

# Loudoun Medical Reserve Corps

## Member Handbook



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**CONTENTS**

<b>WELCOME</b> .....	<b>1</b>
<b>ACKNOWLEDGEMENTS</b> .....	<b>2</b>
<b>PURPOSE OF THE HANDBOOK</b> .....	<b>2</b>
<b>ACRONYMS</b> .....	<b>2</b>
<b>MISSION</b> .....	<b>3</b>
<b>MEDICAL RESERVE CORPS OVERVIEW</b> .....	<b>3</b>
<b>LOUDOUN MEDICAL RESERVE CORPS</b> .....	<b>4</b>
Organizational Structure .....	4
About the Loudoun Health District .....	4
About the Loudoun MRC .....	4
<b>STEPS TO BECOMING AN ACTIVE VOLUNTEER</b> .....	<b>6</b>
Volunteer Standards .....	7
Volunteer Levels .....	8
Volunteer Conduct .....	9
<b>VOLUNTEER LIABILITY PROTECTION</b> .....	<b>13</b>
<b>TRAINING</b> .....	<b>14</b>
Core Competencies .....	14
Recommended Training .....	14
<b>COMMUNICATION</b> .....	<b>16</b>
Virginia Volunteer Health System (VVHS) .....	16
<b>ACTIVATION</b> .....	<b>16</b>
Support Capacity .....	16
Activation Procedures .....	16
Reporting for Duty .....	17
<b>ROLE ASSIGNMENTS</b> .....	<b>18</b>
Incident Command System .....	18
<b>FREQUENTLY ASKED QUESTIONS</b> .....	<b>22</b>
<b>APPENDIX A — CODE OF CONDUCT</b> .....	<b>24</b>
<b>APPENDIX B — PRIVACY &amp; LIABILITY POLICY</b> .....	<b>26</b>
<b>APPENDIX C — USING THE VIRGINIA VOLUNTEER HEALTH SYSTEM (VVHS)</b> .....	<b>28</b>
<b>APPENDIX D — USING TRAIN</b> .....	<b>31</b>
<b>APPENDIX E — STEPS TO PERSONAL PREPAREDNESS</b> .....	<b>33</b>



## WELCOME

Dear Loudoun Medical Reserve Corps Members,

We are pleased that you have chosen to become a part of the Loudoun Medical Reserve Corps (MRC). On behalf of the Loudoun MRC and the Loudoun Health District (also known as the Loudoun County Health Department), we welcome you and thank you for joining our team.

Our members play an important role in strengthening public health, emergency response, and community resilience in Loudoun County. We recognize that each of you has unique skills and abilities to contribute to this end. Therefore, our goal is to engage you through training, collaboration, and volunteer opportunities that leverage and build upon your talents. We hope to learn from you and work together to improve the health, safety, and preparedness of our community.

We also hope that this *Member Handbook* will provide you with useful information to help make the most of your experience as an MRC member. It describes the benefits of volunteering with the Loudoun MRC, in addition to the policies and procedures that provide a framework for the services we provide to the community. Please take time to review the contents of the *Member Handbook* and refer to it whenever questions arise. Additionally, please feel free to contact us for additional information or to pass along comments and suggestions.

Once again, we are glad to have you on our team. Welcome to the Loudoun MRC!

Kind regards,



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## ACKNOWLEDGEMENTS

The content of this *Member Handbook* is based on information gathered from Medical Reserve Corps units across the United States and various public sources of information on disaster response, public health, and other pertinent topics. This *Handbook* serves as a guide for Loudoun MRC members and is reviewed and updated on a regular basis.

## PURPOSE OF THE HANDBOOK

- 1) The *Member Handbook* establishes the necessary organizational, operational, and administrative procedures for the effective operation of the Loudoun Medical Reserve Corps.
- 2) The *Handbook* provides guidance to Loudoun Medical Reserve Corps members for the effective and appropriate engagement of volunteers in public health emergency operations and routine public health activities.
- 3) The *Handbook* enhances the community's knowledge of the Loudoun Medical Reserve Corps and describes the process established to activate the unit and utilize its personnel and resources for public health emergency operations and public health activities.



## ACRONYMS

ASPR	Administration for Strategic Preparedness and Response
CERT	Community Emergency Response Team
DCVMRC	Division of the Civilian Volunteer Medical Reserve Corps
DHS	US Department of Homeland Security
EP&R	Emergency Preparedness and Response
FEMA	Federal Emergency Management Agency
HHS	US Department of Health and Human Services
HIPAA	Health Insurance Portability and Accountability Act
ICS	Incident Command System
MRC	Medical Reserve Corps
NIMS	National Incident Management System
OASH	Office of the Assistant Secretary for Health
PHI	Protected Health Information
PIO	Public Information Officer
POD	Point of Dispensing/Distribution
VDH	Virginia Department of Health
VVHS	Virginia Volunteer Health System

## MISSION

The mission of the Medical Reserve Corps (MRC) is to engage local communities to strengthen public health, reduce vulnerability, build resilience, and improve preparedness, response and recovery capabilities.

## MEDICAL RESERVE CORPS OVERVIEW

### WHY WAS THE MEDICAL RESERVE CORPS CREATED?

The September 11, 2001, terrorist attacks highlighted a significant need for trained medical and other personnel, including non-medical personnel, to assist with emergency operations. Many individuals sought to support emergency relief efforts during that time, but there was no organized approach to channel their efforts. Today, the MRC program provides the structure necessary to deploy medical and non-medical public health volunteers in response to an emergency including H1N1 and COVID-19. The MRC is comprised of volunteers nationwide who are ready to respond to public health emergencies, both natural and man-made, and to assist communities with ongoing initiatives to protect and promote health. A map showing all MRC units in the nation can be found at <https://aspr.hhs.gov/MRC/Pages/index.aspx>.



### WHAT DOES THE NAME MEDICAL RESERVE CORPS MEAN TO OUR COMMUNITY?

Each community is different, and these differences may require alternative approaches to public health and emergency response; however, all communities can benefit from a similar understanding of the MRC. The terms “medical” and “reserve” indicate that trained personnel are available to respond to emergencies that require support of the community’s health and medical resources. The “medical” in Medical Reserve Corps **does not limit** MRC units to medical professionals; individuals without medical training can and do fill essential roles. “Corps” refers to an organized body of individuals with a similar function. In Loudoun, the MRC is a group of medical and non-medical volunteers trained and ready to support public health during emergencies, as well as through routine community and health department activities.

### WHO DIRECTS THE LOUDOUN MRC?

The Loudoun MRC is a part of and under the direction of the Loudoun County Health Department. Our unit is led by our MRC Coordinator, who matches community needs—for emergency response, health department needs and public health initiatives—with volunteer capabilities. Our MRC Coordinator reports to the Local Health Emergency Coordinator and the Director of the Loudoun Health District (also known as the Loudoun County Health Department). Our coordinator in general is also responsible for building partnerships, ensuring the sustainability of the local unit, and managing volunteer resources. In addition, the Loudoun MRC Advisory Board was established as an advisory body to the Loudoun Health District and it provides recommendations to the Health Director with regard to the policies, affairs and property of the Loudoun MRC. The Advisory Board consists of members appointed by the Director including MRC members, Health District employees and others.

In Virginia, our State MRC Coordinator is part of the Virginia Department of Health’s Office of Emergency Preparedness and is responsible for the public health and emergency coordination of VA MRC units, the administration of the Virginia Volunteer Health System, grant management and promotion of the VA MRC program.



At the national level, the Division of the Civilian Volunteer Medical Reserve Corps (DCVMRC) is the national program office of the MRC and is housed within the Office of Administration for Strategic Preparedness and Response (ASPR), U.S. Department of Health and Human Services (HHS). The DCVMRC supports the MRC network by providing technical assistance, coordination, communications, strategy and policy development, grants and contract oversight, training and other associated services. It functions as a clearinghouse for information and best practices to help communities establish, implement, and maintain MRC units in order to achieve their local visions for public health and emergency preparedness.

—Adapted from Medical Reserve Corps Web site

## LOUDOUN MEDICAL RESERVE CORPS

### ORGANIZATIONAL STRUCTURE

- District Health Directors and Local Health Emergency Coordinators - Determine when the unit will be deployed, and which activities warrant involvement by volunteers.
- Unit Coordinator - Handles day-to-day operations of the Medical Reserve Corps unit. Maintains ongoing contact with volunteers, welcomes new applicants, arranges training programs and drills, organizes meetings, tracks volunteer data, represents unit at public meetings/trainings/seminars, works directly with interns and work-study students.
- Volunteers - Minimally, stay in contact with the coordinator to ensure that their records are up to date, so they can be notified for the appropriate activities.
- State Coordinator - Facilitates networking, coordination, and information-sharing between local MRC units, and between MRC units and state, district, and federal agency counterparts. Provides policy and operational guidance.
- Regional Coordinator and State Admin - Provide policy and program guidance, training, and technical support to MRC unit coordinators.

### ABOUT THE LOUDOUN HEALTH DISTRICT

The Loudoun Health District sponsors the Loudoun MRC program. The Loudoun Health District provides a wide range of health care services and works to ensure the health and well-being of Loudoun County residents. The Loudoun MRC is organized under the Emergency Preparedness & Response (EP&R) section within the Health District.

The Loudoun MRC is one of a number of units that comprise the statewide network of Virginia MRC units. The State Volunteer Coordinator, located in Virginia Department of Health's Office of Emergency Preparedness, provides advice and guidance to MRC units across the Commonwealth. To learn more about other Virginia MRC units visit [www.vamrc.org](http://www.vamrc.org). Our closest MRC neighbors in Virginia are the Arlington, Fairfax, Prince William and Loudoun Fairfax MRC units.

### ABOUT THE LOUDOUN MRC

#### HISTORY AND CURRENT MEMBERSHIP

Established in 2003, the Loudoun MRC program seeks to improve the health and safety of communities across the Loudoun County and to ensure that the County is equipped with sufficient medical and non-medical volunteers to support the existing public health infrastructure during both public health emergencies and routine community activities.

As of 2023, Loudoun MRC membership holds strong at over 2,500 registered members. Our members come from diverse backgrounds and have varying levels of education and training.



About 25% of our members come from professional medical backgrounds, while about 75% of our members are non-medical volunteers.

