt.

The South Central MRC Program will not share volunteers' contact information with outside sources. However, other MRC units may need additional volunteer support in an emergency and would ask an alert to be sent out on their behalf.

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

Liability Coverage

Persons who volunteer to serve in a Medical Reserve Corp Unit (MRCU) could be protected from liability for injuries to persons treated by the MRCU through several Virginia statutes as well as the Federal Volunteer Protection Act. (See Appendix C for further details on State and Federal laws)

A. State Laws

Virginia Code § § 8.01- 225 et seq., the “Good Samaritan Act”

MRCU volunteers should be immune from liability for harm caused when providing emergency care to ill or injured persons at the scene of an accident, fire or any life-threatening emergency.

Virginia Code § § 44-146.13 et seq., the “Commonwealth of Virginia Emergency Services and Disaster Law of 2000”

During a declared emergency, MRCU volunteers will be immune from liability for harm caused when providing medical and health services so long as they are doing so under supervision of the MRCU.

Additionally, during a declared emergency, those volunteers who are licensed or certified to render health care services will receive immunity when they gratuitously render aid using their skills.

Virginia Code § § 2.2-3600 et seq., the “Virginia State Government Volunteers Act”

MRCU volunteers may enjoy the protection of the Commonwealth’s sovereign immunity if they are deemed to be a volunteer of a state agency, such as VDH.

Volunteer Protection Act

Volunteers will not be liable for economic harm caused during the performance of volunteer activities so long as the activities are within the scope of the volunteer’s responsibilities to the MRCU.

Virginia Code § 32.1-48.016 “Immunity from liability” – March 2005, Effective July 1, 2005

Any person, including any person who serves in a Medical Reserve Corps (MRC) unit or on a Community Emergency Response Team (CERT) established under VirginiaCORPS, who, in good faith and in the performance of his duties, acts in compliance with this article and the Board of Health's regulations shall not be liable for any civil damages for any act or omission resulting from such actions unless such act or omission was the result of gross negligence or willful misconduct.

In addition, Virginia courts have established the doctrines of charitable immunity and sovereign immunity. Both of these doctrines are partially applicable to

MRCU volunteers. Under the doctrine of charitable immunity, MRCU volunteers may be immune from liability for harm caused while acting within the scope of their duties to the MRCU because the MRCU is a not-for-profit organization. Sovereign immunity may immunize MRCU volunteers if a court finds that they are agents of the Commonwealth. None of these statutes or doctrines was specifically written with MRCU volunteers in mind. Therefore, they do not provide absolute immunity.

B. Federal Laws

The federal government has given certain liability protection to narrow group of health service providers under a Homeland Security Act declaration by Health and Human Services. During declared emergencies there is some protection under the Good Samaritan Act and the Volunteer Protection Act.

Risk Management

MRC volunteers who are registered with the Virginia Department of Health are entitled to the benefits described in § 2.2-3605 of the Code of Virginia. While they are acting under the direction of the Virginia Department of Health, and within the course and scope of their assigned emergency and disaster response activities, volunteers are eligible for the same liability protection available to state employees. In addition to this protection, if a volunteer is injured while performing an assignment the state may also provide up to \$10,000 reimbursement for medical expenses.

For volunteers to be covered under the State's liability, they must:

- ✓ Be registered as a member of an organized MRC or Volunteer Unit
- ✓ Demonstrate comprehension of basic emergency competencies
- ✓ Act under the direction of the VDH or other state agency
- ✓ Follow the policies and protocols of the MRC Unit or VDH
- ✓ Act within the scope of their education and experience

In the event of a claim (or potential claim) immediately notify:

Your immediate supervisor or acting state agency director who should send a report of the incident to Diane Becken, VDH Human Resources within 48 hours

AND

The Virginia Department of the Treasury
Division of Risk Management--Claims
P. O. Box 1879
Richmond, VA 23218-1879
Phone: 804-786-3152
Fax: 804-371-2442
Visit DRM: www.trsvirginia.gov

Provide Risk Management with:

- ✓ Current contact information for the volunteer
- ✓ Documentation of the Volunteer's assignment
- ✓ Name of MRC Unit, date, duration of the assignment, services provided by volunteer
- ✓ Supervisor contact information (or other authorizing personnel)
- ✓ A complete description of the incident, injury or damage
- ✓ Names and contact information for witnesses
- ✓ When applicable – All notices of claim, demand, summons or other process received
- ✓ Time lines do apply. Please do this as soon as possible, following the incident.

