




Welcome to one of the original Medical Reserve Corps units established in Virginia in the wake of the September 11th attacks. Since that time, this Unit has stepped up to assist with the break-up of a puppy mill, tornado & hurricane responses, (locally and nationally), flooding, H1N1 flu pandemic, substance abuse and misuse efforts and most recently the COVID-19 pandemic. You are now a member of an award-winning MRC unit that never shies away from a challenge and is always available for their neighbors! Welcome to the team.



Kristina K. Morris

Southwest Virginia Medical Reserve Corps Unit Coordinator
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THE VOLUNTEER HANDBOOK FOR THE SOUTHWEST VIRGINIA MRC IS INTENDED TO PROVIDE VOLUNTEERS WITH QUICK AND EASY ACCESS TO INFORMATION ON THE WORKINGS OF THE UNIT AND WHAT TO EXPECT AS THE VOLUNTEER TRAINS, EXERCISES AND DEPLOYS WITHIN THE UNIT. THIS IS A LIVING DOCUMENT WHICH WILL BE UPDATED AS NECESSARY.

WHY WAS THE MEDICAL RESERVE CORPS CREATED?

The September 11, 2001 terrorist attacks and the September – October 2001 Anthrax attacks highlighted a significant need for trained medical and public health personnel to assist with emergency operations. Many medical and public health professionals sought to support emergency relief efforts during that time, but there was no organized approach to channel their efforts. Today, the MRC provides the structure to deploy medical and public health professionals, along with interested community members, who serve as volunteers ready to respond to disasters and emergencies, and to assist communities with ongoing initiatives to protect and promote the health and safety of the whole community.

MISSION AND GOALS OF THE SOUTHWEST VIRGINIA MRC

The mission of the Southwest Virginia Medical Reserve Corps is to provide a systematic, coordinated and effective voluntary medical response to events affecting their local communities.

The Goals of the SWVA MRC:

- To help strengthen critical emergency medical infrastructure in southwest Virginia
- To expand the capacity of our region's existing medical system by making more efficient use of finite medical resources
- To attract medically trained volunteers and provide them with additional skills needed to work effectively in emergency situations
- To provide cadres of health professionals to contribute to the resolution of public health problems and needs throughout the year
- To act as a catalyst for the development of private-public medical response partnerships
- To facilitate communication, cooperation and coordination with local emergency response efforts to provide volunteer-based medical care during an emergency

THE VIRGINIA VOLUNTEER HEALTH SYSTEM (WWW.VVHS.VAMRC.ORG)

VIRGINIA medical reserve corps

Welcome To The Virginia Volunteer Health System

HOME VOLUNTEER FAQs CONTACT US

Welcome

The Virginia Volunteer Health System (VVHS) is a web-based information, alerting and credentialing system used by local Medical Reserve Corps Coordinators and health districts for the management of medical and support volunteers who desire to support public health emergencies and daily public health activities in Virginia.

[Register as a New Volunteer](#)

Please sign in if you are an existing member or returning to complete your volunteer application.

Need Help?

- [Frequently Asked Questions](#)
- [Contact Us](#)

Please Sign In

Username

Password

[Sign In](#)

[Forgot username or password?](#)

Please do not register again if you are already a MRC volunteer and are experiencing difficulty with your username or password.

The Southwest Virginia MRC will primarily communicate information to volunteers through the [Virginia Volunteer Health System](http://WWW.VVHS.VAMRC.ORG) (VVHS). VVHS enables SWVA MRC to quickly send out messages to one or hundreds of volunteers via email, phone, or text message.

All SWVA MRC volunteers should keep their online VVHS profile up-to-date with current contact and work information so messages about upcoming events, volunteer opportunities, emergency information, and MRC activations are easily received.

It is imperative that you respond to EVERY ALERT received which requires a response. It does not matter if you respond “Available” or “Unavailable” as long as you respond.

