



MACOUPIN COUNTY MEDICAL RESERVE CORPS

VOLUNTEER HANDBOOK

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Welcome

Dear Macoupin County Medical Reserve Corps Volunteer,

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

Volunteers are needed to donate their time and talents to help local citizens in major emergencies and/or disasters. We need volunteers to accomplish all of our goals. Thank you so much for making the Medical Reserve Corps part of your volunteer activities.

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

Always feel free to contact The Macoupin County MRC for additional information or to pass along suggestions or comments. Kate Petrolina, Macoupin County MRC Coordinator can be reached at (217) 839-4114 or by e-mail at kpetroline@mcphd.net.

Once again, welcome to the Macoupin County Medical Reserve Corps!

Sincerely,

Kate Petrolina
Emergency Preparedness Coordinator
Macoupin County Public Health Department
Macoupin County Medical Reserve Corps

About This Handbook

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

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

You will learn much of the information regarding your responsibilities on the job. If you have any questions along the way, contact us at 217-839-4114.

Please take the time to read this handbook carefully. Then, sign and return the Receipt of Handbook to the MRC office at:

Kate Petrolina, Coordinator
Macoupin County Medical Reserve Corps
112 South Macoupin Street
Gillespie, IL 62033

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

History of Citizen Corps/Medical Reserve Corps

Uniting Communities - Preparing the Nation

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

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

Sponsored by the Office of the Surgeon General, the **Medical Reserve Corps** coordinates its efforts with several groups and has multiple affiliates. The MRC is a specialized component of Citizen Corps, a national network of volunteers dedicated to ensuring hometown security. Citizen Corps, along with AmeriCorps, Senior Corps, and the Peace Corps are part of the President's USA Freedom Corps, which promotes volunteerism and service throughout the nation.

When possible, MRC units collaborate with their local Citizen Corps Council to better protect, prepare, and serve their communities. Other components of Citizen Corps include the programs Neighborhood Watch, Volunteers in Police Service, and Community Emergency Response Team.

At the national level, the MRC program Office functions as a clearinghouse for community information and "best practices." The Office offers technical assistance and educational resources, as well as partners with the National Program Office of Citizen Corps and the USA Freedom Corps to build relationships and gain resources for the MRC program as a whole.

The Macoupin County MRC is proud to be a member of the Central Illinois MRC conference planning team and the MRCIL planning group.

Our partner organizations throughout the region have the common goal of helping the community prevent, prepare for and respond to crime, disasters, pressing public health needs and emergencies of all kinds.

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

Macoupin County Medical Reserve Corps

Macoupin County Medical Reserve Corps Mission Statement

Emergency response begins at the local level. The Macoupin County Medical Reserve Corps has been established to supplement the emergency response functions of Macoupin County, including response to Public Health disasters (pandemic influenza/ bio-terrorism, etc.) and all-hazards emergencies; tornadoes, floods, chemical spills, earthquakes, etc. The MRC provides opportunities for citizens to train in response activities to better assist their communities and their families.

Macoupin County Medical Reserve Corps Goals and Objectives

- Goal 1 – Increase the number of trained Medical Reserve Corps volunteers.
 - Objective 1.1 – Advertise using local radio and newspapers
 - Objective 1.2 – Promote at local community events
 - Objective 1.3 – Provide presentations to local groups (churches, civic clubs, volunteer fire departments, volunteer ambulance services, etc.)

- Goal 2 – Train current Medical Reserve Corps volunteers.
 - Objective 2.1 – Mandate that IS-700.a and IS-100b must be completed by all volunteers and encourage IS-200 and 800 for interested volunteers
 - Objective 2.2 – Offer training for interested volunteers
 - Objective 2.3 – Offer participation in MCPHD seasonal flu vaccine clinic/ SNS exercise as training opportunity
 - Objective 2.4 – Provide additional trainings as requested or appropriate

- Goal 3 – Increase the exposure of the Medical Reserve Corps in communities.
 - Objective 3.1 - Advertise using local radio and newspapers
 - Objective 3.2 – Promote at local community events
 - Objective 3.3 – Provide presentations to local groups (churches, civic clubs, chambers of commerce, volunteer fire departments, volunteer ambulance services, etc.)