## LOUDOUN MRC OBJECTIVES

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The specific objectives of the Loudoun MRC are to:

- Provide public health support during local emergencies and disasters and participate in ongoing public health activities in our community.
- Ensure that the unit is integrated into community response plans and preparedness efforts.
- Deliver a comprehensive training program for members that meets the needs of the community during an emergency and the personal expectations of the volunteer.
- Support the community in emergency response and recovery efforts, thereby enhancing the capacity of local response agencies.
- Promote community involvement through public education and awareness campaigns that support public health and preparedness initiatives.
- Collaborate with County and community organizations, including Volunteer Loudoun, Fire and Rescue, MHSADS, our local hospitals and the American Red Cross
- Improve volunteer communication through the use of social media, e-mail, and mass notification systems.

## WHAT DOES THE NAME MEDICAL RESERVE CORPS MEAN TO OUR COMMUNITY?

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Each community is different, and these differences may require alternative approaches to public health and emergency response; however, all communities can benefit from a similar understanding of the MRC. The terms “medical” and “reserve” indicate that trained personnel are available to respond to emergencies that require support of the community’s health and medical resources. The “medical” in Medical Reserve Corps **does not limit** MRC units to medical professionals; individuals without medical training can and do fill essential roles. “Corps” refers to an organized body of individuals with a similar function. In Loudoun, the MRC is a group of medical and non-medical volunteers trained and ready to support public health during emergencies, as well as through routine community and health department activities.

## BENEFITS TO BEING AN MRC VOLUNTEER

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- Knowledge that you’re helping to improve the health and safety of your community
- Satisfaction from serving your community in times of emergency
- Free training opportunities such as CPR/First Aid and family preparedness
- Priority prophylaxis for you and your family, if applicable and permissible, when volunteering during a declared emergency
- Opportunities to provide input and initiate public health service projects within your area of expertise and interest



## GUIDING PRINCIPLES



The Loudoun MRC program operates according to the following principles:

- We treat all members, clients, staff, volunteers, and partners with respect and dignity in all situations.
- We respect the fact that our members are donating their time and expertise for the overall health and well-being of the community.
- We provide training and volunteer opportunities that we believe will enhance members' experience and support our unit's objectives.
- We will communicate clearly and consistently with our members.
- We will encourage and value input from our members.
- We acknowledge that participation in MRC trainings, events, and deployments is voluntary and that our members have the option to refuse assignments for any reason.
- We will never ask a member to perform tasks beyond the scope of his/her licensure, credentials, training, or level of comfort, nor knowingly place a member at risk.
- We will consistently seek the inclusion of members from across a variety of demographic groups, backgrounds, professions, and affiliations.

## STEPS TO BECOMING AN ACTIVE VOLUNTEER

Completion of the steps outlined below will put you on track toward becoming active with the Loudoun MRC. In choosing to become a Loudoun MRC member, you agree to support the community's public health preparedness, response, and recovery efforts when requested if you are available. We encourage you to discuss your participation in the Loudoun MRC program with your family and employer to make them aware of your volunteer commitment during an emergency. Please remember that in a true health emergency, schools and offices may be closed and day to day activities may be cancelled.

### 1. CREATE A VIRGINIA VOLUNTEER HEALTH SYSTEM (VVHS) ACCOUNT

When you signed up to become a member of the Loudoun MRC, you likely did so by creating an online account and completing profile information through the Virginia Volunteer Health System (VVHS) (<https://vvhs.vamrc.org/>). Alternatively, a VVHS account was set up for you. In either case you received an email with additional instructions.

VVHS is a web-based system, administered by VDH, used to register, credential, track, and communicate with volunteers interested in assisting with health-related activities during emergencies. It is important to keep your contact information and details about any professional licensure you hold up to date in VVHS. See [Appendix C](#) for a guide to creating and maintaining your VVHS profile.





## 2. TRAIN VIRGINIA ACCOUNT

All MRC members have been set up with a Train Virginia account <http://va.train.org>. **Please do not set up a new account** - click on "Can't log on" to retrieve your log in info. See Appendix D for further information.



## 3. ATTEND ORIENTATION AND PASS THE POST-TEST

It is important for all members to attend a Loudoun MRC volunteer orientation and pass the post test. The orientation class provides an overview of the MRC program, including Loudoun MRC policies & procedures, and covers a variety of emergency preparedness topics.

Orientation is available both live and on-line. The live class (approximately 2 hours) is offered periodically, and notification of class dates is made by email. The on-line orientation is available on our members' page. The link to our members' page is located on the left on [www.loudoun.gov/mrc](http://www.loudoun.gov/mrc). Once you have completed the orientation and post-test, the MRC coordinator will be notified.

## 4. COMPLETE BACKGROUND AND REFERENCE CHECKS

The Loudoun MRC conducts background investigations that include criminal history record, sex offender and crimes against minors. Depending on your volunteer assignment, a federal fingerprint background investigation may be conducted. Disqualifying convictions include, but are not limited to, the following: sexual offenses, violent activity, HIPAA violations, and inappropriate relationships with patients. At his/her own discretion, the MRC Coordinator, in consultation with the Health Director, will evaluate convictions on a case-by-case basis. Once you are accepted as an MRC member you will receive instructions regarding completion of the background check.

Additionally, the MRC Coordinator may check references for any MRC member who wishes to serve in a leadership capacity. References may be personal or professional; however, if requested references should be able to attest to your skills, qualifications, and personal attributes.

## VOLUNTEER STANDARDS

### ELIGIBILITY

- Members must be at least sixteen years of age. Applicants who are sixteen and seventeen must have permission from their parent or guardian.
- United States citizenship is not required.
- Members must remain free of most felony and serious misdemeanor convictions.
- Members are not required to hold any prior training or certifications.
- Members must register in the [Virginia Volunteer Health System \(VVHS\)](#) (see below) and maintain their online volunteer profiles.
- Members must agree to abide by the Loudoun MRC Code of Conduct (Appendix A).
- Members must agree to abide and sign the Health Insurance Accountability and Portability Act (HIPAA) Policy (Appendix B).



- Members are required to review the Loudoun County Orientation and pass the post test. Members over the age of 18 are required to complete a background check at no cost to them. In addition, completion of IS-100 and IS-700 courses is strongly encouraged.
- Members should be able to assist in case of a health emergency.
- If available, members should participate in MRC meetings, outreach activities, trainings, exercises, and mobilizations when requested.

### MEDICAL VOLUNTEERS

Loudoun MRC medical volunteers are required to hold an active license or certification to practice in the Commonwealth of Virginia and must work strictly within their legally defined scope of practice. If you hold a license or certification upon admission to the MRC or obtain one after becoming an MRC member, you must update this information in your VVHS profile and notify the MRC Coordinator by email. In addition, if requested you must provide a copy to the MRC Coordinator or their designee. Medical volunteers are required to update their VVHS profile and/or provide proof of re-licensure or re-certification when their credentials expire. The Loudoun MRC does not pay for re-licensing/re-certification fees.

If you have an inactive or out-of-state medical license/credential, or if you do not work in the medical field, you are eligible to serve as a Loudoun MRC non-medical volunteer. If you hold an inactive or out-of-state license/credential, we strongly encourage you to enter your license/credential number in your online volunteer profile. If an emergency is of sufficient magnitude, the governor may waive certain requirements to authorize retired and out-of-state medical professionals to perform various clinical functions.

### NON-MEDICAL VOLUNTEERS

Non-medical volunteers are not required to have any specific certifications or backgrounds to become Loudoun MRC members.

## VOLUNTEER LEVELS

The Loudoun MRC recognizes that members differ in many regards, including age, interests, professional training, life experiences, and levels of obligation to other volunteer or paid positions. One goal of the MRC program is to create an atmosphere that works well for *all* members *and* ensures that Loudoun County is prepared in the event of a large-scale public health emergency. The tiered system of volunteering facilitates that goal (the MRC Coordinator or Health Director may vary or amend participation requirements as needed):

**Level 4:** The level 4 member is registered in VVHS but has NOT completed the on-boarding process to include the orientation and background investigation. In the event of an MRC activation, members will be offered “just-in-time training” to meet basic unit requirements; however, the scope of Level 4 volunteer activities while deployed may be limited. Depending on the event, level 4 members may be able to participate in certain MRC activities. Please note that if you receive an email about an activation or activity, you are likely eligible to participate in it.

**Level 3:** The level 3 member has completed basic unit requirements and is eligible to participate in all MRC sponsored programs, drills, events, and training opportunities. Volunteers are assigned to level 3 have completed minimal training, to include an orientation and background investigation, but have no specific volunteer responsibility.

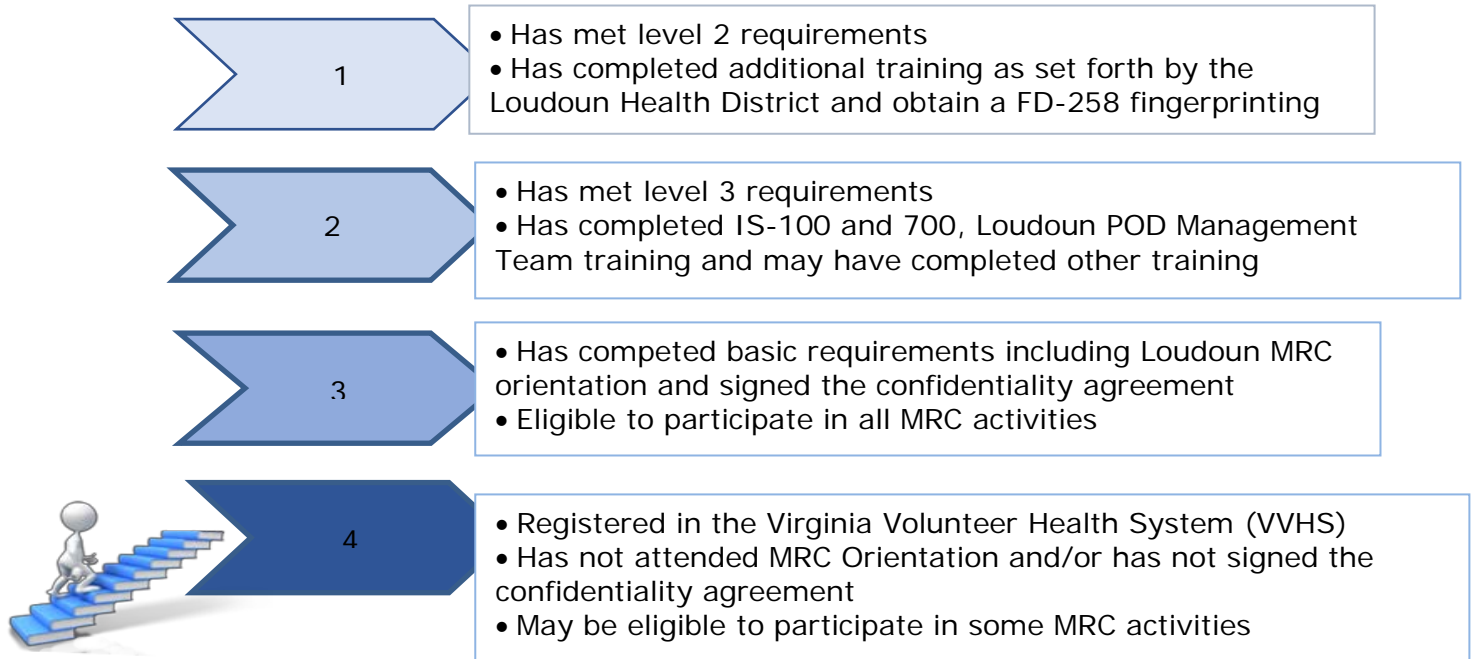
**Level 2:** The level 2 member is eligible for a leadership role, is active in MRC functions and may be assigned specific roles include leadership roles. At a minimum, level 2 members must complete



