



## VOLUNTEER HANDBOOK QUICK REFERENCE

Thank you for volunteering to build strong, healthy, and prepared communities.



### MISSION & GOALS

To **expand the capacity** of the SWVA region's existing medical system by making more efficient use of finite medical resources.

*Provide a systematic, coordinated and effective voluntary medical response to events affecting SWVA Communities*

**Assist** with emergency and disaster **response and relief efforts** by **engaging volunteers** of all professional backgrounds.

### TRAINING DEPLOYMENT Follow-up

#### TRAIN VA

- ⇒ Approved SWVA MRC will have an account established in their name in **TRAINVA**. In **VVHS**, the TRAIN User name can be found under the Training Tab.
- ⇒ Volunteers will use **TRAINVA** for classes offered by VA MRC, SWVA MRC & any other courses of which they are interested
- ⇒ Complete CyberSecurity & HIPAA Training for MRC Volunteers, Course #1111599

#### Deployment

- Register either in [VVHS](#) or [SignUpGenius](#) for event
- Check for Deployment Confirmation week before event
- Notify Unit Coordinator ASAP if you can't deploy
- Wear ID Badge, T-shirt, Closed-Toed Shoes, comfortable pants/scrubs, prepare for all weather
- Make sure to have Go-Bag with any personal essential items
- Put cellphone in quiet mode
- Check In & Out with On-site Supervisor
- Be patient and flexible

#### End of Deployment

- At end of your shift:
- Brief your replacement
  - Check out with Supervisor
  - Turn in any equipment issued during shift, including safety vests/rain ponchos/radios/etc.

#### Document Hours

*At the end of every volunteer shift, make sure to document hours on the [Hours & Responsibilities Form](#). Regularly check VVHS profile to make sure all hours are posted correctly.*

### CODE OF CONDUCT & POLICIES

#### SWVA-MRC DOS:

- Put safety first** in all activities
- Take care of others** and self
- Be truthful about fitness** and ability to carry out assignments
- Adhere to approved information** and presentations
- Perform duties assigned** by site supervisor in orderly and efficient manner
- Wear identification** (e.g., SWVA-MRC shirts, badges, issued apparel)

#### SWVA-MRC DON'TS:

- Do not self-deploy** (will not be entitled to liability coverage)
- Do not disclose confidential** information (e.g., patient or information obtained through MRC)
- Do not share photographs**, audio, or video at SWVA MRC activities without prior authorization
- Do not recruit patients** through SWVA MRC activities
- Do not promote political/religious** organizations or positions
- Do not speak to the media** on behalf of SWVA MRC without prior authorization
- Do not bring pets** on-site unless the pet is a service animal
- Do not be insubordinate** to the designated supervisor or site managers
- Do not consume or be under the influence** of alcohol or illegal drugs during ANY MRC activity
- Do not engage in dishonorable** activities (e.g., violence, discrimination, profanity or abusive language, lie, cheat, steal, accept bribes)

### REMINDERS

Always keep your contact and licensing information updated in the [Virginia Volunteer Health System](#)

Contact the SWVA MRC coordinator with any concerns, questions, or suggestions at [swva.mrc@gmail.com](mailto:swva.mrc@gmail.com)

Remember to not work outside your scope of practice/skills and comfort. Direct questions to the site supervisor or SWVA MRC coordinator.

### UNIT CONTACT INFORMATION

SWVA Medical Reserve Corps  
15068 Lee Highway, 2nd Floor  
Bristol, VA 24202  
(Located at Washington Co. Health Dept.)  
Phone/Text: (276)274-0555  
[swva.mrc@gmail.com](mailto:swva.mrc@gmail.com)



The SWVA MRC serves the Cumberland Plateau, Lenowisco and Mount Rogers Health Districts..