- Goal 4 – Increase knowledge of public regarding basic home preparedness.
 - Objective 4.1 – Provide information at local events (home safety kit checklist, plans for pets, family communication plan, etc.)
 - Objective 4.2 – Provide personal preparedness presentations to local groups (churches, schools, civic groups, chambers of commerce, etc.)
 - Objective 4.3 – Promote National Preparedness Month (September) through local radio and newspapers

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 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 will be, and have the expectation that they will be utilized in the most effective manner during the response.

An Organized Team Approach

During an emergency, communities will activate their Local Emergency Operations Plans (LEOP). These plans define how emergency personnel (fire, law enforcement, emergency medical services) will respond to and manage the emergency.

By creating a Medical Reserve Corps unit that is linked to an emergency response agency (Macoupin County Public Health Department), the members of the Medical Reserve Corps will benefit each Macoupin County community through targeted preparedness trainings and response within an established Incident Command structure.

Background

The Macoupin County Medical Reserve Corps, serving Macoupin County in central Illinois, was formed in October of 2005. The MRC has been integrated into local emergency response planning. The MRC volunteer roster includes medical and non-medical professionals within Macoupin County.

It is the least expected and most unpredictable disasters that can devastate a community. During and after any major disaster, emergency response services are not likely to be able to respond immediately to everyone's needs. It could be several days before vital services are restored. As part of a trained volunteer group, you can be prepared to assist yourself, your family, friends, neighbors, etc.

The Macoupin County Medical Reserve Corps has developed its program through:

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

Results and Benefits Expected



Recruitment for the Medical Reserve Corps (MRC) will be community based and managed. The MRC seeks volunteers from various professional and non-professional backgrounds, including medical and non-medical, behavioral, public health, and support staff. The MRC will

offer flexibility and allow volunteers to choose their desired level of participation and commitment.



The Macoupin County MRC will be incorporated into the local Emergency Operations Plan (EOP) through the Emergency Operations Center (EOC). All emergency and



disaster related functions of the MRC will be initiated through the EOC. The MRC will enhance and improve the emergency medical response capacity in the community. The MRC will enhance the region's ability to respond to either a natural hazard or a terrorism event and be the designated volunteer corps utilized to provide surge capacity during public health emergencies. For example, responses

could include mass vaccination or dispensing clinics; alternate care and/or triage facilities. With pre-planning, pre-identification of treatment sites, and pre-identified, certified, and trained volunteers, a safe, rapid, and effective response will be available in a major emergency or disaster.

General Information

Length of Service

There is no binding agreement regarding a volunteer's length of service with the Macoupin County MRC. However, because of the investment of time, training and resources that the MRC will dedicate to each volunteer, it is hoped that potential volunteers would consider whether they will be able to fully participate in the MRC program and the training opportunities prior to joining the MRC.

Position Descriptions

Position descriptions will be provided before or during activation of the MRC. Your position description outlines the general and specific duties that you will be expected to perform. It will also outline the training required in order to carry out assigned duties. Volunteers will have the ability to choose what role they wish to fulfill and receive training for upon registering with the MRC.

Volunteer Assignments

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

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

The Medical Reserve Corps unit will work closely with local emergency planning personnel.

Identification

The Macoupin County MRC will issue identification badges to each volunteer for each team for which they are a member. Pictures can be taken at any meetings, by appointment at MCPHD office, or be emailing picture to MRC coordinator. All volunteers must wear their badges and keep them visible during any activation. Badges remain the property of the Macoupin County MRC, and must be returned to the Macoupin County MRC upon termination of volunteer privileges.

Volunteer Safety

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

Maintaining Readiness

Regular training exercises are an essential element for ensuring readiness. Being ready to respond in an emergency does not just happen—readiness requires planning, organization and practice. The Macoupin County Medical Reserve Corps will have regular meetings, and participate in trainings and local drills to ensure maximum emergency preparedness.

While understanding that time constraints and scheduling conflicts will arise, it is anticipated that MRC volunteers will take advantage of as many of the training opportunities as possible. Trainings are geared specifically to address emergency situations that an MRC volunteer may encounter when responding to either a man-made or natural disaster, and are designed to build upon the volunteer's existing expertise in their own field.

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

The MRC may be trained to:

- a. Staff mass vaccination or dispensing clinics;
- b. Staff alternate care facilities;
- c. Provide Public Health surge capacity;
- d. Assist in sheltering operations;
- e. Assist in Animal Response operations;
- f. Provide emergency communication support.

