



Delaware County Medical Reserve Corps Member Handbook

**Member
Name:** _____

**Date of
Orientation:** _____

**Date of
Handbook Training:** _____

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Welcome

Dear Medical Reserve Corps Volunteer,

It is a pleasure to welcome you as a Medical Reserve Corps volunteer and as a valued member of the Delaware County Chapter. We hope that you will find your volunteer experience both challenging and fulfilling as you carry out the mission of the Delaware County Medical Reserve Corps.

The mission of the Medical Reserve Corps is to improve the health and safety of the residents of Delaware County by establishing a group of *medical* and *non-medical* volunteers, committed to augment our existing emergency medical personnel resources in the County. Enthused and motivated volunteers like you are integral to fulfilling our commitment to serve our community in times of need. Thank you so much for making the Delaware County Medical Reserve Corps part of your volunteer activities.

This handbook was created to give you pertinent information that will maximize your volunteer experience. The guidelines and information in this handbook are important to a mutually successful partnership, so please read it carefully and refer back to it when questions arise.

Once again, welcome to the Delaware County Medical Reserve Corps, and thank you for your commitment to service.

Sincerely,

Edwin C. Kline, B.A., EMT-B
Volunteer Management Coordinator
Delaware County Department of Emergency Services

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. You will learn much of the information regarding your responsibilities through training and on the job. This handbook will be updated annually to reflect any changes made to specific rules or regulations of the Delaware County Medical Reserve Corps. Copies of the updated sections will be made available to all existing DCMRC volunteers.

Please take the time to read this handbook carefully. Then, keep it as a reference to use when you have questions or concerns. If you have any questions along the way, please contact Elizabeth Elias at emtlily@yahoo.com or Ed Kline at ekline@delcodes.org.

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 the 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.

Our partners throughout the county 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.

Our Citizen Corps partners are the Community Emergency Response Teams (CERT) from throughout Delaware County, the Delaware County Animal Response Team (DeICART), and the Delaware County Sherriff's Reserve Unit (SRU).

The Medical Reserve Corps is the component of the Citizen Corps that will bring together local health professionals, community volunteers to provide support services and others with relevant skills. The Delaware County Medical Reserve Corps (DCMRC) volunteers will assist local existing community emergency medical response systems as well as deal with pressing public health needs and improvements.

The Medical Reserve Corps also works regularly with the American Red Cross, when areas require evacuation, when shelters need to be established and maintained.

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

About the Delaware County Medical Reserve Corps

Mission of the Delaware County Medical Reserve Corps (DCMRC)

To improve the health and safety of the residents of Delaware County by establishing a group of medical and non-medical volunteers to augment our existing emergency medical personnel resources in the County.

Our goal is to allow local volunteer medical and health professionals contribute their skills and expertise throughout the year as well as during times of community need. Our Medical Reserve Corps unit is made up of medical and support volunteers who can assist our community during an emergency, such as an earthquake, hurricane, ice storm, an influenza epidemic, 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, credentialed and trained Medical Reserve Corps means that volunteers can effectively respond to local emergencies. Members should take the responsibility to become familiar with their community's response plan, know what materials are available for their use, know their partners in the response, know where their skills will be most advantageous and be able to follow through in a cohesive, coordinated manner.

An Organized Team Approach

During a disaster an emergency management plan will be activated. That 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.

By creating a Medical Reserve Corps that is linked to emergency plans across the county, the members of the DCMRC can truly benefit the community by knowing what their role is during an emergency. They will already have been identified, credentialed and trained. They will also know how they fit into the emergency plan and how best to respond so that they are a positive support structure for the first responders.

General Information

Goals and Objectives

- Recruit, enroll and maintain a sufficient number of medical and non-medical volunteers.
- Develop and maintain a database to match volunteers' skills with the community's needs, including medical surge capacity.
- Provide opportunities for volunteers to assist with non-emergency public health initiatives, such as health education, vaccinations and public awareness campaigns.
- Design, develop and train specialized response teams to appropriately augment current response teams.
- Deliver comprehensive training opportunities to volunteers through simulation exercises, classroom training, access to online education resources, etc.
- Foster a culture of acceptance, recognition of the value of volunteers and utilization of volunteer staffing.
- Promote a system and organization that will support the community's medical needs.