IS-100, IS-700 and Loudoun POD Leadership Team Training in addition to all minimum requirements for level 3 and 4 and exhibit the MRC core competencies through their service and training. Level 2 members may also choose to complete more advanced pre-event training (e.g., CPR, Psychological First Aid, IS-300, IS-400, IS-800 etc.).

**Level 1:** The Health Director, at his discretion, may choose to assign a member to be a level 1 volunteer. Volunteers assigned to level 1 are in a high leadership position with specific leadership roles assigned. Higher level training requirements include IS 200, IS 800 and participation in exercise and leadership positions. MRC level 1 volunteers must also obtain a FD-258 fingerprinting listed within the VVHS.

**Figure 1. Loudoun MRC Member Levels**



## VOLUNTEER CONDUCT

As a member of the Loudoun MRC, you should understand your responsibilities as well as the unit's definition of appropriate behavior. In general, the Loudoun MRC program expects that members will comply with the following standards of behavior:

- Exhibit professional behavior and adhere to the volunteer code of conduct.
- Adherence to all local, state, and federal laws at all times.
- Adherence to applicable safety standards.
- Professional appearance while participating in any MRC-related activity.
- Adherence to the chain of command, both within the local MRC unit and any Incident Command System established during an emergency.
- Maintain updated contact and licensing information in Virginia Volunteer Health System (VVHS).
- Participate in MRC meetings, outreach activities, trainings, exercises, and mobilizations when available.
- Clear display of current identification and unit affiliation while on duty.



- Respond to quarterly communication drills within designated 12-hour time frame.

## SCOPE OF VOLUNTEER ACTIVITY

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Virginia law determines the scope of clinical work for *medical* volunteers; however, the state may lift some restrictions on scopes of practice in the event of a public health emergency. If the scope of your assigned volunteer activities changes, you will be notified by the Loudoun MRC program and trained accordingly. The status of your professional license/credential may also affect the scope of your volunteer activities. **If your license lapses or credentials change, you must immediately report the changes to the MRC Coordinator, in addition to updating this information in your VVHS profile.**

The type of emergency in which the Loudoun MRC is activated will determine the scope of volunteer activity for volunteers. The MRC Coordinator or the relevant incident command position will assign roles to volunteers based on the needs of the incident. Generally, non-medical volunteers perform support functions rather than clinical functions. **Please note that depending on the needs on the incident, medical volunteers may be placed in non-medical positions.**

It is important that you be familiar with your position description or assigned duty/role and that you perform strictly within the scope of your assignment. If at any time you do not feel qualified or comfortable in performing the position or duties, you have been assigned immediately contact the MRC Coordinator or supervisor.

## REPRESENTATION OF THE LOUDOUN MRC

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Loudoun MRC members should abstain from contacting or communicating with organizations or individuals on behalf of the Loudoun MRC or the Loudoun Health District unless the Health Director, MRC Coordinator or their designee gives express consent for a member to do so. MRC members are prohibited from publicly utilizing their MRC affiliation in connection with the promotion of partisan politics or religious matters. Prior to taking any action or making any statement that might significantly affect or obligate the unit, MRC members must seek consultation with and approval from the MRC Coordinator. These actions may include, but are not limited to, statements to the media, fundraising, coalition or lobbying efforts with other organizations, or any agreements involving contractual or financial obligations. Loudoun MRC members are authorized to act as representatives of the unit only as specifically authorized by the MRC Coordinator or his designee or as indicated in their position descriptions.

## CONFIDENTIALITY

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As a Loudoun MRC member, you are responsible for maintaining the confidentiality of all proprietary or privileged information to which you may have access while serving as a volunteer. You must read, understand, and agree to comply with the Loudoun Health District Confidentiality Agreement, included with this *Handbook* as Appendix A Code of Conduct, and Appendix B Liability and HIPAA Policy. Concerning confidentiality and privacy, unless authorized, volunteers must abstain from the use of audio or video recording equipment, and avoid commenting with, answering questions from, or divulging information to the media.

Unless otherwise authorized Loudoun MRC members are expected to wear their MRC badge and teal polo shirt whenever serving in a volunteer capacity or engaging in an MRC activity. When you receive your Loudoun MRC badge, you will also receive a lanyard so that you may wear your badge appropriately. The badge must be in plain view. Any member that discontinues their affiliation with the Loudoun MRC must return the polo shirt, badge, and lanyard to the MRC



Coordinator. If you do not have a badge available, you must have a form of picture ID (such as a driver's license).

## HEALTH & SAFETY

- Stay informed about hazards and emergencies that may affect our area; sign up for Alert Loudoun at [www.loudoun.gov/alert](http://www.loudoun.gov/alert).
- Learn how to respond to all types of emergencies.
- Maintain a personal or family emergency plan.
- Keep an emergency go-kit at home and in your vehicle.
- Be sure that the information for your emergency contact person is up to date in VVHS.
- If you recognize any safety hazards or security issues while you are volunteering, notify your assigned supervisor immediately.
- If you suffer from any medical conditions that could be exacerbated by an emergency or affect your ability to volunteer, let the MRC Coordinator know.
- Learn about the possible emotional and physical impacts of an emergency on you and others. This knowledge will help you to understand and manage your reactions to the event and to work more effectively with others.
- Be sure to take a break whenever you need it and get plenty of rest following your shift.
- Eat nutritious food and stay hydrated.



### SUGGESTED GO-KIT CONTENTS

- Non-perishable food items
- Water
- Change of clothes (season-appropriate)
- Comfortable, protective footwear
- Identification
- Flashlight
- Radio
- Extra batteries
- Cell phone charger
- Medications
- First aid kit
- Personal hygiene items/toiletries
- Whistle
- Dust mask
- Work gloves
- Hat/sunglasses
- Sunscreen
- Insect repellent
- Rain jacket/ poncho
- Money
- Important phone numbers
- Copies of important documents

See Appendix E for information about preparing a family emergency plan.

### ATTIRE

Unless otherwise authorized Loudoun MRC members are expected to wear their MRC badge and teal polo shirt whenever serving in a volunteer capacity or engaging in an MRC activity. When you receive your Loudoun MRC badge, you will also receive a lanyard so that you may wear your badge appropriately. The badge must be in plain view. Any member that discontinues their affiliation with the Loudoun MRC must return the polo shirt, badge, and lanyard to the MRC Coordinator. If you do not have a badge available, you must have a form of picture ID (such as a driver's license).

Wearing your MRC shirt helps to strengthen the MRC brand and reinforces the professional role that you represent. Slacks, jeans, or work pants are appropriate complements to the MRC shirt. Members are required to wear closed-toe shoes or other appropriately functional footwear whenever volunteering. Please remember that your assignment may be outdoors and in inclement weather. During drills, exercises, and deployments, MRC members may be required to wear a vest or cap to reflect their assigned role. If issued, you must return these items to the appropriate staff person after completion of your assignment.



## PROTECTIVE EQUIPMENT

Loudoun Health District will provide MRC members with personal protective equipment (PPE) as appropriate based on the nature of the emergency. This equipment may include gloves, masks, eye protection, and other personal protective items.

Members are prohibited from using MRC equipment and supplies for any purposes other than those directly associated with MRC activities or when needed to provide emergency care if an MRC volunteer finds himself or herself in a position to assist at the scene of an accident or illness. In each of these cases, the Loudoun MRC will replace any disposable supplies used.

## DISCIPLINARY PROCEDURES

The Loudoun MRC program expects that all members will meet standards of professional conduct while performing volunteer duties. If necessary, the MRC Coordinator will initiate action to address inappropriate conduct or performance and to correct behavior that negatively affects the Loudoun MRC, its members, or the Loudoun Health District. The level of disciplinary action will relate to the severity of the inappropriate conduct or behavior (i.e., actions need not occur sequentially). Disciplinary actions may consist of:

- 1) Informal Counseling
- 2) Formal Counseling
- 3) Suspension
- 4) Dismissal

### Any of the following may constitute cause for disciplinary action:

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <ul style="list-style-type: none"> <li>• Neglect of duty</li> <li>• Working outside the scope of clinical licensure/credentials</li> <li>• Incompetence</li> <li>• Dishonesty</li> <li>• Possessing, dispensing, or being under the influence or impaired by alcohol or an illegal substance while on duty</li> <li>• Commission or conviction of a felony or misdemeanor which would affect the volunteer's suitability for continued association with the MRC</li> <li>• Discourteous treatment of staff, fellow volunteers, or clients</li> <li>• Profane or abusive language</li> <li>• Verbal harassment or threats</li> <li>• Breaching client confidentiality</li> </ul> | <ul style="list-style-type: none"> <li>• Willful disobedience of volunteer standards and the MRC Code of Conduct &amp; Liability Policy</li> <li>• Engaging in prohibited political activity while on duty</li> <li>• Misuse of county or state government property</li> <li>• Unsafe work habits</li> <li>• Seeking to obtain financial, sexual, or political benefit from another employee, volunteer, or client by the use of force, fear, intimidation, or other means</li> <li>• Falsifying records</li> <li>• Any other inappropriate conduct, performance, or behavior that constitutes cause for disciplinary action</li> </ul> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Loudoun Health District staff or Incident Command staff supervising an MRC member may initiate informal counseling if necessary; however, any disciplinary action beyond informal counseling will



involve the MRC Coordinator or Health Director. Loudoun Health District staff or Incident Command staff supervising an MRC member during an event may suspend a member from participating in that event. In such instance the MRC Coordinator or Health Director will be notified.