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 Medical Reserve Corps will provide you with information needed to prepare your home and family for a disaster. You can also request emergency preparedness information through the Macoupin County Public Health Department, Macoupin County EMA, Illinois Department of Public Health, Illinois Emergency Management Agency, Federal Emergency Management Agency, Ready.gov and the CDC.

Activation Procedures Macoupin County Medical Reserve Corps/ Community Emergency Response Team Trained Members

Many situations could affect Macoupin County which would require the activation of the Macoupin County Medical Reserve Corps, including MRC Volunteers who are CERT Trained. Activation procedures will be similar for Volunteers who have CERT Training with slight exceptions.

During an event which would require the activation of the Medical Reserve Corps, MRC Volunteers should not self-deploy. This means that Volunteers should not respond to an event as an MRC Volunteer without being notified by the MRC Coordinator. The only exception to this rule is when the disaster directly affects the Volunteers' self, family, or home or immediate vicinity. Even then, MRC Volunteers must only respond within the capacity which they have been trained and only for the time period necessary to address immediate threats.

In all other disaster situations which require activation of the Macoupin County Medical Reserve Corps, MRC Volunteers should take the following steps:

1. If you are witness to a disaster which has affected Macoupin County or the surrounding areas, take immediate actions to prepare your family and home for your activation.
2. If you immediately witness an event, but are not in immediate danger, contact the Macoupin County MRC Coordinator and follow instructions given.
3. You will be contacted and given reporting instructions via the MRC Call Tree.

It is necessary for all MRC Volunteers to follow Activation Procedures to ensure the safety of the Volunteers and the accountability of the Macoupin County MRC.

Training

Volunteer trainings are recorded in the MRC database, and will assist in matching volunteers to their assignments/positions. Copies of completion records, certificates, cards, etc. must be forwarded to the MRC Coordinator for proper record keeping.

The Macoupin County MRC has pre-identified courses or trainings that, when completed, will fulfill requirements established by the National MRC structure.

1. Orientation

2. IS100b: Introduction to the Incident Command System (online through the www.mrc.train.org website)

3. Participation in four drills, exercises, trainings, public health activities, or any actual events per calendar year.

4. IS700a: National Incident Management System (NIMS), An Introduction (online through the www.mrc.train.org website)

5. Pick A Primary Team and a Secondary Team from the following...

- Traffic Control Team:
Traffic Control Team members will help with the control of traffic in an event, such as flu clinics, public health emergencies, disasters, etc. Team members will be provided adequate training for this. Traffic control will be needed during disasters and public health or community events.
- Damage Assessment Team:
Damage Assessment Team members will be helping the Macoupin County Emergency Management Agency with the assessment of damage following a catastrophic disaster. Team members will be trained to assess levels of damage and subsequent paperwork completion and reporting. Team members will have the knowledge and ability to go out and help and/or conduct an assessment during an event and/or disaster.
- Animal Response Team:
Animal Response Team members will be trained to help and/or rescue animals during a public health emergency or large-scale disaster. Team members will be trained to identify community planning gaps, to provide pre-event disaster education, and to assist traditional response agencies with animal care. Animals will require the same assistance and resources as human populations including food, shelter, medical care, etc.
- Shelter Operations Team:

The Shelter Operations Team will assist response agencies with the set up and operation of community shelters. Team members will gain the skills and expertise to maintain community shelters, including addressing functional needs. Team members will be cross-trained with the American Red Cross while maintaining Macoupin County MRC affiliation.

- Radio Operations Team

Radio Operations Team members will consist of amateur radio operators and community members who are interested in emergency communications. This group may also coordinate with Amateur Radio Emergency Services in a real emergency. ANYONE can join this team and be taught how to handle radio traffic.

- POD Site Operations Team

POD Site Operations Team members will be trained to support POD (Point of Dispensing) Site operations. POD Site roles will include medical (medication dispensing, triage, medical consult, functional needs) and non-medical (security, triage, screening). POD Site Operations Team members will support MCPHD responses to Strategic National Stockpile dispensing missions.