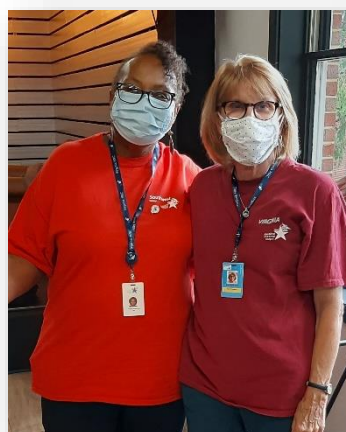
VVHS also is the repository of all volunteer deployments and trainings. Should a volunteer need to document either a deployment or a training, a PDF document can be downloaded and used as necessary by the volunteer.

In some alert emails, SWVA MRC volunteers will be directed to register for a deployment with a link to a registration form in www.signupgenius.com; therefore, it is important to read the entire alert message.

Lastly, as an approved SWVA MRC volunteer, the Virginia Volunteer Health System creates for each volunteer a [TRAINVA](#) account. A computer-generated User Name can be found under the TRAINING tab in VVHS. Once a volunteer has accessed TRAINVA, they should enter the User Name and select “Forgot My Password” to set up a personal password for the account and complete the profile. If the volunteer already has a TRAIN account from a previous employment or as an EMS provider, please notify the Unit Coordinator so that the two accounts can be merged. **DO NOT SET UP A 2ND ACCOUNT IN TRAINVA.**

Deployment Procedures

- **DO NOT SELF-DEPLOY** when there is an emergency or public health event in your community.
- Once a request for volunteer support is received, a VVHS Alert will be sent to appropriate volunteers for response. This may include a registration link for [SignUpGenius](#) (click to see example).
- Once the responses are collected a Deployment Confirmation will be emailed to all volunteers selected for the specific event. (See page 9 for an example)
- Volunteers must wear SWVA MRC ID Badge and t-shirt. Additional safety vests or Command vests may be provided at Deployment location.
- Just-In-Time training may be provided before the volunteer begins their first shift.
- If any volunteer suffers an accident or injury at the deployment site, find and report to the Safety Officer as soon as possible.
- After the deployment has ended, all volunteers must post their hours in the [Hours and Responsibilities Form](#).
- If available, volunteers may be asked to participate in After Action Hot Wash conversations.



Volunteer Training Opportunities

Online and in-person training opportunities offered through SWVA MRC help ensure volunteers meet basic competencies. As an approved member, volunteer orientation has already been completed. As of July 1, 2023, every volunteer is required to complete [VDH: Cybersecurity and HIPPA Training for MRC Volunteers](#), TRAIN Course ID# 1111599. In addition, each volunteer is strongly encouraged to complete FEMA IS-100 and FEMA IS-700 in TRAINVA.



Some training sessions are offered in-person, but many training sessions can be completed online. Volunteers are encouraged to review the online trainings offered through

Federal Emergency Management Agency (FEMA) (<http://training.fema.gov>) and TRAIN Virginia (www.train.org/virginia) and to register for the courses that are of the most interest.

When a course is completed which requires registration through TRAIN Virginia, the system will keep a record of the course completion and can be accessed in either VVHS or TRAIN Virginia. If you take an in-class or online course outside of TRAIN, remember to provide the SWVA MRC Coordinator with a copy of the course completion certificate so that it may be included in the volunteer profile.

Opportunities to Lead Training

The SWVA MRC currently has unique opportunities for volunteers who would like to lead training for fellow volunteers and community members. In the future, this may include Stop The Bleed.

UNTIL HELP ARRIVES is an on-line and in-person curriculum to teach non-medically trained citizens how to provide help to someone who becomes injured in a public arena while awaiting First Responders. This course was born out of the Boston Marathon bombing and the SWVA MRC was fortunate to be a pilot tester of the original curriculum.

REVIVE! is the Virginia Naloxone training for community members who want to know how to assist someone experiencing an opioid overdose. Once the volunteer has completed all the necessary training, they can teach either virtually using ZOOM or in-person to volunteers and the community.



Volunteers interested in becoming trainers for either of these courses, should contact the Unit Coordinator to discuss.

Equipment and Supplies

Each volunteer will be issued an ID Badge with lanyard and a SWVA MRC t-shirt. These should be worn each time a volunteer is involved with a non-emergency activity or emergency deployment. It may be necessary for the volunteer to wear an MRC safety vest or ICS position vest. The vests should be returned at the end of the shift. If a volunteer is posted outside, rain ponchos may be issued and should be returned at the end of the shift.

The SWVA MRC has an extensive inventory of equipment which is housed at the Washington County Health Department, 15068 Lee Highway, Bristol, VA, and may be deployed to a response.



Logistics team members will assist with the distribution and training in the use of this equipment.

Additional Information

- SWVA MRC Website: www.vdh.virginia.gov/swvamrc
- National Medical Reserve Corps Website: <https://aspr.hhs.gov/MRC/Pages/index.aspx>
- SWVA MRC Orientation: <http://ildonlinecourses.s3.amazonaws.com/SWVA%20MRC%20Orientation/content/index.html#/>
- Virginia Volunteer Health System: <https://vvhs.vamrc.org/>
- TRAINVA: <https://www.train.org/virginia/welcome>
- [SWVA MRC Unit Training and Activities Calendar](#)
- Facebook Closed Group: Make friend request to Kristina Morris
- Facebook Organizational Page: Southwest Virginia Medical Reserve Corps
- Instagram: @swvamrc
- Friends of Southwest Virginia Medical Reserve Corps: www.friendsofswvamrc.com
 - Facebook: Friends of Southwest Virginia Medical Reserve Corps

Unit Service Area

The SWVA MRC serves the three health districts of **Cumberland Plateau** (Buchanan, Dickenson, Russell & Tazewell Counties), **Lenowisco** (Lee, Scott & Wise Counties, City of Norton) and **Mount Rogers** (Bland, Carroll, Grayson, Smyth, Washington, Wythe Counties, Cities of Bristol & Galax).

Volunteer Standards of Conduct

All volunteers of the Southwest Virginia Medical Reserve Corps (MRC) shall meet the following standards of conduct. As a volunteer of the SWVA MRC, I agree to:

Professional Conduct

- Only deploy to ANY activity, non-emergency or emergency, with prior authorization or deployment by the local, regional, or state volunteer coordinators.
- Refrain from sharing any information learned while deployed about any individual, patient or family member
- Avoid inappropriate conduct and behavior, including behavior that is dangerous to others or myself (e.g. acts of violence, verbal or physical abuse, harassment)
- Refrain from commenting to, answering questions, or divulging information to the media unless with prior approval from the local, regional, or state volunteer coordinators.
- Avoid situations that could be interpreted as a conflict of interest.
- Abstain from the use of MRC and VDH equipment and resources for personal use.
- Refrain from the consumption or be under the influence of alcohol or illegal drugs during MRC activities.
- 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.

Membership Expectations

- Wear MRC identification when deployed to any MRC sponsored activity or while on site at the local health district office.
- Maintain and abide by the standards of my profession, including licensure, certification, and/or training requirements to support the role assigned to me.
- Keep contact information current in the [Virginia Volunteer Health System \(VVHS\)](#)
- Contact the MRC Coordinator as soon as possible if I am not able to participate after registering and being deployed to any event, emergency response, or training.
- Contact the local MRC coordinator immediately if any conflict or concerns arise regarding your volunteer assignment.

Safety

- Put safety first in all volunteer activities
- 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
- Adhere to applicable safety standards, and all local, state and federal laws at all times.

Respect

- Treat members of the public, volunteers, and staff with respect, courtesy, sensitivity, honesty, and fairness, and have proper regard for their interests, rights, safety and welfare.
- Respect the culture, beliefs, opinions, and decisions of others, although I may not always agree
- Refrain from using and disclosing any protected information, to which I may have access, to any person not authorized to receive such information
- Accept the chain of command and respect others regardless of their position

We also ask that our volunteers remember that they are representing the MRC and VDH whenever they report to the MRC and should, therefore, be dependable, dress appropriately, be responsible, work within their position's guidelines, be non-discriminatory in serving all people and offer any feedback that they may have.

CONTACT INFORMATION:

Kristina K. Morris, Volunteer Coordinator

15068 Lee Highway, Suite 1000

Bristol, VA 24201

Phone and Text: 276-274-0555

Fax: 276-645-1994

E-mail: kristina.morris@vdh.virginia.gov or swva.mrc@gmail.com

Delilah McFadden, District Emergency Coordinator

Cumberland Plateau Health District

Lebanon, VA 24266

Cell: 276-701-7330

E-mail: delilah.long@vdh.virginia.gov

Michael Whiteaker, District Emergency Coordinator

Mount Rogers Health District

Bristol, VA

Cell: 276-780-0109

Email: Michael.whiteaker@vdh.virginia.gov

Darrin Rowe, District Emergency Coordinator

Lenowisco Health District

Gate City, VA

Cell: 276-386-8011

Email: Darrin.rowe@vdh.virginia.gov

Mike Magner, State VA MRC Coordinator

Cell: 804-486-0275

Email: michael.magner@vdh.virginia.gov

14-Jan-21	Site of Vaccine POD: Pentecostal Holiness Church Carroll County, 203 Virginia Street, Hillsville
Set-Up and Clean-Up One Hour Before and After Clinic Times	9:00 am to 11:00 am
Team Meeting 30 minutes before start	75 y/o and older
Staff (100 patients/hour)	Name of Staff Assigned
Team Leader--PHN (Must be LHD PHN)	Grace Worrell(vac)
COVID Screening Station	
2 MRC	Linda Davis - MRC
2 tables/chairs	
Registration/Screening	
2 BOS and 2 RNs	Sherrie Doss/Scottie Cox
2 tables/4 chairs	Kathryn Horton/Pam Banks
	Liz Green/Jenny Hill
Vaccination Administration	
3 RNs and 3 BOS	Pat Bond/Karen Hill
3 tables/9 chairs	Brandy Webb/Cindy Ring
	Susie Freedle/Jennifer Crofts
MRC Vaccinators Need Check-Off Only 2 per clinic	Sandra Weddle - RN
	Donna Peery - MRC
Vaccine Safety/Security	
1 PHN---Must be LHD PHNs	Vicky Richardson
1 table/1 chair	
Post Vaccination Waiting Area/Exit	
1 MRC	Matt Hooven - MRC
1 table/15 chairs w/spacing	
Traffic Control	
2 EH or MRC	Ron Davis - MRC
	Travis Holt - EH
Runners	
2 Staff or MRC	Micah Cowley - EH
LOGISTICS	

Deployment Confirmation

This example of a Deployment Confirmation is what a volunteer may expect to receive after registering either through the Virginia Volunteer Health System or SignUpGenius for an event, activity, or emergency response.

Volunteers may expect to receive a deployment confirmation approximately a week prior to the deployment. It may also include phone numbers of team members, link to Hours and Responsibilities Form, names of those on Stand-by and/or additional information about dress, location, etc.



Friends of the Southwest Virginia Medical Reserve Corps is a registered 501(c)3 organization with the IRS and with the Virginia Corporation Commission. The website is www.friendsofswvamrc.com

The mission of Friends is to raise funds and share those funds directly with volunteers. Friends of SWVA MRC provides food for volunteer trainings and meetings, awards and gifts for volunteers who provide outstanding service to the Unit, provides training and conference scholarships for active volunteers and provides recruitment items to the Unit.

Tax-deductible donations can be mailed to:

**Friends of Southwest Virginia Medical Reserve Corps
15068 Lee Highway, Suite 1000
Bristol, VA 24201**

The treasurer for the organization is Frank White, volunteer from Washington County.



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

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

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

Follow-up

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

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



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

*For more detailed information and a comprehensive guide, please refer to the complete SWVA MRC handbook.