Personal Responsibilities of MRC Volunteers

1. MRC volunteers shall be responsible to certify to the MRC Unit Coordinator or Team Leader registering them and using their services that they are aware of and will comply with all applicable responsibilities and requirements set forth in these rules.
 - a. MRC volunteers have the responsibility to notify the on-scene authorized official (EMD, Team Leader, and MRC Unit Coordinator) if they have been using any medical prescription or other drug that has the potential to render them impaired, unfit, or unable to carry out their emergency assignment.
 - b. Participation by MRC volunteers in any mission, training event, or other authorized activity while under the influence of or while using narcotics or any illegal controlled substance is prohibited.
 - c. Participation by emergency workers in any mission, training event, or other authorized activity while under the influence of alcohol is prohibited.
 - d. MRC volunteers participating in any mission, training event, or other authorized activity shall possess a valid operator's license if they are assigned to operate vehicles, vessels, or aircraft during the mission unless specifically directed otherwise by an authorized official in accordance with current law. All MRC volunteers driving vehicles to or from a mission must possess a valid driver's license and required insurance.
 - e. Use of private vehicles, vessels, boats, or aircraft by MRC volunteers in any mission, training event, or other authorized activity without required liability insurance is prohibited unless specifically directed otherwise by an authorized official in accordance with current law.
 - f. MRC volunteers shall adhere to all applicable traffic regulations during any mission, training event, or other authorized activity. This provision does not apply to individuals who have completed the emergency vehicle operator course or the emergency vehicle accident prevention course and who are duly authorized under state law to use special driving skills and equipment and who do so at the direction of an authorized official.
2. MRC volunteers have the responsibility to comply with all other requirements as determined by the authorized official using their services.
3. When reporting to the scene, MRC volunteers have the responsibility to 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.
4. MRC volunteers have the responsibility to check in with the appropriate on-scene official and to complete all required recordkeeping and reporting.

Policies

Harassment-Free Environment Policy



The South Central Medical Reserve Corps (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 the Unit Coordinator of the MRC. Any reports of discrimination or harassment will be examined impartially and resolved promptly. The South Central MRC Steering Committee 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

Providing a clean, safe and healthful work environment is a goal of the South Central MRC. No job is considered so important or urgent that volunteers cannot take time to perform their job safely.

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 Team Leader or Unit Coordinator.

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 MRC coordinator 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-volunteer-related accidents, injuries, illnesses and near misses to your Team Leader.

Electronic Communications Policy



South Central 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 electronic 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 South Central 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 who may have an alcohol and/or drug problem are encouraged to voluntarily seek evaluation and treatment that will lead to successful rehabilitation. Volunteers must abide by the provisions of this policy as a condition of volunteer service.

Violence-Free Work Environment Policy

The South Central MRC 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 prohibit workplace violence and the possession of weapons by volunteers on the job and at the worksite.

In order to ensure a safe working environment, the Medical Reserve Corps prohibits all persons from carrying a handgun, firearm, or weapon of any kind on assignments, regardless of whether the person is licensed to carry the weapon or not. This policy applies to all volunteers, clients, customers and visitors. All volunteers are also prohibited from carrying or using a weapon while in the course and scope of performing their job, whether they are on our property at the time or not. This policy also prohibits weapons at any Medical Reserve Corps sponsored function, such as training, missions, parties or any other events.

The only exceptions to this policy are police officers, private security guards, or military personnel employed by federal or state government, who are engaged in official duties and persons who have been given written consent by their supervisor or the director to carry a weapon while performing specific tasks on behalf of the MRC.

If you feel threatened, you should retreat and request intervention from a Team Leader or other available management staff. If fear of violence is imminent, immediately retreat and contact 911.

Code of Conduct

Introduction

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.

Code of Conduct

No volunteer shall:

- a. Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the Medical Reserve Corps (MRC).
- b. 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.
- c. 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.
- d. Disclose any confidential MRC information that is available solely as a result of the volunteer's affiliation with the MRC to any person not authorized to receive such information, or use to the disadvantage of the MRC any such confidential information, without the express authorization of the MRC.
- e. 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.
- f. Operate or act in any manner that is contrary to the best interests of the MRC.
- g. In the event that the volunteer's obligation to operate in the best interests of the MRC conflicts with the interests of any organization in which the individual has a financial interest or an affiliation, the individual shall disclose such conflict to the MRC Unit Coordinator upon becoming aware of it, shall absent him/herself from the room during deliberations on the matter, and shall refrain from participating in any decisions or voting in connection with the matter.

Performance

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

If a Team Leader 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 Coordinator will 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.

Commitment to Diversity

The South Central Medical Reserve Corps is committed to being a diverse organization. It seeks to recognize value and incorporate diversity in its services, policies and operations, service recipients, and paid and volunteer workforce. Diversity includes differences such as age, belief, citizenship, culture, economic level, ethnicity, gender, language, national origin, and philosophy of life, physical ability, physical appearance, race, religion, and sexual orientation.

Volunteer Rights & Responsibilities

Volunteer Rights

As a volunteer with the Medical Reserve Corps (MRC), you enjoy certain rights that should be recognized by your Team Leader and the staff at the MRC.