6. Register in the IL HELPS system

IL HELPS is a online system to credential health volunteers and/or spontaneous volunteers during emergencies. This system enables us to identify volunteers who may have licensed professions for volunteer work. This including Nurses, Physiologists, Dentists etc. The MRC also can use this system to track and maintain active volunteers during an event. This system also allows MRC to have confidence at the time of emergency that the right person is credentialed for the right job.

7. Psychological First Aid

In order for the Macoupin County MRC to remain in compliance with national requirements, all volunteers and staff must have satisfactorily completed both IS100b and IS700a.

Optional Trainings include:

- CERT (Community Emergency Response Team)
- Spanish for First Responders
- CPR and First Aid
- IS200 – Single Resources and Initial Action Incidents
- IS800b – National Response Framework, an Introduction

Additionally, each volunteer will be trained for their specific role. These roles can be found in the appendix.

***WWW.MRC.TRAIN.ORG**

TRAIN is a learning management system that is a centralized, searchable database of courses, web-based trainings, on-site trainings and conferences; an interconnected network that allows users to access local, state, national or international training. Users can register online for many courses, create a personal learning record, have access to continuing education credits and have access to hundreds of public health and emergency preparedness courses from nationally recognized course providers. Learn from your desk with web-based learning, web casts, and satellite broadcasts.

To begin:

- Go to "www.mrc.train.org"
- Click "Create Account" underneath "Login". (username and password are not case sensitive and can be changed at any time after initial login.)
- You will first need to agree to the TRAIN policies before proceeding with the registration.
- Fill out all necessary information on the subsequent pages. (Use the "Back" and "Next" buttons at the bottom of the pages and write down your User ID and Password in a secure place).

"My Learning Record" contains the following options:

- My Learning: lists courses you have registered to take.
- My Training Plan: lists courses that your MRC unit has assigned.
- Transcript: lists completed courses.
- Certificates: lists certificates awarded for certain completed courses.
- Course Archive: lists archived courses that were initiated or declined.
- My Account: shows the profile information entered upon registration.

To search for courses:

- If you know the Course ID, you can type it into the Course ID field in the bottom right hand corner of the screen labeled Search By Course ID. Or,
- Click on the "Course Search" option at the top of the screen. Here several different search options are available. Some allow you to enter your search criteria, while others contain pre-formulated search criteria.

To register for courses:

Once a desired course is located, choose it by clicking on the title. This will open the course description page, where you can learn how to register for that particular course. Some trainings require additional registration outside of the MRC.TRAIN website. Follow the on-screen instructions.

Funding

Volunteer time is uncompensated. However, the Macoupin County Public Health Department is responsible for supplies and other support during a disaster, which may include:

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

Emblem/Logo

The Medical Reserve Corps logo is a legally protected service mark and trademark registered with the U.S. Patent and Trademark Office and is exclusively held by the U.S. Department of Health and Human Services. As owner of the Medical Reserve Corps marks, logos, and banners, the U.S. Department of Health and Human Services is legally responsible for protecting its trademark, in all of its various forms and from any intentional and unintentional misuse. Specific prior approval must be obtained in writing for each individual use of the Medical Reserve Corps logo by applying to the Medical Reserve Corps.

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

Web Site

The Macoupin County Medical Reserve Corps is on the web! Go to our web site at <http://mc-citizencorpscouncil.com> or the Macoupin County MRC Facebook page.

These sites will keep you updated regarding training schedules, events, links, etc. Your friends, colleagues, and family can even apply to be volunteers by printing our application form.

The skills and services of each Medical Reserve Corps worker 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 as a Medical Reserve Corps volunteer, you are entitled to certain benefits.

Newsletter

All volunteers will be able to access the Macoupin County MRC quarterly newsletter as they become available. This newsletter will keep you up to date on what's happening in the volunteer program. Newsletters are also mailed or emailed to each volunteer.

Participation in Non-Emergency Events

MRC volunteers may be notified, in advance, when any community event may require the need for medical volunteers. MRC volunteers will have the opportunity to decline this type of involvement, and it will in no way impact their inclusion during an emergency event.

MRC Program's Responsibilities to the Volunteer

The Macoupin County MRC Program will provide in-person and access to on-line training opportunities for all interested MRC volunteers.

The Macoupin County MRC Program will provide appropriate equipment and supplies as needed for the volunteer, including a Macoupin County MRC Volunteer Identification Badge and apparel.