### NO SHOW POLICY

Volunteers who register for a deployment, emergency response, or training and do not show up, or contact the MRC Coordinator or designee to inform them, will be considered "No Shows". Accountability is very important, and "No Shows" can result in events being short-staffed or empty seats for training. For "No Shows", two written warnings will be given over e-mail, and upon the third infraction volunteers will be notified in writing of removal from the unit. Volunteers with special circumstances (medical emergency, etc.) should contact the MRC Coordinator at their earliest convenience.

If you are sick or unable to attend your volunteer shift, you must get the approval of the MRC Coordinator or Program Assistant **prior to** your shift. Should a volunteer deploy to cover the shift of another volunteer without prior authorization, it will be considered a No-Show for you and a Self-Deployment for the person filling your shift. This includes Loudoun MRC members covering shifts for their children or adult family members without prior authorization. This includes walk-up announcements of shift coverage. In addition, you must cover the full shift for which you signed up. If you are unable to cover the shift, you must alert the MRC Coordinator, Program Assistant, or Site Manager to let them know. Approvals of a shortened shift length may be approved on a case-by-case basis, unless otherwise stated in the deployment alert.

### VOLUNTEER DISMISSAL

The Loudoun MRC accepts the service of all members with the understanding that such service is at the mutual discretion of the Loudoun MRC and the volunteer. Loudoun MRC members agree that the Loudoun MRC may, at any time, decide to terminate the member's relationship with the MRC unit. Likewise, a Loudoun MRC member may, at any time, decide to sever their relationship with the MRC unit. Notice of such a decision should be communicated to the MRC Coordinator as soon as possible.

In the event that a volunteer is **involuntarily** severed from the Loudoun MRC, that volunteer will be ineligible to volunteer with any other MRC unit within the Commonwealth unless and until the reason for the volunteer's involuntary dismissal with Loudoun MRC is remedied. Volunteers are required to return their MRC polo shirt, badge and any other MRC-issued supplies or equipment upon termination of their affiliation with the Loudoun MRC.

## VOLUNTEER LIABILITY PROTECTION

Activated Loudoun MRC members may fall under the liability and risk management codes of the Commonwealth of Virginia provided that members act within the scope of their training and assignment. Note that in general you may only have coverage if you are performing duties under the direction of the Health District/MRC. Therefore, under no circumstances should you respond or perform any actions that you were not instructed or authorized to do by the Loudoun MRC or Health District. The following is a collection of federal, state, and local laws that may apply to members of the Loudoun MRC. For more details regarding Liability Protection, refer to Appendix B Privacy and Liability Policy.



## TRAINING

### CORE COMPETENCIES

Core competencies represent the baseline knowledge level and skills that all MRC volunteers should have, regardless of their assigned role. These competencies represent a minimum standard that the Loudoun MRC builds upon to train volunteers at advanced levels. The competencies also provide a “common language” between MRC units that enables units to communicate their capacities to one another clearly and efficiently. As a Loudoun MRC volunteer, you should be able to:

- 1) Describe the procedures and steps necessary to protect your health, safety, and overall well-being and that of your family, the team, and the community
- 2) Describe your existing personal and family preparedness plan
- 3) Describe the chain of command [e.g., Incident Command System (ICS), National Incident Management System (NIMS)], how it applies to a given incident, and how the MRC is integrated into the chain of command
- 4) Describe the MRC’s role in public health and emergency response and how this role applies to a given incident
- 5) Describe your communication role and the MRC process for communicating with response partners, media, the public, and others
- 6) Describe the impact of an event on your mental health and that of responders, the public, and others
- 7) Demonstrate your ability to follow procedures for assignment, activation, reporting, and deactivation
- 8) Identify the limits to your own skills, knowledge, and abilities as they pertain to your assigned MRC role

### RECOMMENDED TRAINING

Training is an important part of preparing our volunteers to be successful. The training plan for Loudoun MRC members was developed based on the expected competencies of all public health workers, as well as federal and regional requirements. Refer to the “Volunteer Levels” section of this *Handbook* to determine required training for each volunteer level.

Loudoun MRC strongly recommends that all volunteers take IS-100 & IS-700 in addition to a mental health course, such as Loudoun County Mental Health’s Adult Mental Health First Aid course.

IS 100 and 700 classes are available online from VA TRAIN at <http://va.train.org>. All MRC members have been set up with a Train Virginia account. **Please do not set up a new account—refer to Appendix D for more information.**

- IS-700.B is 1078831 (<https://www.train.org/virginia/course/1078831/>)
- IS-100.C is 1078825 (<https://www.train.org/virginia/course/1078825/>)

Once you complete the IS class you will get a completion certificate by email. **If you take other classes (such as IS 800 or 200) online (or have already taken them elsewhere) please send a copy of the completion certificate to the MRC Coordinator so you get credited for the class.**





The Adult Mental Health First Aid course is offered at least once per quarter by the Loudoun County Department of Mental Health Substance Abuse and Developmental Services. This course is offered online over the course of two days and requires some self-paced pre-work prior to the live, instructor led training. This virtual course covers common signs and symptoms of mental illness, common signs and symptoms of substance use, how to interact with a person in crisis, how to connect the person with help, and an expanded content on trauma, addiction, and self-care. Members who complete this training will earn a three-year certification in Mental Health First Aid. Once you complete the IS class you will get a completion certificate by email. **If you take these or other classes (such as IS 800 or 200) online (or have already taken them elsewhere) please forward the email (or send a copy of the completion certificate) to the MRC Coordinator so you get credited for the class and keep the original for yourself.** The MRC Coordinator must get a copy of the completion certificate in order to give you credit for the class.

Whenever you complete a course where you have registered through TRAIN Virginia, the system will keep a record of your course completion. If you take an in-class or online course **remember to provide the MRC Coordinator with a copy of your course completion certificate** (keep the original yourself) so your volunteer level updated accordingly. If you would like to register for in-class training or complete a course online but require assistance, contact the MRC Coordinator

## OTHER RECOMMENDED TRAINING

### ONLINE TRAINING

- Intermediate IS courses
  - IS-200 & 800
- Other IS courses
  - IS-22 Are you Ready?
  - IS-909 Community Preparedness
  - IS-242 Effective Communication
- Disaster Behavioral Health Overview – TRAIN ID 1021342
- VDH's Role in Emergency Response – TRAIN ID 1018305
- VDH: An Introduction to Isolation and Quarantine – TRAIN ID 1021694
- VDH: Introduction to Points of Dispensing – TRAIN ID 1013352
- VDH: Cultural Sensitivity Considerations in Emergency Preparedness and Response – TRAIN ID 1057588
- VDH: MRC – Assisting Individuals with Access and Functional Needs – TRAIN ID 11041644

### IN-PERSON TRAINING

- Epi Strike Team Orientation
- Epi Strike Team Call Center Basics
- CPR, First Aid and AED
- POD Command General Staff Training
- REVIVE Opioid Lay Rescuer Training
- Until Help Arrives

## JUST-IN-TIME TRAINING

Due to time constraints and the amount of material to cover, it is impossible to train every MRC member in advance for every possible emergency. Therefore, during certain types of emergencies, Loudoun MRC will conduct just-in-time training (JITT) for MRC members. Just-in-time training covers information that is relevant to the current incident. For example, during a response that requires the Loudoun Health District to open points of dispensing (PODs), JITT



training will cover specific information about the disease agent, dispensing protocols, the POD command structure, volunteer duties, and guidance for dealing with inquiries from the public or media.

## COMMUNICATION

### VIRGINIA VOLUNTEER HEALTH SYSTEM (VVHS)



Loudoun MRC uses several routine methods of communication to connect with members; however, the primary method of communication is through email. Loudoun Alerts and the Virginia Volunteer Health System (VVHS). VVHS and Loudoun Alerts enables Loudoun MRC to send out messages to one or dozens of members via email or phone.

You will receive MRC emails from @loudoun.gov, @vdh.virginia.gov or @vamrc.org. **Please add these your email safe sender so that they do not go into junk mail/spam.**

mail/spam.

All Loudoun MRC members should complete an online VVHS profile and set up an alerting profile within VVHS so that they can receive messages about upcoming events, volunteer opportunities, emergency information, and MRC activations. Setting up an alerting profile requires you to provide your contact information, including phone numbers and email addresses, and to designate your preferred method of contact. **It is important that you keep your contact information current so that we may reach you easily during an emergency if the Loudoun MRC is activated to respond. If your contact information changes, in addition to updating VVHS.**

## ACTIVATION

### SUPPORT CAPACITY

The Loudoun MRC serves as a local “all-hazards” resource, augmenting, assisting, and supporting the existing local public health system. The unit is organized into pools of members based on their levels of training, interest, and credentials. The MRC Coordinator or their designee assembles and assigns teams during the activation and mobilization phase based on the needs of the response. MRC members will only be assigned tasks or given responsibilities in functional areas for which they are clinically licensed, properly trained, or otherwise equipped.



## ACTIVATION PROCEDURES

### NON-EMERGENCY ACTIVATION

Loudoun MRC may request members to assist with routine Loudoun Health District functions such as:

- Public awareness campaigns
- Public health education events
- Administrative support for public health programs
- Epidemiological investigations
- Vaccination clinics (back-to-school, seasonal influenza, etc.)
- MRC recruitment tables



- Special projects

When volunteer opportunities arise, the MRC Coordinator will notify members via email. Notification will include a description of the volunteer need, the dates and times of the need, what MRC members will be requested to do, and contact information for the coordinating staff person. MRC members interested in the opportunity should indicate their availability and follow any other instructions contained in the email to confirm participation.

## EMERGENCY ACTIVATION

Loudoun MRC members must follow all rules and regulations for the deployment of volunteers. **At no time should you self-deploy without first being activated and dispatched by the MRC Coordinator or authorized Health District staff.** Self-deployment constitutes a breach of the MRC Code of Conduct & Liability Policy, which will result in disciplinary action.

When the Health Director requests or authorizes MRC activation for an emergency, the MRC Coordinator will notify volunteers by VVHS, text, email and/or phone recording and provide the following information:

1. Nature and scope of the event or emergency
2. Estimated numbers and types of volunteers needed
3. Location(s) to which volunteers are to report
4. Sign up instructions

To respond, follow the instructions outlined in the alert. You may be requested to report to a specific location at a designated time. If the activation information is unclear to you, contact the MRC Coordinator or the sender of the activation immediately.