- 1) An 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) Adequate space, equipment and supplies to perform your job
- 8) The right to know as much about the organization as possible

Volunteer Responsibilities

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

- 1) You must be dependable, reliable, and business-like, and abide by the policies of the MRC.
- 2) Dress appropriately for the setting and the task.
- 3) Carry out duties in a safe, responsible way.
- 4) Maintain the confidentiality of information revealed to you.
- 5) Keep track of the hours you work on the form provided.
- 6) You must be non-discriminatory in serving all people regardless of race, gender, age, religion, sexual orientation, or disability.
- 7) Work within the guidelines of your job description and accept supervision.
- 8) Offer feedback and suggestions.
- 9) Be prepared for any regularly scheduled meetings.
- 10) You must represent the Medical Reserve Corps appropriately in the community.

Appendix A: Credentialing Matrix

NEW VOLUNTEER BACKGROUND/CREDENTIAL CATEGORIES				
	1 ADMINISTRATIVE OR LEADERSHIP/ DIRECT CARE VOLUNTEERS (most responsible and leadership positions in unit)	2 TRAINED POSITION ASSIGNED VOLUNTEERS (highest level of training, mid-leadership in unit)	3 ORIENTED NO POSITION VOLUNTEERS (lowest level of training and responsibility in unit)	4 VOLUNTEERS REGISTERED IN DATABASE (not trained or active with unit)
<p>ALL VOLUNTEERS SHOULD FIT ONE OF THE FOLLOWING LEVELS:</p>				
<p>VDH HR and MRC REQUIREMENTS:</p>	Standard MRC Reg Form (including consent/disclosure statement signed) DMV Form CRD93 Finger Print Cards/Form HP License Verification ID Verification In Person Interview	Standard MRC Reg Form (including consent/disclosure statement signed) HP License Verification ID Verification Optional Finger Print Cards Personal Interview	Standard MRC Reg Form (including consent/disclosure statement signed) HP License Verification ID Verification Optional Background Ed Verification MRC Certification Practice Information	Standard MRC Reg Form (including consent/disclosure statement signed) License Verification Ed Verification MRC Certification Practice Information
<p>ADDED ESAR-VHP REQUIREMENTS:</p>	Ed Verification MRC Certification Practice Information Privileges Information National Database DEA License References (2)	Ed Verification MRC Certification Practice Information Privileges Information National Database DEA License References (2)	Privileges Information National Database DEA License References (2)	Privileges Information National Database DEA License References (2)
<p>From Virginia Code/State Personnel Policies: "Volunteer" means any person who, of his own free will, provides goods or services, without any financial gain, to any agency, instrumentality or political subdivision of the Commonwealth; "Volunteer in State and Local Services" shall include, but not be limited to, any person who serves in a Medical Reserve Corps (MRC) unit or on a Community Emergency Response Team (CERT) established under VirginiaCORPS while engaged in emergency services and preparedness activities as defined in § 44-146.16. "Regular-service volunteer" means any person engaged in specific voluntary service activities on an ongoing or continuous basis; "Occasional-service volunteer" means any person who provides a one-time or occasional voluntary service "Level 1" is the lowest level and covers positions that involve an expectation of public trust or pose a significant degree of risk to patients, clients or the mission of the agency; "Level 2" is the intermediate level and covers positions involving a higher degree of public trust, posing a greater risk for causing damage to the public or the mission of the agency, or posing a significant risk for realizing personal gain from the public's business; "Level 3" is the highest level and covers positions that involve an unusually high expectation of public trust, pose an unusually high risk for causing extensive damage to the public or the mission of the Agency, or pose an unusually high risk for realizing personal gain from the public's business.</p>				

Appendix B

Recommended Items to Bring 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 Vest/T-Shirt
- Comfortable, lightweight 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 C

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

Appendix D

Unit Contact Information

The home office for the South Central MRC unit is located at:
301 Halifax Street, Petersburg, VA 23803

Unit email: Southcentralmrc@vdh.virginia.gov

Katrina Shearin, South Central MRC Coordinator

Email: Katrina.Shearin@vdh.virginia.gov

Office: 804.862.8962

Fax: 804.862.6126

Cell: 804.704.0048

Appendix E

Confidentiality Statement

Due to the nature of services of the South Central 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 South Central Medical Reserve Corps, I may acquire knowledge of confidential information. 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

Appendix F



SOUTH CENTRAL MEDICAL RESERVE CORPS

Serving the South Central District
301 Halifax Road, Petersburg, VA 23803
Phone: 804 862-7600 Fax: 804 862-6407

RELEASE FOR PUBLICATION OF PHOTOGRAPH AND/OR VIDEO RECORDING

I certify that I am over 18 years of age and I hereby grant to the South Central 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 South Central 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 South Central MRC for said photographs and video recordings.

Name (please print) _____ Date _____

Signature _____

Address _____

Appendix G

Receipt of Handbook

I have received a copy of the South Central 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