The Macoupin County MRC Program will not share volunteers' contact information with outside sources. However, other MRC programs may have access to this information in the event of an emergency for coordination purposes only.

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

Liability

In most states, laws are put into place to minimize prosecution of volunteers in the event of an accident. In Illinois, volunteers are protected under these laws as long as they are responding within the scope of their training during an emergency.

- **The IEMA Act** - outlines liability protections for volunteers and government employees responding to disasters
- **Good Samaritan laws** - laws or acts protecting those who choose to serve and tend to others who are injured or ill. They are intended to reduce bystanders' hesitation to assist, for fear of being sued or prosecuted for unintentional injury or wrongful death.
- **The Volunteer Protection Act of 1997** - generally eliminates the liability of an individual volunteer for damage caused by his or her simple or ordinary negligence, so long as the individual was acting within the scope of his or her responsibility to the eligible organization and was not grossly negligent or intentionally trying to cause harm.

Personal Responsibilities of MRC Volunteers

1. MRC volunteers shall be responsible to certify to the MRC Unit Coordinator or Team Leader registering them and using their services that they are aware of and will comply with all applicable responsibilities and requirements set forth in these rules.
 - a. MRC volunteers have the responsibility to notify the on-scene authorized official (EMD, Team Leader, MRC Unit Coordinator) if they have been using any medical prescription or other drug that has the potential to render them impaired, unfit, or unable to carry out their emergency assignment.
 - b. Participation by MRC volunteers in any mission, training event, or other authorized activity while under the influence of or while using narcotics or any illegal controlled substance is prohibited.
 - c. Participation by emergency workers in any mission, training event, or other authorized activity while under the influence of alcohol is prohibited.
 - d. MRC volunteers participating in any mission, training event, or other authorized activity shall possess a valid operator's license if they are assigned to operate vehicles, vessels, or aircraft during the mission unless specifically directed otherwise by an authorized official in accordance with current law. All MRC volunteers driving vehicles to or from a mission must possess a valid driver's license and required insurance.
 - e. Use of private vehicles, vessels, boats, or aircraft by MRC volunteers in any mission, training event, or other authorized activity without required liability

- insurance is prohibited unless specifically directed otherwise by an authorized official in accordance with current law.
- f. MRC volunteers shall adhere to all applicable traffic regulations during any mission, training event, or other authorized activity. This provision does not apply to individuals who have completed the emergency vehicle operator course or the emergency vehicle accident prevention course and who are duly authorized under state law to use special driving skills and equipment and who do so at the direction of an authorized official.
2. MRC volunteers have the responsibility to comply with all other requirements as determined by the authorized official using their services.
 3. When reporting to the scene, MRC volunteers have the responsibility to inform the on-scene authorized official whether they are mentally and physically fit for their assigned duties. MRC volunteers reporting as not fit for currently assigned duties may request a less demanding assignment that is appropriate to their current capabilities.
 4. MRC volunteers have the responsibility to check in with the appropriate on-scene official and to complete all required recordkeeping and reporting.

Policies

Harassment-Free Environment Policy



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

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

If you feel that you may have been the subject of discrimination or harassment, you should contact your MRC Coordinator. Any reports of discrimination or harassment will be examined impartially and resolved promptly. The Macoupin County MRC Coordinator will determine the volunteer status of any volunteer found to be verbally or physically inappropriate during an activation, training or meeting of the MRC.

Safety

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

During the job site orientation, a supervisor will discuss all the applicable safety and health rules with you. If you are unclear about any safety policies and procedures, ask the Team Leader or Unit Coordinator.

As an 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 Team Leader.

Electronic Communications Policy



Macoupin County MRC's electronic communication systems, including telephones, handheld two-way radios, e-mail, voice mail, faxes and Internet, are available to conduct business in a timely manner. All communications are to be professional and appropriate and users are prohibited from using electronic communications for the solicitations of funds, political messages, harassing messages or personal use. Furthermore, all electronic data are the property of the local jurisdiction and may be considered public records.

Drug Free Workplace

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

Violence-Free Work Environment Policy

The Macoupin County 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. The MRC 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 MRC 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 MRC sponsored function, such as training, missions, parties or any other events.

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

If you feel threatened, you should retreat and request intervention from a Team Leader or other available management staff. If fear of violence is imminent, immediately retreat and contact 9-1-1.