**An Alert Drill is sent on a quarterly basis by the MRC coordinator. When you receive this Alert Drill please follow the instructions therein and respond as if there was a true health emergency. It is critical that you respond to this drill so that we know you are receiving alerts.**

## REPORTING FOR DUTY



The Loudoun MRC participates in a wide-range of events and the unit may be activated for different types of public health activities and emergencies, small and large. Consequently, the locations to which you may be asked to report could vary with each activation. For example, we may ask that you report directly to a specific work site for an event.

However, during a significant public health emergency, you may be asked to report first to a public health staging area for check-in, just-in-time training, and role assignment before being deployed to the actual incident. Always follow the instructions for reporting as delineated in the alert message you receive.

**Whenever reporting for an assignment, remember to bring your MRC badge and shirt!** Your MRC badge is required upon check-in and must be worn at all times while on duty. If you do not have a badge an official picture ID (such as a driver's license) is required. Depending on the scope and expected length of your volunteer shift, you should also consider bringing other needed items such as medications. Please remember that there may not be a secure place to put your belongings so a fanny pack or similar is recommended.



## ROLE ASSIGNMENTS



When deployed, MRC members serve alongside staff in a variety of functions. The specific function that an MRC member fulfills can vary with each activation. Role assignments are based on the needs of the event, as well as your credentials and level of training. You will never be assigned to a function beyond the scope of your licensure, skills, or level of comfort.

Before beginning your assignment, you may receive a job action sheet and just-in-time training. A job action sheet is a tool that defines your assigned role and lists the specific tasks that you will be expected to fulfill. Just-in-time training prepares staff and volunteers immediately before beginning their assignments by providing specific incident and job duty information. Just-in-time training is especially helpful if you are activated to fill a role for which you have not previously received training.

During a response that requires the Loudoun Health District to open points of dispensing (PODs), significant support from the Loudoun MRC will be required to staff POD sites. Below is a list and brief descriptions of just some of the roles that MRC members may be asked to fill at a POD:

**Command and General Staff** – provide overall supervision of POD activities including POD Manager, Logistics Chief, Operations Chief, Liaison Officer and Safety Officer.

**Supervisory Positions** – provide mid-level supervision to various sections/divisions.

**Vaccinator or Medication Dispenser** – administer vaccine or dispense medication to clients based on protocols.

**Logistics Support** – support the logistics function by inventorying supplies, restocking stations, and requesting additional supplies as needed.

**Greeter** – greet clients upon arrival to the POD and provide them with the appropriate forms; direct clients with special needs to the special assistance area.

**Forms Reviewer** – review client forms for completeness, legibility, and any contraindications; direct clients to dispensing stations.

**Flow Control/Floater** – maintain orderly client flow through POD; answer client questions about the dispensing process; address functional needs.

## INCIDENT COMMAND SYSTEM

The Loudoun MRC and Health District operate under the National Incident Management System (NIMS) Incident Command System (ICS) in response to an emergency or disaster. All MRC members should have a basic understanding of ICS, regardless of their role or volunteer level. The use of NIMS/ICS enables the MRC to integrate with the emergency response system used by the Loudoun Health District and local emergency services agencies.

### NIMS/ICS BASIC CONCEPTS

1. Many emergencies involve response from multiple disciplines and may involve more than one jurisdiction. NIMS/ICS addresses these issues by providing a standardized organizational structure, common terminology, and a flexible management system that is adaptable to multi-agency and multi-jurisdiction responses.



2. ICS provides the flexibility to activate and establish an organizational structure around the functions that need to be performed so that the response to the emergency is efficient and effective.
3. ICS is scalable and can be utilized for any type or size of emergency, ranging from a minor incident involving only a few emergency service agencies, to a major incident involving multiple agencies and/or jurisdictions.
  - a. ICS enables agencies throughout the Loudoun County, and at all levels of government, to communicate using common terminology and operating procedures.
  - b. ICS enables the timely acquisition of resources during an emergency.
4. ICS organizational structure expands or contracts in a modular fashion based on the type and size of the incident:
  - a. The organization's staff is built from the top down.
  - b. The specific organizational structure established for any given emergency will be based on the management and resource needs of the incident.

## BASIC ICS ORGANIZATIONAL STRUCTURE

The basic ICS organizational structure is comprised of five sections: Command, Operations, Planning, Logistics, and Finance/Administration. Each section may contain several units, established as needed. Figure 3 (below) depicts a basic ICS structure.

### Command Staff

Command Staff positions include the Incident Commander (and Deputy Incident Commander if necessary), Public Information Officer, Safety Officer, and Liaison Officer. Command Staff positions may be established to assign or delegate responsibility for command activities that the Incident Commander cannot perform due to the complexity of the incident or other situational demands.

### Command

Command is responsible for overall management of the incident. Generally, the command function may be conducted in one of two ways: Single Command or Unified Command. In a Single Command structure, the Incident Commander is solely responsible for the overall management of an incident. In a Unified Command, all agencies that have a jurisdictional responsibility at a multi-jurisdictional incident contribute to the process of:

- Determining the overall incident objectives
- Selecting strategies
- Ensuring that joint planning for tactical operations is accomplished
- Maximizing the use of all assigned resources
- Developing the overall Incident Action Plan

### Incident Commander

The Incident Commander's function is to assume overall responsibility for the management of the operation. The Incident Commander may be selected on the basis of the greatest jurisdictional involvement in the incident, the number of resources involved in the incident, existing statutory or pre-agreement authority, or mutual knowledge of the individual's qualification for a specific type of incident.

### Public Information Officer (PIO)



The PIO is responsible for developing accurate and complete information regarding incident cause, size, current situation, resources committed, and other matters of general interest. The PIO will normally be the point of contact for the media and other organizations desiring information about the incident. In both Single and Unified Command structures, only one PIO is designated, although assistants from other agencies or departments may be appointed.

#### **Safety Officer**

The Safety Officer is responsible for assessing hazardous or unsafe situations and developing measures to ensure the safety of incident personnel. The Safety Officer must have the authority to stop and/or prevent unsafe acts and practices. In both Single and Unified Command structures, only one Safety Officer is designated, although assistants from other agencies or departments may be appointed.

#### **Liaison Officer**

The Liaison Officer is the point of contact for assisting and cooperating with agency representatives and stakeholder groups. Only one Liaison Officer will be assigned for each incident, including incidents operating under Unified Command and multi-jurisdictional incidents.

### **General Staff**

The general staff consists of the Operations, Planning, Logistics and Finance/Administration Sections.

#### **Operations**

The Operations Section is responsible for the management of all incident tactical operations (i.e., those operations directed at the reduction of immediate hazards, the establishment of control over the situation, and the restoration of normal activities and conditions).

#### **Planning**

This section maintains information on the current and forecast situation and on the status of assigned resources. The Planning Section is also responsible for the preparation of Incident Action Plans, which outline the objectives, strategy, organization, and resources necessary to mitigate an incident effectively and cover tactical and support activities for a given operational period. The Planning Section may also be responsible for the collection, evaluation, and dissemination of disaster intelligence.

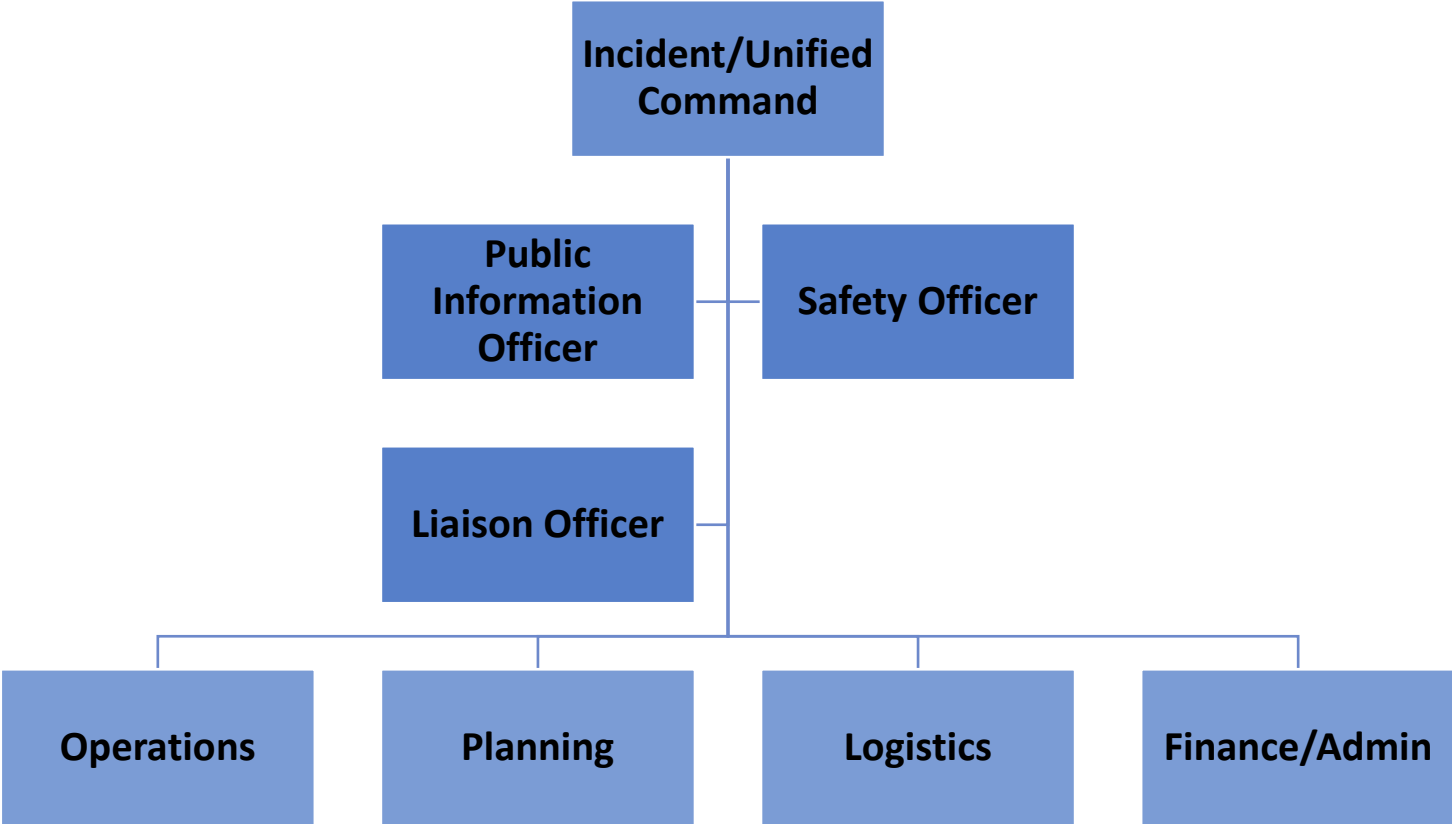
#### **Logistics**

The Logistics Section is responsible for providing all support needs to an incident, including ordering all resources from off-site locations. The Logistics Section provides facilities, transportation, supplies, and equipment maintenance, as well as fueling, feeding, communications, and medical services for staff.