Service Principles

The events of September 11, 2001 drastically changed how we view our world. In effect, they awakened in us an awareness of potential threats and forced us to examine our level of preparedness locally and nationally. The Delaware County Medical Reserve Corps will play an integral role in our local preparedness and response strategy.

Major community emergencies may arise from natural (earthquake, flooding), mechanical (sewage back up, power outage), or intentional (biological, chemical or other terrorist) events. In the event of an emergency that impacts or threatens the health of a large number of our citizens, or presents health issues in the district, the Delaware County Department of Emergency Services (DES) will be involved.

The overall goal of DES's involvement in an emergency is to minimize or eliminate negative health effects of the emergency and to augment existing medical and public health systems. MRC volunteers may participate in the following emergency responses:

- Mass vaccination
- Mass prophylaxis
- Mass medical care
- Communicable disease control
- Health needs of special populations
- Targeted public awareness campaigns
- Mass sheltering operations
- Mass logistical support

- Disaster Assessment
- Maintenance
- Service/Information Center
- Other needs as they arise

The MRC will augment county health services by staffing mass vaccination/prophylaxis clinics with medical and support staff volunteers. The MRC may also be utilized to enhance public health by participating in community health education.

Management Principles

The MRC will operate in accordance with the following principles:

- We treat all people, volunteers, clients and co-workers with respect and dignity in all situations.
- We honor the fact that volunteers are donating their time and expertise for the overall health and well-being of the recipients of our services.
- We will communicate clearly and consistently with MRC volunteers.
- Input from MRC members is encouraged and valued.
- No MRC member will be asked to perform beyond the scope of his or her licensure/credentialing, training or comfort level.
- The MRC will consistently seek inclusion of the residents across all demographics, thereby becoming truly representative of all the citizens of the district.

Eligibility

MRC volunteers agree to be available in the event of a large public health emergency with the potential to overwhelm traditional health systems. They must be able to work under stressful situations and be prepared to respond with little notice. The MRC encourages members to discuss their participation with their families and employers and to prepare their families and employers for their absence in an emergency. Minimum requirements for volunteers are:

- Citizen of United States or legal/registered alien.
- Age 18 or older and able, both physically and mentally, to respond to disasters and other emergencies.
- Current mailing address and contact information.
- Current professional licensure information (for medical professionals)

The MRC office will keep volunteers informed of upcoming activities, volunteer opportunities and needs, and pertinent program information.

Recruitment

The Delaware County MRC office will maintain active and ongoing recruitment efforts. Active volunteers are encouraged to assist with recruitment by encouraging appropriate potential volunteers to consider joining. Opportunities to set up recruitment booths at various venues (county fairs, health fairs, community events etc.) in the community will consistently be sought, as will opportunities for exposure in local media (newspapers, radio, television). The SEPA MRC (<http://sepa-mrc.org>) website will include a section on the Delco MRC program. Brochures and flyers will be available and the MRC program will continually seek new venues for information distribution. The MRC Coordinator is responsible for having flyers/brochures available.

Enrollment

All candidates *must* complete an application by registering through SERVPA before being accepted into the DCMRC. (See licensure and credentialing section below regarding background checks).

MRC volunteers must register with the State Emergency Registry of Volunteers in Pennsylvania (SERVPA). Registration with SERVPA (<https://www.serv.pa.gov/>) allows the establishment of a volunteer's emergency credentialing level and provides the MRC coordinator with the information necessary to contact you regarding upcoming training opportunities, community events, or in the occurrence of an emergency situation. SERVPA will also verify any licenses and conduct a background check on the applicant.

After the registration process with SERVPA is completed and your information is reviewed by the MRC coordinator, or designee, you will either be accepted or rejected into the DCMRC. You will receive an email regarding this decision in 7 to 10 business days.

After being accepted into the MRC program, the volunteer will be contacted by an MRC coordinator or designee, to review the candidate's application and expectations, as well as schedule candidate for the Intermediate MRC Orientation Course at which time the MRC handbook will be reviewed with the class and signatures will be obtained, as volunteers agree to comply with MRC policies on Photography, HIPAA, Confidentiality, Accountability, MCR Policy Acknowledgment, Rights and Responsibilities, Code of Conduct, and Receipt of Handbook.

Application

If you have any questions regarding the application process, or need further information, please call (610) 610-565-8700 or email: mrc@delcodes.org.

Orientation

Volunteer orientation meetings will be offered to enrolled volunteers as well as individuals interested in finding out more about the DCMRC. Orientation meetings will include a summary of the Medical Reserve Corps, organizational structure, volunteer requirements, response plan, and volunteer opportunities.

Licensure and Credentialing

Current licensure is not a requirement for medical professionals to volunteer with the MRC. Inactive and active medical professionals will be required to provide license number(s) to the MRC office via the SERVPA application. Credentials/licenses will be verified annually. All volunteers will be required to have a criminal background check and child abuse history clearance completed every 36 months.

Emergency Licensing

The Delaware County MRC will determine the scope of practice for MRC members who held professional licenses in good standing within the past 10 years, but no longer maintain those licenses. Such members will be added to the MRC database under the heading of an emergency license, which can be activated during a national, state or locally declared emergency.

A list of DCMRC members with such emergency licenses will be shared with the Pennsylvania Division of Occupational Licensing, as required.

Survey and Placement

After reviewing and application, the DCMRC coordinator may interview prospective MRC members and determine what roles they will serve. Such placement will be reviewed annually and changes may be made at any point in time. If at any time your volunteer assignment does not meet your expectations or you wish to explore other areas or volunteer service within the DCMRC, please let us know so that we can find an assignment which better matches your skills, interests, availability, and comfort level.

Organizational Structure

The DCMRC is led by a coordinator employed by the Delaware County Department of Emergency Services (DCDES). Advisory boards with representation from various partner organizations and medical professionals will also be set in place. The boards will provide guidance and input for the overall operation of the DCMRC. Memberships on these boards may

include, but are not limited to, representation from county council, the officer of intercommunity health coordination, county emergency management, local hospitals and local EMS agencies.

Tiered Volunteering

The DCDES and the DCMRC office recognize that volunteers differ in many regards: age, interests, professional training, life experiences and level of obligations to other volunteer or paid positions. The objective of the MRC program is to create an atmosphere that works well for all members and ensures the community is prepared in the event of a large-scale public health, natural or man-made emergency. The tiered system of volunteering facilitates that goal:

Level 1: Includes professionally licensed or certified volunteers. Volunteers with a current medical license can give vaccinations, help prepare vaccinations, prepare and hand out medication, provide medical screening, etc. Licensed mental health professionals can provide counseling, mental health consultation, or help with distressed or traumatized people.

Level 1A: This will be comprised of licensed healthcare professionals (such as Paramedic, Physicians Assistants and Registered Nurses) that are licensed to dispense medication. This group would be utilized for Flu Clinics (in which we are partnered with the PA Dept of Health) and for mass prophylaxis (through the Strategic Nation Stockpile Program).

Level 1B: This tier will include EMTs, First Responders, and Licensed Social Workers/Case Workers that will conduct medical screenings, offer MH consults or assisting with the coordination of healthcare services.

Level 2: These volunteers can be greeters to provide orientation and walk patients through paperwork, answer patient questions, provide patient assistance at the registration area, and facilitate the education sessions on the site. Volunteers with translation/interpretation skills can float to different areas to provide patient translation.

Level 3: Includes volunteers with non-medical and non-mental health skills who can provide a variety of functions including clinic flow assistance to ensure an orderly flow of people, forms collection and data entry, logistics such as computer support, supply, stocking, etc.

Identification

The DCMRC Coordinator will ensure that carefully controlled individual photo ID badges are prepared and issued to each volunteer. Badges currently will include name and photo, and we will soon add color-coded position/assignment, certifications and licensure.

Volunteer Safety

All volunteers will receive safety training that is appropriate to their function in the Medical Reserve Corps. It is recommended that all volunteers have current immunizations, including tetanus (tetanus with pertussis for those under age 64), influenza, and hepatitis A and B. If you do not have these immunizations, please inform the MRC Leadership Committee.

Maintaining Readiness/Training

Regular training and exercises are essential elements for ensuring readiness. Being ready to respond in an emergency does not just happen—readiness requires planning, organization and practice.

All MRC volunteers are strongly encouraged to complete the following training prior to activation:

- Orientation
- Fire Safety
- Hazardous Materials
- Disaster Preparedness
- Disaster Management
- CPR/AED/First Aid
- Family/Personal Preparedness
- START Triage
- NIMS/ICS
- Activation Protocol

Proof of classes completed within the preceding two years will be considered completed. The MRC office will seek additional training opportunities for volunteers that members may take at his/her discretion.

The DCMRC office will:

- Periodically list pertinent web-based trainings.
- Offer American Red Cross courses upon request and at the discretion of the MRC Coordinator
- Conduct trainings throughout the year on various topics.
- Exercises which simulate MRC activation, mass vaccination clinics, etc. will be developed and offered as appropriate. Real life situations that provide hands-on MRC experience may preclude simulations.

DCMRC volunteers will be required to log and track their training in a web-based system called PA Prepared.net. The PA Prepared Learning Management System (LMS) is a web-based delivery system of education programs and information-sharing related to public health and emergency preparedness. The website for this system is www.mrc.train.org/. The LMS allows Pennsylvania health and emergency response professionals to complete training and share information in the convenience of their workplace or home. LMS access is available 24/7 to registered users. DCMRC volunteers need to enter their PA Prepared.net username on SERVPA under the identity category. This will allow SERVPA to maintain an up-to-date and accurate record of completed PA Prepared.net training courses.

DCMRC volunteers may elect to sign-up to take additional training courses at MRC TRAIN (www.mrc.train.org/). MRC TRAIN provides access to a nation-wide data base of available training pertinent to Medical Reserve Corps'. Training records through MRC TRAIN are made available to the DCMRC Coordinator for monitoring and federal grant purposes.

Exercise Participation

Participation in an annual exercise is strongly encouraged for volunteers. If attendance is not possible other arrangements may be made. The DCMRC will offer exercise opportunities, at minimum, once a year.

Volunteer Recognition

It is the goal of the DCMRC to maintain a robust volunteer recognition program. Volunteers, who participate in non-emergency DCMRC functions such as flu clinics, awareness campaigns, helping in the office, etc., will be formally thanked, either by e-mail, letter or certificate.

The DCMRC Coordinator is responsible for tracking cumulative volunteer hours for each volunteer who donates time. Cumulative volunteer hours will be a significant factor in determining the medical and non-medical volunteers of the year. In addition to accumulated hours, the DCMRC Coordinator will consider contributions to the district, to the DCMRC and to the overall welfare of citizens of the district when recommending the volunteer of the year candidates to the DCMRC Advisory Board. The DCMRC Advisory Board maintains approval authority for the selection of the Volunteers of the Year. The Volunteers of the Year will be featured in an issue of the annual newsletter.

Special Projects

Non-Emergency Activation: DCMRC volunteers may be enlisted in non-emergency services to assist with DCDES or other functions that are outside the scope of normal day-to-day operations. Situations in which DCMRC volunteers may be asked to assist include:

- Public awareness campaigns
- First Aid Booths
- Vaccination clinics (flu, etc.)
- Localized disease outbreaks
- Public health education events
- DCMRC recruitment tables
- Special projects
- Etc.

When volunteer opportunities arise, the DCMRC Coordinator, or designee, will notify volunteers via phone, e-mail and/or regular post (if time allows). Notification will include a description of the volunteer need, the dates and times of the need, what volunteers will be requested to do and contact information.

The DCMRC Coordinator is responsible for tracking volunteer hours donated to all special projects. If the Coordinator is not directly involved in the project, the staff person responsible for the project will be asked to track volunteer hours and report them to the DCMRC Coordinator.

Volunteers who are acting in a medical capacity during a non-emergency, which requires licensure or certification, must possess current Pennsylvania credentialing. The DCMRC Coordinator is responsible for ensuring that credentialing is current for volunteers who serve in a medical capacity.

Emergency Activation

The DCMRC can be fully or partially activated by the Delaware County Department of Emergency Services (DCDES) upon:

- A declaration by the governor of the State of Pennsylvania indicating that there is a state of emergency- public health or otherwise.
- A declaration by the county executive of Delaware County, Pennsylvania, that there is a county emergency- public health or otherwise.
- A declaration of the Delaware County Department of Emergency Services director or his/her designee that the DCMRC is needed for emergency or non-emergency activities.
- See addendum for specific jobs when activated (i.e., triage centers, mass clinics, etc.).

In the event of a public health or medical emergency DCMRC volunteers will initially be notified through ServPA which provides emergency alerts, notifications and updates to email accounts, cell phones, pagers and smartphones/PDAs. Depending on the situation members may be informed of the nature of the emergency and may be instructed to report to designated areas.

Response to volunteer notification will be tracked by the DCMRC Coordinator and/or his designee.

Confidentiality Agreement

Patient privacy is not only a matter of ethical responsibility – it is a matter of law. MRC members are strictly prohibited from discussing information regarding a patient with anyone except those with a specific need-to-know (such as EMS and hospital staff, public health officials, etc.) DCMRC members are required to sign a confidentiality statement and abide by that agreement. The DCMRC Coordinator will maintain records of the signed forms.

Just-in-Time (JIT) Training

It may not be feasible or appropriate to train all DCMRC members in every task they may be called upon to perform. In the event a DCMRC member is asked to perform a task for which he/she has not received prior training they will be trained on site prior to assuming their responsibilities. This JIT training will be provided by the organization that has direct authority for the operation the member is participating in.

Mass Vaccination/Dispensing Clinics

In the event of an infectious disease outbreak or other public health threat that threatens the health of a high percentage of county residents DCDES may establish emergency mass vaccination or mass dispensing clinics. On the first day of clinic operations, clinic staff, activated DCMRC members/immediate family members and first responders and their immediate family members will be offered vaccination and/or prophylaxis.

Key components of each clinic will include:

- Traffic control
- Crowd Control
- Security
- Triage for Ill or contact patients
- Contact Evaluation
- Forms distribution
- Forms review
- Medical Screeners
- Physician evaluators
- Vaccinators/Witnesses
- Vaccine preparation
- Medical Records/Data entry
- IT Support
- Supply management

- Staff support

Clinics will, as much as possible, be organized according to the established DCDES Point of Dispensing Plan.

Command Structure

DCMRC emergency operations will be coordinated through the Delaware County Department of Emergency Services (DES). Organizational structure will be in accordance with accepted Incident Command System (ICS) protocols. A manager will be assigned as the direct overall supervisor of each emergency operation. Additional leadership positions may be filled with DCDES staff and augmented by DCMRC members. Emergency operations leadership positions will be filled at the discretion of the incident manager.

Staffing

Each emergency will be staffed in accordance with DCDES emergency response plans. DCMRC members will be assigned duties according to skills, abilities, credentialing/licensure (for medical professionals), experience and comfort level. No DCMRC member will be asked to perform tasks that he or she is uncomfortable doing. Staffing needs may require that volunteers will be requested to work at sites other than the one closest to their home. DCDES and the DCMRC Coordinator will make an effort to minimize such requests.

Accountability

The Delaware County Medical Reserve Corps is under the jurisdiction of Delaware County Department of Emergency Services (DCDES). As such, the Director of the DCDES holds the ultimate responsibility for the DCMRC. The Director of DCDES supervises the DCMRC Coordinator.

The DCMRC Coordinator maintains direct responsibility for day-to-day administrative management tasks of the DCMRC. These tasks include:

- Volunteer recruitment & retention oversight
- Maintenance of volunteer rosters
- Volunteer assignments
- Verification of volunteer credentials/licensure
- Maintaining DCMRC records
- Issuance of volunteer ID badges
- Organization of meetings and preparation of related documentation
- Development & delivery of a quarterly newsletter
- Routine communications with volunteers

- Oversight of training curricula & delivery of training to volunteers
- DCMRC spokesperson in local media & at local events
- Preparing and submitting reports to grant agencies & funding partners
- Management of overall grant fund expenditures

Outside-of-Area Deployment of Volunteers

Some DCMRC volunteers may opt to be registered as “deployable” to areas outside of the county. During large disasters/emergencies (hurricanes, floods, earthquake, wildfire, pandemic or outbreak, etc.) outside the district a determination may be made that volunteers need to be brought in from other areas to assist in response and recovery. Notification of a need for volunteers will generally come from the National Medical Reserve Corps office (for out-of-state emergencies) or from a government entity within the state of Pennsylvania (for in-state emergencies).

DCMRC members will only be notified of outside needs if it can be reasonably assumed that there will be no need for a local DCMRC response during the time that the members would be deployed.

Those members who choose to register as deployable must meet established criteria for statewide and out-of-state deployment. While criteria may be established pre-event, final approval authority is the responsibility of the requesting organization/agency. When deployment opportunities arise the DCMRC Coordinator will notify volunteers via SERVPA. Notification will, as much as possible, include a description of the volunteer need, the dates and times of the need, what volunteers will be requested to do, and contact information.

The DCMRC Coordinator is responsible for tracking volunteer hours donated to all outside deployment. Each volunteer will be responsible for reporting his/her hours to the Coordinator upon completion of the deployment.

Funding

All volunteer time is uncompensated. However, supplies and other support during a disaster will be provided. This may include:

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

Communications

Non-emergency communications will be achieved via e-mail, phone and the postal system. Phone calls and e-mails from volunteers will be returned promptly. If circumstances prohibit a prompt reply, the DCMRC Coordinator will return phone calls and e-mails as soon as possible.

A DCMRC schedule and training notification will be distributed to all volunteers on a regular basis. If you do not have internet access, please let the DCMRC Coordinator know and communications will be mailed to you or provided by phone. This information will keep you up to date on what's happening in the volunteer program. Our website (<http://sepa-mrc.org>) will have statistics, volunteer profiles, new volunteer opportunities, and upcoming events. It will also include recognition of recent volunteer efforts, upcoming trainings and events, pertinent items of interest, a "change of personal information form", and a personal preparedness tip.

Quarterly training sessions and classes will also serve as an opportunity to communicate with volunteers as well as an opportunity for volunteers to meet each other.

Web Site (www.delcocitizencorps.com)

The Delaware County Citizen Corps website includes a DCMRC tab which will keep you updated as to training schedules, events, etc. Your family, friends, and colleagues, can also use this site to find out more about the DCMRC and to access SERVPA to apply to become DCMRC volunteers.

Data Management

DCMRC volunteer information is maintained through SERVPA in the DCMRC Database. Information includes essential data (address, phone, e-mail, licensure information) as well as data that contributes to efficient management of the DCMRC program (credentialing information, volunteer interests, volunteer's level of involvement, etc.). The DCMRC Coordinator is responsible for ensuring that volunteer information in the database remains current. Strict security will be maintained so that database information and hard-copy applications are not accessible to those persons without authority to view such information.

Liability

Volunteers of a medical reserve corps are given certain protections under the following Federal or Pennsylvania State laws:

The Federal Volunteer Protection Act of 1997

The purpose of the Volunteer Protection Act of 1997 is to provide certain protections to volunteers in lawsuits based on the activities of volunteers. No volunteers shall be liable for harm caused by the act or omission of the volunteer if ...

- A. The volunteer was acting within the scope of their responsibilities;
- B. The volunteer was properly licensed, certified, or authorized to undertake the activities in question;
- C. The harm was not caused by willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the right or safety of the individual(s) harmed; and
- D. The harm was not caused by a volunteer operating a vehicle that requires an operator's license or insurance.

Policies

Harassment-Free Environment Policy

The Delaware County Medical Reserve Corps (DCMRC) is committed to providing a harassment/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 DCMRC 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 DCMRC 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 Delaware County Medical Reserve Corps is committed to preventing all discrimination in the workplace and specifically condemns sexual harassment of employees and volunteers by other employees or volunteers.

If you feel you may have been the subject of discrimination or harassment, you should contact the DCMRC Coordinator. