



medical  
reserve  
corps

# ***Handbook***



Clallam, Jefferson and Kitsap Counties, City of Port Angeles  
Hoh, Jamestown S'Kallam, Lower Elwha, Makah, Port Gamble S'Klallam, Quileute and Suquamish Tribes

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# Welcome

Dear Medical Reserve Corps Volunteer,

On behalf of the Medical Reserve Corps Executive Council, welcome and thank you for joining our volunteer team.

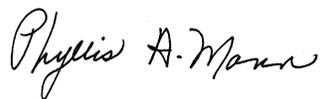
In Homeland Security Region 2 over 1,000 volunteers donated their time and talents last year to help local citizens in major emergencies and/or disasters. We need over 5,000 volunteers to accomplish all of our goals. Thank you so much for making the Medical Reserve Corps part of your volunteer activities.

This handbook was created to give you pertinent information that will maximize your volunteer experience. Please take the time to read through it and refer back to it as questions arise.

Always feel free to call Homeland Security Region 2 and Kitsap County Department of Emergency Management for additional information or to pass along suggestions or comments to Phyllis Mann, Chairperson, Homeland Security Region 2 Coordinating Council. I can be reached at (360) 307-5870 or email at [pmann@co.kitsap.wa.us](mailto:pmann@co.kitsap.wa.us)

Once again, welcome to the Homeland Security Region 2 Medical Reserve Corps!

Sincerely,

A handwritten signature in cursive script that reads "Phyllis A. Mann".

Phyllis Mann, Director  
Homeland Security Region 2  
Kitsap County Department of Emergency Management

# **About This Handbook**

Your enrollment and orientation are important first steps to an exciting and complex organization, which offers a variety of opportunities to serve our community. The following pages describe the benefits to our volunteers, plus policies and procedures that provide a framework for the services we deliver.

The information in this handbook is extensive but not complete. Each position has policies and procedures specific to the function you will perform.

You will learn much of the information regarding your responsibilities on the job. If you have any questions along the way, contact us at 360-307-5870.

Please take the time to read this handbook carefully. Then, keep it as a reference source to use when you have questions or concerns.

We wish you a rewarding experience as a Medical Reserve Corps volunteer.

# History of Citizen Corps/Medical Reserve Corps

## Uniting Communities - Preparing the Nation

In his 2002 State of the Union Message, President Bush called on all Americans to make a lifetime commitment of at least 4,000 hours—the equivalent of two years of their lives—to serve their communities, the nation and the world. President Bush announced the creation of **USA Freedom Corps** to help Americans answer his call to service and to foster a culture of service, citizenship and responsibility.

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

The **Medical Reserve Corps** is the component of the Citizen Corps that will bring together local health professionals and others with relevant health related skills to volunteer in their community. They will assist local, existing community emergency medical response systems as well as provide a group of readily trained and available resources to help our community deal with pressing public health needs and improvements.

Homeland Security Region 2 is proud to be among the first in the nation with an active Medical Reserve Corps. We established the first Medical Reserve Corps in Washington State officially recognized by the office of the Surgeon General.

Our partners throughout Homeland Security Region 2 have the common goal of helping the community prevent, prepare for and respond to crime, disasters, pressing public health needs and emergencies of all kinds.

Volunteers are key to making our community a safer place to live. We look forward to working with you in this important community effort.

# Homeland Security Region 2 Medical Reserve Corps

## Mission of the Homeland Security Region 2 Medical Reserve Corps



The mission of the Medical Reserve Corps (MRC) is to allow local volunteer medical, health, veterinarians, pharmaceutical and non medical professionals to contribute their skills and expertise throughout the year as well as during times of community need. Our Medical Reserve Corps unit is made of volunteers who can assist our community during emergencies, such as an earthquake, influenza pandemic, a chemical spill, or an act of terrorism.

### Benefits to the Community:

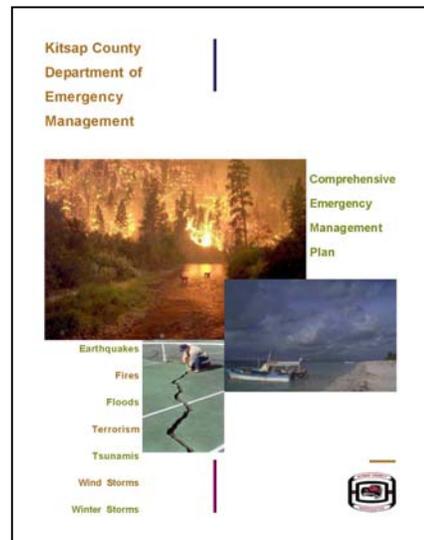
Major local emergencies can overwhelm the capability of first responders, especially during the first 12-72 hours. Having citizens who are prepared to take care of themselves, their families and others during times of crisis will allow first-responders to focus their efforts on the most critical, life threatening situations.

An organized, well trained Medical Reserve Corps unit means that volunteers can effectively respond to an emergency, are familiar with their community's response plan, know what materials are available for their use, know who their partners in the response are, and know where their skills can be utilized to their best advantage and in a coordinated manner.

### An Organized Team Approach

During an emergency, Homeland Security Region 2 communities will activate their Comprehensive Emergency Management Plan (CEMP). This plan defines how emergency personnel (fire, law enforcement, emergency medical services) will respond to and manage the emergency. Spontaneous volunteers may hinder rescue efforts because they may not be familiar with local plans or procedures (you can review Kitsap County CEMP on line at [www.kitsapdem.org/plans](http://www.kitsapdem.org/plans))

By creating a Medical Reserve Corps unit that is linked to their counties CEMP, the members of the Medical Reserve Corps can truly benefit the community by knowing what their role is during an emergency, how they fit into the emergency plan, and how best to respond so that they are a positive support structure for the first responders.



# Background

Since 1991, Homeland Security Region 2 has had many disasters. They range from severe windstorms and winter storms to our most recently declared presidential disaster, the February 28, 2001, Nisqually Earthquake, which caused millions of dollars in damage to this community. Earthquakes and severe winter storms cause Homeland Security Region 2 to quickly become geographically isolated from the Puget Sound metropolitan areas. The 1996 winter storm critically taxed our emergency medical response. Our normal 4-to-5 minute response time stretched to an hour or more throughout our community because of the severe winds, ice, and snow. Although many of the injuries were determined not immediately life threatening, people in the furthest reaches of our community did not have access to or were unable to receive any type of medical treatment in the immediate aftermath of the disaster.



The attacks on September 11, 2001 further demonstrate how quickly our community becomes isolated from not only the Puget Sound metropolitan areas, but also from our community partners in preparedness, the military. On September 11 every military base in the world was dedicated to protect and prepare for additional terrorist attacks. Until the nation knew what might come next, this protective action meant we could not help each other as we do on a day-by-day basis. This included emergency medical services.

In response to September 11 and other natural disasters, the medical community of Homeland Security Region 2 wants to help in any way possible; they identified a need for the development of a response structure. Medical Societies, Local Health Jurisdictions and County Departments of Emergency Management in Region 2 will continue to develop the Homeland Security Region 2 Medical Reserve Corps by:

1. Recruiting medical volunteers will be done via direct mail using existing provider lists supplied by the Medical Societies, Local Public Health, and Washington State Department of Health.
2. Recruiting additional medical volunteers from various health disciplines to include, but not limited to, retirees, plus both active and retired military members.
3. Partnering with the medical society, hospitals, tribal clinics, EMS and the public health community to develop medical command and control procedures and pre-positioned sites for medical volunteers to establish and manage when requested through Emergency Support Function (ESF) 8 under the Homeland Security Region 2 Emergency Management Plan (CEMP).

Pre-registering all medical volunteers as Washington State  
Emergency Workers

4. Develop an orientation, training and exercise program for volunteers.

## Results and Benefits Expected:



Recruitment for the Medical Reserve Corps (MRC) will be community based and volunteer managed. The recruitment process is not limited to physicians and nurses. It is inclusive of all professionals both licensed and those in administrative roles. The MRC offers flexibility and allows volunteers to establish “volunteer time limits” which cannot be offered in other types of programs such as Disaster Medical Assistance Teams (DMAT). Homeland Security Region 2 MRC is designed to use local health professionals within the community and considers the volunteers’ schedules.

The Homeland Security Region 2 MRC will be incorporated into both the County’s Comprehensive Emergency Management Plan (CEMP) through Emergency Support Function (ESF) 8 and the Department of Emergency Management’s Operations Center Plans. All emergency and disaster related functions of the MRC will be initiated through ESF 8, and provide new volunteer opportunities within the emergency response and public health system. The MRC enhances and improves the emergency medical response capacity in the community. The program will enhance Homeland Security Region 2’s ability to respond to either a natural hazard or a terrorism event and be the designated volunteer corps utilized to manage: public health emergencies; SARS outbreak, smallpox clinics, distribution of the strategic national stockpile, plus the overflow treatment areas and field hospitals as needed in a terrorism event or natural disaster. With pre-planning, pre-identification of treatment sites, and pre-identified, certified, and trained volunteers, a safe, rapid, and effective response is available in a major emergency or disaster.

# General Information

## Position Descriptions

When you join the Medical Reserve Corps, you may receive a volunteer position description. Your position description outlines the general and specific duties that you will be expected to perform. It should also outline the training required in order to carry out your assigned duties.

## Level of Participation

As a volunteer you choose what level you can participate. The following “levels of participation” are to assist you in determining how much time you want to volunteer, the type of training required for each level and most importantly do you want to only stay locally, statewide or be called out for a national assignment? You choose!

### **LEVEL I - Minimum Requirements:**

- Application/background check
- Orientation
- Bloodborne Pathogens
- Current CPR
- Current First Aid
- It is recommended that all Level I members participate in at least one exercise per year.
- It is mandatory that members report any changes of contact numbers/e-mails/address in a timely manner.
- Level I members (non-licensed) can assume roles as registrars, greeters, supply/forms routers, special needs assistants, etc.

Medically licensed personnel may receive assignments more suited to their professional capability.

Level 1 member maintains local status only. Level 1 members are not eligible for statewide or nationwide activation.

### **LEVEL 2:**

- Minimum Requirements as in Level I.
- Attend NDC/POD Training
- NIMS 700 (can be done online)
- ICS-100/200 (can be done online)
- Attend one training per year (near future can be done online)

- Recommend one exercise per year if available

Level 2 members may assume roles of Triage Officer, Medical Counselor, Dispenser, and Clinic Flow Monitors in the NDC/POD.

These members may also be selected for development to assume Command Functions such as Logistics, Operations or Security Chief.

Level 2 members are eligible for statewide and nationwide activation.

For online training go to: <http://emilms.fema.gov/>

### **LEVEL 3:**

- All requirements as in Level 2
- ICS 300-400 (this is offered in classroom setting only)
- Critical Incident Stress Management (CISM) – when offered
- Attend all exercises (when possible)
- Level 3 members to assume roles as members of the Command Staff.

Level 3 members are eligible for statewide and nationwide activation.

## **Volunteer Assignments**

Volunteer applications for the region are processed through Kitsap County Department of Emergency Management.

Volunteers may be assigned in advance of emergencies and public health activities to a specific task. Volunteers will be assigned to specific geographic locations to respond to emergencies whenever possible.

The Medical Reserve Corps unit takes assignments and direction from the Regional Emergency Managers and Health Officers.

## Identification

The Department of Emergency Management ensures that carefully controlled individual photo ID badges are prepared and issued to each volunteer.

	Birth date: <b>05/14/52</b>	
	Weight: <b>185</b>	Height: <b>5'10"</b>
	Color Hair: <b>Brown</b>	Color Eyes: <b>Green</b>
	Emergency Worker Assignment (WAC 118-04): <b>Medical Reserve Corps</b>	
Emergency Contact: <b>Spouse: Ms. Terry 360-425-1248</b>		
EMD-025 (7/00) (Back)		

## Volunteer Safety

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

## Maintaining Readiness



Regular training exercises are an essential element for ensuring readiness. Being ready to respond in an emergency does not just happen—readiness requires planning, organization and practice. Homeland Security Region 2 Medical Reserve Corps has regular meetings and drills to ensure maximum emergency preparedness.

Medical volunteers must have appropriate education, training, licensure and experience to perform medical procedures. However, all members of the MRC unit do not need the same education and training, many of the job functions have little to do with the medical field.

In addition to the expertise the volunteer possesses the MRC will be trained to:

- Manage Neighborhood Distribution Centers/Points of Distribution (specified locations to support a mass vaccination strategy).
- Manage the distribution of the Strategic National Stockpile.
- Work in overflow treatment areas and field hospitals as needed.

Preparedness is each individual's responsibility. Ensuring you are prepared at home and at work will allow you to be ready to respond when you are needed. The Department of Emergency Management has free information that can help you prepare for all hazards. You may also check Kitsap's website at [www.kitsapdem.org](http://www.kitsapdem.org) for emergency preparedness information

## **Training**

Medical Reserve Corps unit leaders will have a training checklist to ensure that volunteers who are registered can be documented on training they have or need. All Medical Reserve Corps volunteers training includes:

- Medical Reserve Corps orientation
- Bloodborne Pathogens
- CPR/First Aid
- National Incident Management System (NIMS)

All registered volunteers are expected to participate in the orientation prior to starting as a volunteer. Orientation provides a broad overview of the various services and activities of the Medical Reserve Corps at the local, state & national level.

## **Funding**

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

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

## Our Emblem:

The Medical Reserve Corps is a recognized emblem that must be used in a standard form. There are guidelines that include color, placement, font and size. Correspondence requires certain placement of margins and addresses. Before distributing anything with our emblem, please check with your supervisor.



## Web Site

The Homeland Security Region 2 Medical Reserve Corps is on the web! Go to our web site at [www.kitsapdem.org](http://www.kitsapdem.org) and click on the Citizen Corps logo on the right hand side. This site will keep you updated as to training schedules, events, etc. Your friends, colleagues, and family can even apply to be volunteers by downloading our online application forms.

The skills and services of each Medical Reserve Corps member are critical to our success and effectiveness. Volunteer and paid staffs are colleagues who form a team united by shared goals and values. Like any team, the contributions of each member are unique and crucial. By serving on the Medical Reserve Corps team, volunteer staff earns certain benefits. These benefits are outlined in the following pages.

# Liability

## Insurance

A comprehensive liability insurance policy covers volunteers while working under the supervision and direction of each county's Department of Emergency Management. The MRC volunteers are insured against personal or bodily injury or property damage. For full disclosure, you can go online to <http://access.wa.gov/>, and click on "laws and rules".

## WAC 118-04-200

### Personal responsibilities of emergency workers

(1) Emergency workers shall be responsible to certify to the authorized officials registering them and using their services that they are aware of and will comply with all applicable responsibilities and requirements set forth in these rules.

(a) Emergency workers have the responsibility to notify the on-scene authorized official if they have been using any medical prescription or other drug that has the potential to render them impaired, unfit, or unable to carry out their emergency assignment.

(b) Participation by emergency workers in any mission, training event, or other authorized activity while under the influence of or while using narcotics or any illegal controlled substance is prohibited.

(c) Participation by emergency workers in any mission, training event, or other authorized activity while under the influence of alcohol is prohibited.

(d) Emergency workers participating in any mission, training event, or other authorized activity shall possess a valid operator's license if they are assigned to operate vehicles, vessels, or aircraft during the mission unless specifically directed otherwise by an authorized official in accordance with RCW [38.52.180](#). All emergency workers driving vehicles to or from a mission must possess a valid driver's license and required insurance.

(e) Use of private vehicles, vessels, boats, or aircraft by emergency workers in any mission, training event, or other authorized activity without liability insurance required by chapter [46.29](#) RCW is prohibited unless specifically directed otherwise by an authorized official in accordance with RCW [38.52.180](#).

(f) Emergency workers shall adhere to all applicable traffic regulations during any mission, training event, or other authorized activity. This provision does not apply to individuals who have completed the emergency vehicle operator course or the emergency vehicle accident prevention course and who are duly authorized under state law to use special driving skills and equipment and who do so at the direction of an authorized official.

(2) Emergency workers have the responsibility to comply with all other requirements as determined by the authorized official using their services.

(3) When reporting to the scene, emergency workers have the responsibility to inform the on-scene authorized official whether they are mentally and physically fit for their assigned duties. Emergency workers reporting as not fit for currently assigned duties may request a less demanding assignment that is appropriate to their current capabilities.

(4) Emergency workers have the responsibility to check in with the appropriate on-scene official and to complete all required recordkeeping and reporting.

## **The Volunteer Protection Act**

("VPA")(codified at 42 U.S.C. § 14501 *et. seq.*) Provides qualified immunity from liability for volunteers and, subject to exceptions, preempts inconsistent state laws on the subject, except for those that provide protections that are stronger than those contained in the VPA.

The VPA defines a volunteer as "an individual performing services for a nonprofit organization or a governmental entity which does not receive compensation" (other than reasonable reimbursement or allowance for expenses actually incurred); or any other thing of value in lieu of compensation, in excess of \$500 per year...." 42 U.S.C. § 14506(6).

Under the VPA, a volunteer of a nonprofit organization or governmental entity is immune from liability for harm caused by an act or omission of the volunteer on behalf of the organization or entity if: (1) the act or omission was within the scope of the volunteer's responsibilities in the organization or entity; (2) if required, the volunteer was properly licensed, certified, or authorized by the appropriate state authorities for the activities or practice giving rise to the claim; (3) the harm was not caused by "willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual harmed by the volunteer," and (4) the harm was not caused by the volunteer's operation of a motor vehicle, vessel, aircraft, or other vehicle for which the state requires the operator to possess a license or maintain insurance. 42 U.S.C. § 14503(a).

**NON-MEDICAL LIABILITY** Medical Reserve Corps unit volunteers may be subject to liability for acts not related to their professional activities, such as negligent motor vehicle operation during the course of responding to an emergency.

# Policies



## Harassment-Free Environment Policy

The Homeland Security Region 2 Medical Reserve Corps (MRC) is committed to providing a harassment and discrimination free work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices, including harassment. It is the policy of the MRC that harassment based on race, color, religion, age, gender, sexual orientation, national origin, marital status, disability, veteran status or any other basis is strictly prohibited.

Any harassment, whether verbal or physical, is unacceptable and will not be tolerated. It is the intent that all MRC volunteers will work in an environment free from discrimination and/or harassment by another employee, supervisor or another volunteer for any reason. Discriminatory conduct in any form undermines morale and interferes with productivity.

The Homeland Security Region 2 Medical Reserve Corps is committed to eradicating all discrimination in the workplace and specifically condemns sexual harassment of county employees and volunteers by other county employees or volunteers.

If you feel you may have been the subject of discrimination or harassment, you should contact your department's management or the DEM volunteer manager or director. Any reports of discrimination or harassment will be examined impartially and resolved promptly.

The MRC undertakes its responsibility to prevent workplace harassment seriously. To achieve this goal, the MRC presents all new volunteers with this policy during orientation and is included in the volunteer manual.

## Safety

Providing a clean, safe and healthful work environment is a goal of the Homeland Security Region 2 Medical Reserve Corps. No job is considered so important or urgent that volunteers cannot take time to perform their job safely.

During your job site orientation, your supervisor will discuss all the applicable safety and health rules with you. If you are unclear about any safety policies and procedures, ask your supervisor or volunteer manager.

As a MRC volunteer, you have a responsibility for your own safety and health. This includes using all required safety devices. You must also notify your supervisor of any physical conditions such as drowsiness due to medication, illness or emotional strain, which may affect your performance and safety.

You are expected to immediately report all work-related accidents, injuries, illnesses and near misses to your supervisor or volunteer manager.

## **Electronic Communications Policy**



Homeland Security Region 2's electronic communication systems, including telephones, e-mail, voice mail, faxes and Internet, are available to conduct county business in a timely manner. All communications are to be professional and appropriate and users are prohibited from using electronic communications for the solicitations of funds, political messages, harassing messages or personal use. Furthermore, all electronic

data are the property of Homeland Security Region 2 and may be considered public records.

## **Drug Free Workplace**

The Homeland Security Region 2 Medical Reserve Corps (MRC) is dedicated to a safe, healthy and drug-free work environment. All MRC volunteers are expected to report to work free from drug and/or alcohol impairment and to remain at work in a condition that enables them to perform their job duties in a safe, efficient, legal and professional manner. Homeland Security Region 2 encourages volunteers who may have an alcohol and/or drug problem to voluntarily seek evaluation and treatment that will lead to successful rehabilitation. Volunteers must abide by the provisions of this policy as a condition of volunteer service.

## **Violence-Free Work Environment Policy**

The Homeland Security Region 2 Medical Reserve Corps (MRC) is committed to our volunteer's safety and health. This policy has been developed to help ensure a safe workplace and to reduce the risk of violence.

The MRC does not tolerate any type of acts or threats of violence committed by or against a volunteer, and therefore prohibits workplace violence and the possession of weapons by volunteers on the job and at the worksite.

In order to ensure a safe working environment, the Homeland Security Region 2 Medical Reserve Corps prohibits all persons from carrying a handgun, firearm, or weapon of any kind on assignments, regardless of whether the person is licensed to carry the weapon or not. This policy applies to all volunteers, clients, customers and visitors. All volunteers are also prohibited from carrying or using a weapon while in the course and scope of performing their job, whether they are on our property at the time or not. This policy also prohibits weapons at any Medical Reserve Corps sponsored function, such as training missions, parties or any other events.

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

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

## **Code of Conduct**

### **Introduction**

In an effort to maintain the high standard of conduct expected and deserved by the American public and to enable the organization to continue to offer services required by those in need, the MRC operates under the following Code of Conduct, applicable to all volunteers.

### **Code of Conduct**

No volunteer shall:

- a. Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the Medical Reserve Corps.
- b. Accept or seek on behalf of themselves or any other person, any financial advantage or gain of other than nominal value that may be offered because of the volunteer's affiliation with the Medical Reserve Corps.
- c. Publicly utilize any Medical Reserve Corps affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official positions of the Citizen Corps.
- d. Disclose any confidential Medical Reserve Corps (MRC) information that is available solely as a result of the volunteer's affiliation with the MRC Corps to any person not authorized to receive such information, or use to the disadvantage of the Medical Reserve Corps any such confidential information, without the express authorization of the MRC.
- e. Knowingly take any action or make any statement intended to influence the conduct of the Medical Reserve Corps in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
- f. Operate or act in any manner that is contrary to the best interests of the Medical Reserve Corps.

- g. In the event that the volunteer's obligation to operate in the best interests of the Medical Reserve Corps conflicts with the interests of any organization in which the individual has a financial interest of an affiliation, the individual shall disclose such conflict to the Medical Reserve Corps volunteer manager upon becoming aware of it, shall absent himself or herself from the room during deliberations on the matter, and shall refrain from participating in any decisions or voting in connection with the matter.