#### **Finance/Administration**

The Finance/Administration Section, usually established only in large and complex incidents, is responsible for all financial and cost analysis aspects of an incident. This section also oversees contract negotiations, tracks personnel and equipment time, processes claims for accidents and injuries, and works with the Logistics Section to procure resources.

Figure 3. Basic ICS Structure



## FREQUENTLY ASKED QUESTIONS



### WHO CAN JOIN THE LOUDOUN MRC?

Community members 16 years of age and older, with or without medical training, who are willing to support routine public health activities and/or serve during public health emergencies are encouraged to join the Loudoun MRC. This includes professionals from all health occupations; nevertheless, many positions in the MRC do not require medical skills. The Loudoun MRC has many non-medical members who fill a variety of functions including supervisory, logistics, training, communication, coordination, education and other roles. The Loudoun

MRC does not discriminate on the basis of age, disability, national origin, race, sexual orientation or religion. Some assigned roles, though, may have specific ability or language requirements based on the need of the deployment. Most Loudoun MRC members live or work in Loudoun; however, Loudoun residency is not a requirement. Some of our members live elsewhere and volunteer with the Loudoun MRC because our location is more convenient for them and they are more likely to be available in Loudoun in an emergency. All localities in the National Capital Region currently have MRC units.

### CAN I VOLUNTEER IF I'M NOT CURRENTLY LICENSED OR PRACTICING IN THE MEDICAL FIELD?

**Yes!!** The Loudoun MRC needs both medical and non-medical members. Some of the volunteer positions for members do require medical licensure to protect the member as well as to ensure the best care for those in need of medical attention. There is also a need for unlicensed health professionals and individuals without medical training to fill various roles. The Loudoun MRC offers training in emergency response, public health, and other related fields to all of its members. Currently about 1/4 of Loudoun MRC members are licensed medical volunteers and the remainder are non-medical volunteers.

### I'VE MOVED OR AM TOO BUSY TO VOLUNTEER, HOW DO I LEAVE THE UNIT?

If you find you are unable to continue volunteering with the Loudoun MRC, contact the MRC Coordinator or Program Assistant. They will archive your VVHS volunteer profile and provide instruction on returning your badge.

### AM I OBLIGATED TO VOLUNTEER IN AN EMERGENCY?

We strongly prefer that you be available to serve in an emergency as that is a primary role of the MRC. Please remember that in a true emergency schools and businesses may be closed and other activities cancelled so that you may have time available to help.

You are a volunteer, so we understand that you may not be available for every emergency. In addition, we understand that you may have personal circumstances including work, military duty, or family commitments that may prohibit you from volunteering at any given time. The Loudoun MRC participates in numerous non-emergency public health activities, and we encourage you to become involved in this way also.

### WHAT LIABILITY PROTECTION IS AVAILABLE FOR VOLUNTEERS?

In 2005, the Virginia General Assembly passed House bill 2520, which amended the immunity provisions of the Virginia State Government Volunteers Act to cover persons who serve in an MRC unit. Other liability protections at the local and state level also may apply to MRC volunteers when serving in an official volunteer capacity. A more detailed summary is contained above in this handbook.

It is important to note that the MRC program should never place you in a position to perform any task or skill that is outside your existing scope of practice, experience, or level of comfort.





Volunteers can provide additional protection to themselves by working only within their scope of practice or skill level at all times.

### **WILL YOU ASK ME TO VOLUNTEER FOR AN EMERGENCY OUTSIDE OF VIRGINIA?**

No member is ever required to volunteer outside of our jurisdiction - MRC members are considered local assets. A request could be received to deploy local MRC volunteers elsewhere. If this occurs this would be done through a formal process. The MRC Coordinator will relay all volunteer requests and deployment information. Members who then wish to deploy should follow the instructions provided by the MRC Coordinator. Members who wish to deploy outside of Loudoun County within the state and nationally are generally required to have completed NIMS (IS-700) and IS-100 training as well as a background check.

### **HOW WILL YOU CONTACT ME IN AN EMERGENCY?**

We will notify you by email, text and/or phone using the contact information you provided. Therefore, it is very important that you keep your contact information current in your VVHS profile.

### **WHO WILL HAVE ACCESS TO MY PERSONAL INFORMATION?**

The Loudoun MRC Coordinator and back-up, as well as the State MRC Coordinator, have primary access to the personal information you provided in VVHS. The MRC Coordinator, Program Assistant, and the Local Health Emergency Coordinator have access to this information on an as-needed basis only. The MRC Coordinator may grant access to other MRC or Health District staff on an as-needed basis. Your personal information may only be used for Loudoun MRC and Loudoun Health District purposes as it relates to your volunteer role.

### **IF I HAVE QUESTIONS/CONCERNS ONCE I HAVE VOLUNTEERED, WHOM DO I CONTACT?**

The Loudoun MRC Coordinator or Program Assistant at [mrc@loudoun.gov](mailto:mrc@loudoun.gov) is your primary point of contact. You may also contact the Loudoun Health District Director, Dr. David Goodfriend ([david.goodfriend@loudoun.gov](mailto:david.goodfriend@loudoun.gov)) in emergency cases only that go above and beyond the scope of deployment or training activities.

## APPENDIX A — CODE OF CONDUCT



### LOUDOUN MEDICAL RESERVE CORPS CODE OF CONDUCT



All members of the Loudoun Medical Reserve Corps (MRC) shall meet the following standards of conduct. As a member of the Loudoun MRC, I agree to:

#### Ethical Conduct

- Maintain and abide by the standards of my profession, including licensure, certification and/or training requirements to support my MRC role
- Act in the capacity of a MRC responder and present myself as a MRC member only with prior authorization/deployment by the MRC Coordinator or the Loudoun Health District Director or their designee
- Avoid inappropriate conduct and behavior, including behavior that is dangerous to others or myself (e.g., acts of violence, verbal or physical abuse, harassment)
- Avoid situations that could be interpreted as a conflict of interest
- Abstain from the use of county and state equipment and resources for personal use
- Refrain from transporting, storing, or consuming alcoholic beverages or illegal substances while performing volunteer duties
- Abstain from responding for duty under the influence of alcohol or illegal substances or under the influence of prescription or non-prescription medication that may influence my abilities
- Refrain from accepting or seeking on behalf of myself or any other person, any financial advantage or gain as a result of my affiliation with the MRC
- Abstain from publicly using my MRC affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue
- Avoid knowingly taking any action or making any statement intended to influence the conduct of the MRC in such a way as to confer any special benefit on any person, corporation, or entity in which I have an interest or affiliation
- Abstain from the use of audio or video recording equipment, unless authorized
- Keep contact and credential information current in the Virginia Volunteer Health System (VVHS).

#### Safety

- Put safety first in all volunteer activities
- Wear my MRC badge when deployed to any MRC or Health District sponsored activity
- Dress for the environment and wear closed toe footwear, if activated to respond
- Respect and use all equipment appropriately
- Promote healthy and safe work practices
- Take care of self and others



- Report injuries, illnesses, accidents, safety hazards, and suspicious activity to the appropriate staff member

**Respect**

- Refrain from using and disclosing any protected health information, to which I may have access, to any person not authorized to receive such information
- Avoid commenting with, answering questions from, or divulging information to the media
- Respect the cultures, beliefs, opinions, and decisions of others, although I may not always agree
- Treat others with courtesy, sensitivity, tact, consideration, and humility
- Accept the chain of command and respect others regardless of their position

## APPENDIX B — PRIVACY & LIABILITY POLICY



### VIRGINIA MEDICAL RESERVE CORPS HIPAA & LIABILITY POLICY ACKNOWLEDGMENT



#### **Health Insurance Portability and Accountability Act (HIPAA) Protects Patient Privacy**

As a student/volunteer performing duties for the Virginia Department of Health (VDH), you will have access to the Protected Health Information (PHI) of our clients. The fact that an individual is or was a client of the Virginia Department of Health is PHI. Federal and state laws, including HIPAA and our policies and procedures, protect the privacy and security of this PHI.

It is illegal for you to use or disclose PHI outside the scope of your volunteer duties for the Virginia Department of Health. This includes oral, written, or electronic uses and disclosures.

- The following are guidelines for using public health information:
- You may use PHI as necessary to carry out your duties as a student/volunteer.
- You may share PHI with other health care providers for treatment purposes.
- You may NOT photocopy PHI.
- You must access only the minimum amount of PHI necessary to care for a patient or to carry out an assignment.
- You may NOT record PHI (such as patient names, diagnoses, dates of birth, addresses, phone numbers, etc.) on any assignments you may need to turn into your instructor, reports you may need to turn in to your program, or forms you may need to take with you.
- You may only access the PHI of patients for whom you are caring/volunteering when there is a need for the PHI.
- 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.
- When disposing of any documents with PHI, do NOT put them into a waste can. Instead, place discarded documents with PHI into containers marked for shredding.
- If you have questions about the use or disclosure of PHI, contact the health district's Privacy Officer or Medical Reserve Corps Coordinator.

#### **MRC Volunteer Liability**

Persons who volunteer to serve in a Medical Reserve Corp (MRC) unit could be protected from liability for injuries to persons treated by the MRC through various provisions of state and federal law. *(Note that in all cases the facts of the situation will determine if liability protections apply.)*

Code of Virginia § 44-146.23 (Commonwealth of Virginia Emergency Services and Disaster Law of 2000)

- MRC volunteers while engaged in emergency service and activities should be immune from liability for negligence caused when providing medical and health services so long as they are doing so under supervision of the VDH.
  - An emergency includes the threat of an occurrence that could cause substantial harm, preparing for disasters, and the prevention of injury.
- Additionally, during an emergency, those volunteers who are licensed or certified to render health care services should receive immunity from negligence when they gratuitously render aid using their skills.