Code of Conduct

Introduction

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

Code of Conduct

No volunteer shall:

- a. Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the Medical Reserve Corps (MRC).
- b. Accept or seek on behalf of themselves or any other person, any financial advantage or gain of other than nominal value that may be offered because of the volunteer's affiliation with the MRC.
- c. Publicly utilize any MRC affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official positions of the MRC.
- d. Disclose any confidential MRC information that is available solely as a result of the volunteer's affiliation with the MRC to any person not authorized to receive such information, or use to the disadvantage of the MRC any such confidential information, without the express authorization of the MRC.
- e. Knowingly take any action or make any statement intended to influence the conduct of the MRC in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
- f. Operate or act in any manner that is contrary to the best interests of the MRC.
- g. In the event that the volunteer's obligation to operate in the best interests of the MRC conflicts with the interests of any organization in which the individual has a financial interest or an affiliation, the individual shall disclose such conflict to the MRC Coordinator upon becoming aware of it, shall absent him/herself from the room during deliberations on the matter, and shall refrain from participating in any decisions or voting in connection with the matter.

Performance

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

If the MRC Coordinator is dissatisfied with a volunteer's performance, the first course of action is to communicate that concern to the volunteer. 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 Macoupin County Medical Reserve Corps is committed to being a diverse organization. It seeks to recognize value and incorporate diversity in its services, policies and operations, service recipients, and paid and volunteer workforce. Diversity includes differences such as age, belief, citizenship, culture, economic level, ethnicity, gender, language, national origin, and philosophy of life, physical ability, physical appearance, race, religion, and sexual orientation.

Volunteer Rights & Responsibilities

Volunteer Rights

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

- 1) An interview and orientation
- 2) Assignments that utilize and develop your skills
- 3) Adequate information and training to carry out your assignments
- 4) Clear and specific directions
- 5) Recognition and appreciation for your contribution
- 6) Opportunities to offer feedback and ask questions
- 7) Regular feedback on your work
- 8) Adequate space, equipment and supplies to perform your job
- 9) The right to know as much about the organization as possible
- 10) Respect 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 MRC.
- 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.

Appendix A

Recommended Items to Bring with you when Activated Locally

When you are notified to report to a *local* incident site, you should be prepared to be on site for at least 12 hours, just in case. Therefore the following are some recommended items you may want to bring with you to make your time volunteering more comfortable:

Security Items:

- MRC Identification Badge
- (1) Additional form of picture ID

Clothing:

(It is important to be prepared for both indoor and outdoor working conditions)

- MRC T-shirt
- Comfortable, light-weight clothing (*Think Layers!*)
- Long pants
- Long-sleeved shirts
- Hat
- Boots or comfortable walking shoes
- Warm jacket
- Rain gear
- Bandana/handkerchief
- Gloves (Leather gloves if physical labor will be performed or for warmth)

Personal Items:

- Cell Phone
- Sunglasses
- Nonperishable Snacks
- Bottle of water
- Sunblock
- Lip balm
- Contact lenses, lens cleaner, and eye glasses protective case
- Anything else you would need in a 12-hour period, such as medications, etc.

Appendix B

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

Appendix C

Confidentiality Statement

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

CONFIDENTIALITY PLEDGE

I realize that, as a volunteer with the Macoupin County Medical Reserve Corps, 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

I, _____ certify that I have read the above statement and agree to comply with the terms.

Signature

Date

Appendix D



MACOUPIN COUNTY MEDICAL RESERVE CORPS

Serving Macoupin County and Central Illinois

112 South Macoupin Gillespie, IL 62033

Phone: 217-839-4114 Fax: 217-839-1538

RELEASE FOR PUBLICATION OF PHOTOGRAPH AND/OR VIDEO RECORDING

I certify that I am over 18 years of age and I hereby grant to the Macoupin County Medical Reserve Corps the irrevocable and unrestricted right to edit, duplicate, exhibit, broadcast, copyright, use and publish photographs and/or video recordings of me, or in which I may be included, for any purpose and in any manner or medium. I hereby waive and release the Macoupin County MRC, its officials, officers, agents, and employees from any and all rights, claims and liability I may have relating to said photographs and video recordings. I understand that I will not receive compensation from the Macoupin County MRC for said photographs and video recordings.