## **Performance**

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

If a supervisor is dissatisfied with a volunteer's performance, the first course of action is to communicate that concern to the volunteer. If they are unable to reach an understanding, the director will resolve the matter. In most cases, a volunteer will be given sufficient time to respond affirmatively or request reassignment to a more suitable placement. In some cases, however, immediate action may be required depending upon the severity of the issue.

## **Commitment to Diversity**

The Homeland Security Region 2 Medical Reserve Corps is committed to being a diverse organization. It seeks to recognize value and incorporate diversity in its services, policies and operations, service recipients, and paid and volunteer workforce. Diversity includes differences such as age, belief, citizenship, culture, economic level, ethnicity, gender, language, national origin, and philosophy of life, physical ability, physical appearance, race, religion, and sexual orientation.

# **Volunteer Rights & Responsibilities**

## **Volunteer Rights**

As a volunteer with the Homeland Security Region 2 Medical Reserve Corps you enjoy certain rights that should be recognized by your supervisor and staff at your agency.

- 1) An interview and orientation.
- 2) You should be given assignments that utilize and develop your skills.
- 3) Adequate information and training to carry out your assignments.
- 4) Clear and specific directions.
- 5) You should receive recognition and appreciation for your contribution.
- 6) You should have the opportunity to offer feedback and ask questions.
- 7) Expect regular feedback on your work.
- 8) Have adequate space, equipment and supplies to perform your job.
- 9) You have the right to know as much about the organization as possible.
- 10) Be respected in your workplace.

## **Volunteer Responsibilities**

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

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

## **Overview – National Incident Management System (NIMS)**

NIMS is a comprehensive, national approach to incident management that is applicable at all jurisdictional levels and across functional disciplines. The intent of NIMS is to:

- Be applicable across a full spectrum of potential incidents and hazard scenarios, regardless of size or complexity.
- Improve coordination and cooperation between public and private entities in a variety of domestic incidents.

NIMS employs two levels of incident management structures, depending on the nature of the incident.

- The Incident Command System (ICS) is a standard, on-scene, all-hazard incident management system. ICS allows users to adopt an integrated organizational structure to match the needs of single or multiple incidents.
- Multi-agency Coordination Systems are a combination of facilities, equipment, personnel, procedures, and communications integrated into a common framework for coordinating and supporting incident management.

### **All volunteers need to take:**

NIMS 700 and ICS IS 100 online go to:

<http://training.fema.gov/IS/crslist.asp>

and take these classes!

# Forms



# Confidentiality

Due to the nature of services that the Medical Reserve Corps (MRC), you may process information that is confidential and not public record. For that reason you are asked to sign a confidentiality statement indicating that you will keep information to which you have access confidential and not discuss it with anyone other than the staff person with whom you are working.

## CONFIDENTIALITY PLEDGE

I, \_\_\_\_\_ certify that I have read the statement below and agree to comply with the terms.

I realize that, as an Emergency Worker with the Department of Emergency Management, I may acquire knowledge of confidential information from files, case records, missions, conversations, etc. I agree that such information is not to be discussed or revealed to anyone not authorized to have the information

Date \_\_\_\_\_

Signature \_\_\_\_\_

# Photography Consent

The Department of Emergency Management frequently takes photographs of volunteers in action during trainings, exercises, and actual events. In addition, each volunteer is photographed for identification purposes. Photographs may be used on the website, in newsletters, and other publications.

Please sign the appropriate line below:

I give Homeland Security Region 2 and the Department of Emergency Management permission to use my photo as stated above.

---

Signature

---

Date

I do not give Homeland Security Region 2 or the Department of Emergency Management permission to use my photo as stated above.

---

Signature

---

Date

# Receipt of Handbook

I have received a copy of the Homeland Security Region 2 Medical Reserve Corps Handbook. I have read and understood the policies and information in it and agree to abide by these policies during my volunteer term.

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Signature

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Date