Code of Virginia § 2.2-3600 et seq., (State Government Volunteers Act)

- MRC volunteers may enjoy the protection of the Commonwealth's sovereign immunity if they are deemed to be a volunteer of VDH.

Code of Virginia § 8.01-225.02 may provide certain liability protection for health care providers during declared disasters.

- In the absence of gross negligence or willful misconduct, any health care provider who responds to a disaster shall not be liable for any injury or wrongful death of any person arising from the delivery or withholding of health care when (i) a state or local emergency has been or is subsequently declared in response to such disaster, and (ii) the emergency and subsequent conditions caused a lack of resources, attributable to the disaster, rendering the health care provider unable to provide the level or manner of care that otherwise would have been required in the absence of the emergency and which resulted in the injury or wrongful death at issue.

Code of Virginia § 8.01-225.01 - may provide protection from liability in cases where a provider is alleged to have abandoned his own patients while helping out in a declared emergency.

Code of Virginia § 8.01-225 (Good Samaritan Act)

- If MRC members are actually assisting ill or injured people at a "scene of an accident, fire, or any life-threatening emergency" the Good Samaritan Act may apply.

Federal Law: Public Readiness and Emergency Preparedness Act (PREP Act) Pub. L. 109-148

- If the MRC's activities relate to the dispensing of drugs or devices in an emergency situation, the PREP Act might apply.
- During a public health emergency, the Secretary of HHS may appoint MRC volunteers as intermittent disaster response personnel, which grants them the legal protections when they are working within the scope of their Federal employment as members of the MRC federal deployment cadre. (<http://www.medicalreservecorps.gov/MRCDeployment/FAQ/LegalProtections>).

### **Liability & Risk Management**

Virginia Medical Reserve Corps volunteers are covered by VDH's Risk Management policy for daily public health activities when under the direction of VDH and abiding by VDH volunteer policies. (Virginia Code 2.2-1837 and 2.2-1840)

- This includes up to \$2 million in Tort/Medical Malpractice Liability and up to \$10,000 for medical payment claims.

**Note: this list is subject to change at any time and is not intended to be comprehensive nor intended to provide any legal advice.**

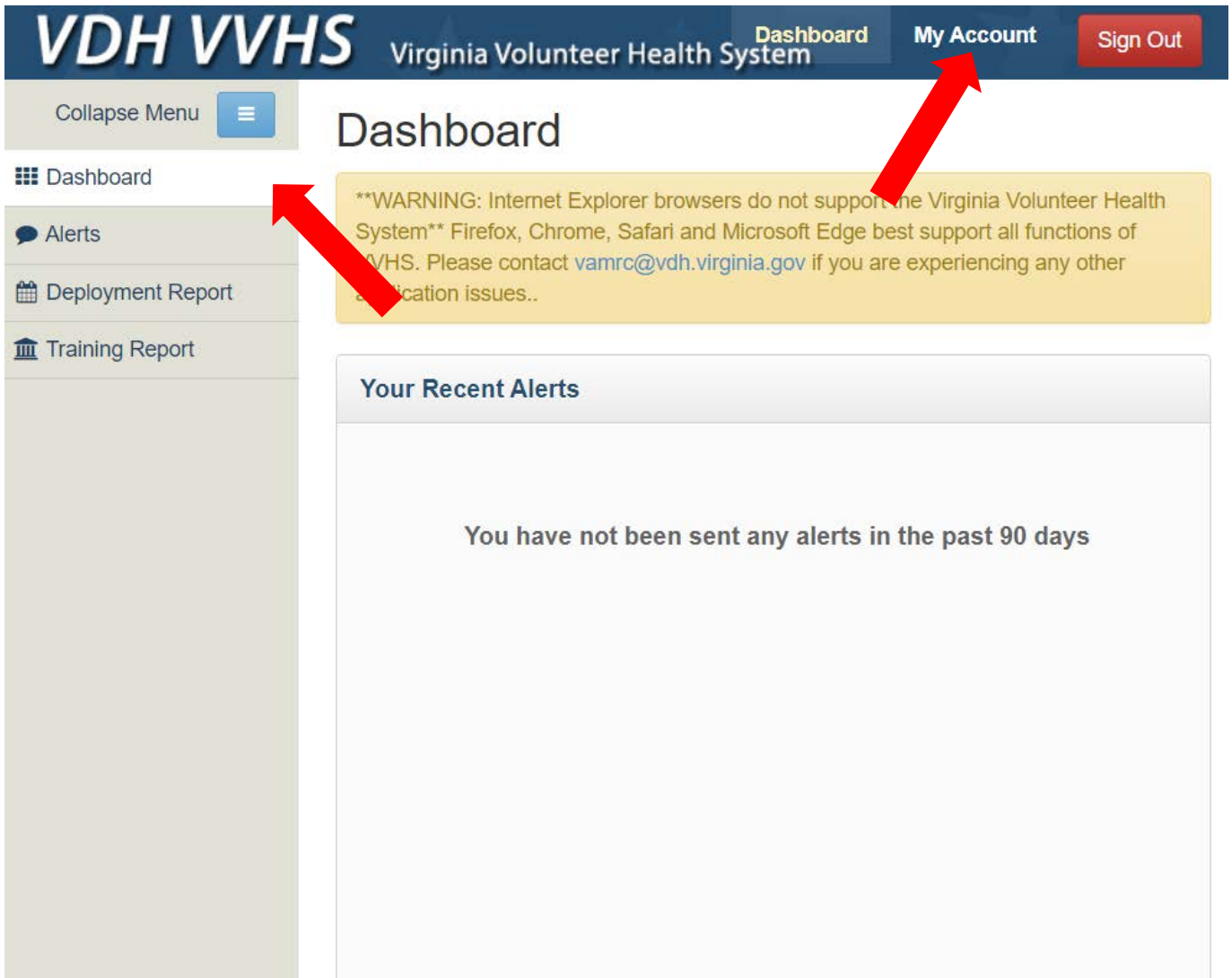
## APPENDIX C — USING THE VIRGINIA VOLUNTEER HEALTH SYSTEM (VVHS)

VVHS is a web-based system used to register, credential, track, and communicate with volunteers interested in assisting with public health activities during emergencies. To become a member of the Loudoun MRC, you must complete the VVHS application. Current volunteers are required to keep their VVHS profile up-to-date.

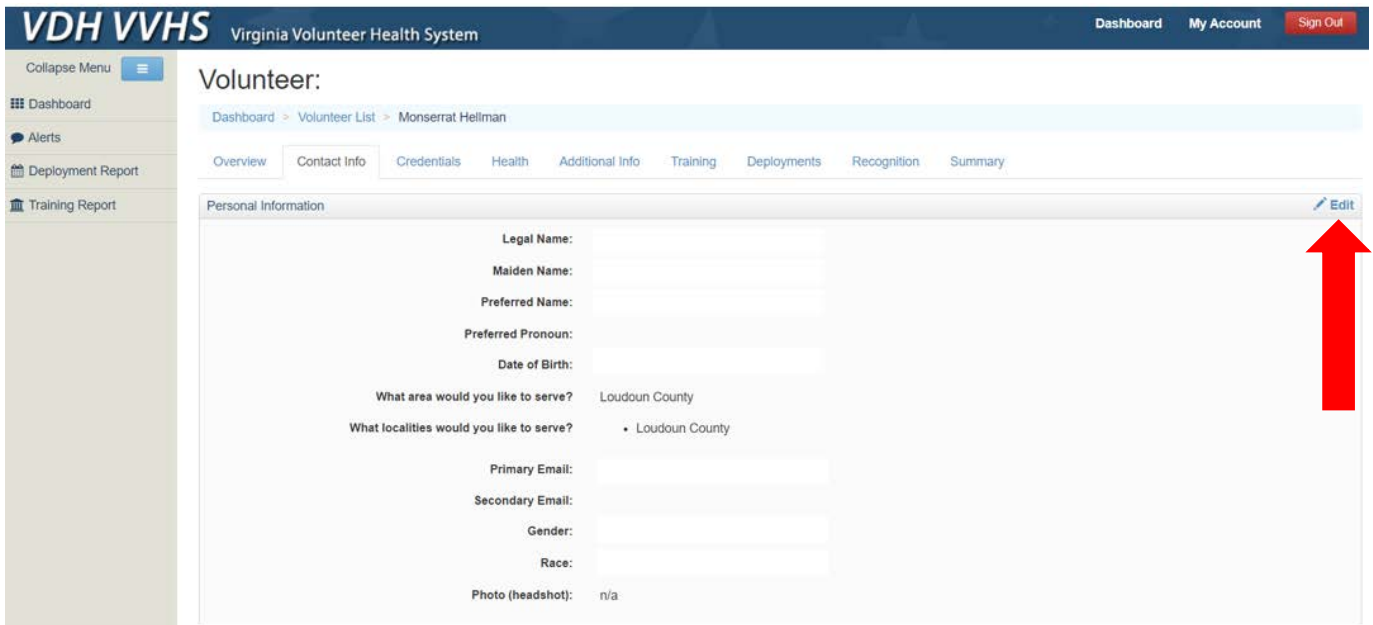
1. If this is your first time using VVHS, keep in mind that the application takes approximately 30 minutes to complete. Before you begin, gather the following documentation for the application:
  - Driver's license
  - Medical license number (if applicable)
  - Relevant certifications (CPR/AED, first aid, etc.)
2. Go to <https://vvhs.vamrc.org/>
3. New volunteers, select "Register as a New Volunteer" to begin the registration process.
4. If you are returning to complete an application started during a previous session or are a member and updating your information, please sign in on the right side of the page.
  - a. **If you are an existing volunteer or have started and application please do not register again as a new volunteer.** If you have forgotten your password, please click on "Forgot Your Password" on the right side.

The screenshot shows the VVHS website interface. At the top, there is a navigation bar with links for Home, Volunteer, FAQs, and Contact Us. Below this is a banner with the Virginia Medical Reserve Corps logo and the text "Welcome To The Virginia Volunteer Health System". The main content area is titled "Welcome" and contains a paragraph describing the system. A blue button labeled "Register as a New Volunteer" is present. Below this, there is a "Please Sign In" section with a text input field for the username (containing "anadmin"), a password field with masked characters, and a "Sign in" button. A red arrow points to the username field, and a red text overlay reads "Enter your User ID and Password here". Below the sign-in form is a "Forgot username or password?" link with a small explanatory text block.

5. The Dashboard, or welcome screen, is pictured below. To access your account information, click "My Account" in the top right corner of the screen.



6. To update your personal information, click the "Contact Information" tab and click the "edit" button located to the right of the corresponding field.



7. To update your credentials, click the "Credentials" tab and click the "edit" button located to the right of the corresponding field. Please include your driver's license number and medical license number (if applicable). We use your driver's license number to identify you if you do not have your MRC badge when checking in for assignment. We verify your medical license (if applicable) through the Department of Health Professions.

**VDH VVHS** Virginia Volunteer Health System Dashboard My Account Sign Out

**Volunteer:** Monserrat Hellman

Dashboard > Volunteer List > Monserrat Hellman

Overview Contact Info **Credentials** Health Additional Info Training Deployments Recognition Summary

Employer Reference Edit

Current Job Status:

Employer / Reference:

Primary Occupation:

Specialty Area:

Do you currently work as a licensed healthcare professional in a hospital?

Do you currently work as a licensed healthcare professional in a field other than a hospital?

Education Edit

Student?

Identification Verification Edit

No identification on file.

8. The MRC Coordinator or designee will contact you via VVHS e-mail alerts. To view event details, click the link within the body of the e-mail.

**Alert Sent Via: email**

Volunteer Name ,

**Click this link to respond!**

[Please click here for more information and to indicate your availability for this event.](#)

**Thank you for volunteering to protect Virginia's health!**

9. Once you have clicked the link, you will be able to respond to the alert by selecting your availability on the webpage. You may also have the option to select a shift(s) if several shift options are available.
10. Please note that you may also receive alerts by phone. The phone number for these alerts is (804) 864-7200. Save this number as VVHS or MRC Alerts in your contact book. All phone alerts will begin with, "This is a message from the Virginia Volunteer Health System..."
- You may also receive alerts via text message on your mobile device. Text alerts will prompt you to check your e-mail for details.
11. If you wish to transfer to another VA MRC unit or rejoin the MRC later please notify the MRC Coordinator, the MRC Coordinator will make changes to your VVHS profile.
12. To unsubscribe from the MRC and VVHS, please contact the MRC Unit Coordinator.





## APPENDIX D — USING TRAIN

All MRC members have been set up with a TRAIN Virginia account. Please do not set up a new account- click on “Can’t log on” to retrieve your log in info. Contact the MRC Coordinator if you are having difficulty.

**Please Note:** It may take up to 48 hours after your application in the Virginia Volunteer Health System has been approved for your TRAIN Virginia account to be created.

1. When you sign up for VVHS, an account is automatically set up for you in TRAIN VA. To log in to your new account, go to <https://va.train.org>. Click on “Can’t log in?”

The image shows a login form with the following elements:

- Login Name:** A text input field.
- Password:** A text input field.
- Remember me
- Login:** A blue button.
- [Can't log in?](#): A blue link with a red arrow pointing to it from the right.
- Create an Account:** A button.

2. In the next screen, enter the email address you used to establish your VVHS profile

## Forgot Your Login Name / Password?

Please enter the email address associated with your account and click Submit. We'll email you your login name and a link to a page where you can easily create a new password.

If you do not remember the email address associated with your account, [please contact technical assistance](#) to reset your password.

Please enter email

3. An email should be sent to you with your username and instructions on how to establish your password. If you receive an email stating you do not have an account, you will need to create a new account in TRAIN VA.

**a. Please Note: It may take up to 48 hours after your application in the Virginia Volunteer Health System has been approved for your TRAIN Virginia account to be created.**

## FINDING COURSES

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Once you have successfully logged in to TRAIN VA, you can search for courses.

1. Log in to TRAIN VA.
2. Click "Course Catalog" tab at the top of screen.
3. Search for courses using the title or number of the course.
4. To register for a course, click the green "+Register" button. To save a course to complete later, click the blue "Save for Later" button.
5. To view courses you've completed, click "Your Learning" at the top of the screen.

## HAVING TROUBLE?

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If you are having difficulty navigating your TRAIN VA account, we encourage the members of the Loudoun MRC members to take the following course in TRAIN:

- **"VDH: TRAIN Basics for MRC Volunteers"**
  - <https://www.train.org/virginia/course/1105346/>.

After taking this course, you will be able to more easily access TRAIN, search available training courses, update your TRAIN profile, and view your TRAIN learning transcript.

## APPENDIX E — STEPS TO PERSONAL PREPAREDNESS

Disasters can strike quickly and without warning. They may force you to evacuate your neighborhood or require that you shelter in place inside your home. Disasters can also interrupt basic services like water, gas, electricity, and telephones. Local officials and relief workers may not be able to assist everyone who needs help in the aftermath of disaster. Families can cope with disaster by preparing in advance and working together as a team.

Follow the steps listed here to create your family's disaster plan. Knowing what to do is your best protection and your responsibility!

For additional updated information please see <https://www.ready.gov/>.

### Prepare a Plan—prepare your disaster plan and review it with family members and contacts

- Meet with your family to discuss why you need to prepare for disaster. Plan to share responsibilities and work together as a team if a disaster occurs.
- Discuss the types of disasters that are most likely to happen in your community and how you will respond (e.g., evacuate; shelter in place; or drop, cover, and hold on). Explain to children the dangers of fire, severe weather, earthquakes, etc.
- Familiarize yourself with disaster response and recovery services available in your community such as healthcare facilities, CERT, the American Red Cross, etc.
- Familiarize yourself with your work and children's school emergency plans.

### Be Prepared—learn how to respond and prepare your supplies in advance

- Teach children how and when to call 9-1-1 for emergency help.
- Sign up for <https://www.loudoun.gov/alert>. (Include health department alerts).
- Have a fire extinguisher and know how to use it.
- Install smoke detectors on each level of your home, especially near bedrooms.
- Determine the best escape routes from your home. Know at least two ways out.
- Find the safe places in your home for each type of disaster that would require you to shelter in place.
- Inspect your home at least once a year and fix potential hazards. Hazards are things that could fall, break, or injure someone during a disaster or that could cause a fire.
- Get to know your utilities.
  - Locate the main electric fuse box, water service main, and natural gas main.
  - Ensure that each family member knows how and when to turn off these utilities.
  - Keep necessary tools near gas and water shut-off valves.
- Ensure that you have adequate insurance coverage.
- Take a CPR/First Aid course.
- If applicable, know how you will take care of your pets in the event of a disaster.
- Stock emergency supplies and assemble a disaster supplies kit. Store supplies in a sturdy, easy-to-carry container such as a backpack, duffle bag, or plastic bin. Keep a smaller kit in the trunk of your car. Recommended emergency supplies include:

- A three-day supply of water (one gallon per person per day) and non-perishable food
- One change of clothing and footwear per person (season appropriate)
- A first aid kit that includes your family's prescription medications
- Battery-powered or hand crank radio, flashlight, and extra batteries
- Emergency tools including wrench or pliers to turn off utilities
- Whistle to signal for help
- Dust mask or cotton t-shirt to help filter air
- Plastic sheeting and duct tape to seal windows, doors, etc.
- An extra set of car keys and a credit card, cash (small bills), or traveler's checks
- Personal hygiene items
- Sanitary supplies (disinfectant, moist towelettes, garbage bags, etc.)
- Special items for infants, seniors, or family members with special needs (if applicable)
- Pet supplies (if applicable)
- Important family documents such as health records, birth certificates, passports, and insurance policies (keep in a waterproof container such as a Ziploc bag).
- One blanket or sleeping bag per person
- Rain gear
- Paper and pencil
- Waterproof matches
- Tent
- Maps

### **Keep in Touch—plan how your family will stay in contact if separated by disaster**

- Pick two meeting places: 1) a location a safe distance from your home in case of a sudden emergency, like a fire and 2) outside of your neighborhood in case you cannot return home. Everyone must know the locations of both meeting places.
- Choose an out-of-state friend or family member to be your "check-in contact" for everyone to call. After a disaster, it is often easier to call long distance than to call locally. Family members should call this person and tell them where they are. Everyone must know your check-in contact's phone number.
- Post emergency telephone numbers by phones (i.e., fire, police, poison control, etc.).
- Give everyone in the family a copy of emergency telephone numbers to keep with them and program into cell phones.
- Assign the phone number of your emergency contact to the name "ICE" (In Case of Emergency) on your cell phone to make it easier for emergency responders to reach the right person if you are injured

### **Practice Your Plan—exercise and evaluate your plan every six months**

- Hold emergency drills with all household members at least two times each year.



- Show each family member how and when to turn off the utilities (water, gas, electricity).
- Keep contact information current.
- Update emergency kits to reflect the changing needs of family members (e.g., replace changes of clothes for size or season appropriateness)
- Replace stored water and food supplies.
- Test fire extinguisher(s), smoke detectors, and batteries and recharge, refresh, or replace as needed.

### **Neighbors Helping Neighbors—working with neighbors can save lives and property**

- Meet with your neighbors to plan how the neighborhood could work together until help arrives following a disaster.
- If you are a member of a neighborhood organization, such as a homeowners' association, introduce disaster preparedness as a new activity.
- Know your neighbors' special skills (e.g., medical, technical) and consider how you could help neighbors who have special needs, such as seniors or neighbors with a disability.
- Make plans for childcare in case parents cannot get home.

### **If Disaster Strikes**

- Remain calm and patient. Put your plan into action.
- Check for injuries. Give first aid and get help for seriously injured people by calling 911.
- Listen to your radio for news and instructions.
- Evacuate immediately using specified travel routes if advised to do so by authorities.
- If evacuating, take your disaster supplies kit and lock your home.
- If instructed to shelter in place, do so immediately.
- Wear protective, seasonally appropriate clothing and sturdy shoes.
- Shut off water, gas, and electricity if you suspect damaged lines or you are instructed to do so. If you turn the gas off, you will need a professional to turn it back on.
- Do not light matches or turn on electrical switches, if you suspect damage to utility lines.
- If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly.
- Clean up spilled medicines, bleaches, gasoline, and other flammable liquids immediately.
- Confine or secure your pets.
- Call your long-distance contact. Avoid using the telephone again unless it is a life-threatening emergency.
- Check on your neighbors, especially seniors or neighbors with a disability.
- Make sure you have an adequate water supply in case service interrupted.
- Stay away from downed power lines.