Name (please print) _____ Date _____

Signature _____

Address _____

Appendix E

Medical Reserve Corps Volunteer Statement:

- I have received, reviewed, and understand the MRC Volunteer Handbook
- I agree to fulfill the MRC training requirements in a timely manner
- I understand that if I respond as a MRC volunteer, I will only respond within the scope of my training

Signature of Volunteer

Date

Appendix F

Macoupin County Medical Reserve Corps Role Identification Application

The job titles listed below are potential positions for MRC volunteers. Please mark the titles that interest you 1 through 3 (1 being the position that interests you the most). Keep in mind you can and will be trained if needed.

RECRUITMENT COORDINATOR

RECRUITER REPRESENTING SPECIFIED TOWN/ PROMO

PHOTOGRAPHER/ PIO

HISTORIAN

WEBSITE ENGINEER

OPERATIONS SECTION CHIEF

PAPERWORK DISTRIBUTION

TRAFFIC CONTROL

CLERICAL STAFF

SECRETARY

SAFETY OFFICER

SECURITY

INCIDENT COMMANDER OF STAFF

LOGISTICS SECTION CHIEF

PLANNING SECTION CHIEF

BEHAVIORIAL HEALTH

NURSE

FINANCE ADMINISTRATION CHIEF

LIASION OFFICER

HEALTH PROMOTIONS

Please explain your interest in these particular positions and what skills you may possess that will help you to carry out the duties required:

Name: _____ Date: _____

Appendix G

ROLE DESCRIPTIONS

RECRUITMENT COORDINATOR- Coordinates recruiters and assists in informing the public about the MRC

LOCAL RECRUITER / PROMOTER- Informs community about the MRC and promotes the MRC to the public

PHOTOGRAPHER/ PUBLIC INFORMATION OFFICER- Responsible for photographing events and developing and releasing information about the event to the news media

HISTORIAN - Responsible for taking meeting minutes, documenting activities during a response, coordinating information sharing and storage

WEBSITE ENGINEER- Responsible for designing and updating the MRC website

OPERATIONS SECTION CHIEF- Responsible for managing tactical operations

PAPERWORK DISTRIBUTION- Responsible for distributing and assisting with paperwork

TRAFFIC CONTROL- Responsible for directing traffic

CLERICAL STAFF- Responsible for collecting and reviewing paperwork

SECRETARY-Responsible for maintaining meeting notes and distributing them accordingly

SAFETY OFFICER- Responsible for developing and recommending measures for personal safety

SECURITY- Responsible for providing safeguards necessary for protection of personnel and property

INCIDENT COMMANDER- Responsible for overall management of the incident

LOGISTICS SECTION CHIEF- Responsible for providing and coordinating logistical input

PLANNING SECTION CHIEF- Responsible for supervising preparation of the Incident Action Plan and collecting and processing situation information

BEHAVIORIAL HEALTH- Responsible for identifying acute stress in personnel or clients

NURSE- Provides immunizations, triage, and other assistance as needed

FINANCE ADMINISTRATION CHIEF-Manages financial aspects of an incident

LIASION OFFICER- Acts as a contact for the personnel assigned to the incident by assisting or cooperating agencies

HEALTH PROMOTIONS - Collaborates with local agencies to provide education materials which reflect the health promotion goals of the Office of the Surgeon General. This can include education to schools, community organizations, churches, civic groups, etc. This can include tobacco control, obesity prevention, community preparedness education, etc.

Appendix H

Emergency Phone Tree Procedures

Following a Public Health Emergency, which requires the activation of the Macoupin County Public Health Department Emergency Action Plan (EAP) the MRC Emergency Phone Tree will be utilized to accomplish notification. Use of the Emergency Phone Tree and responsibilities of MRC Volunteers is detailed below:

- The MRC Emergency Phone Tree/ Contact Information should only be used for MRC use during an event which requires volunteer notification.
- It is the responsibility of all MRC staff to notify the MRC Coordinator (Kate Petrolina) of any changes to contact information.
- Keep at least one copy accessible to you at all times.
- During an activation, the Emergency Phone Tree Branch Leaders (volunteers listed at the top of each column) will be notified of the activation of the Phone Tree and will be responsible for contacting each person on their branch.
- If a Branch Leader knows that he/she will be unavailable for a predetermined amount of time, then it is the responsibility of the Branch Leader to notify the next person on the column to assume the role.

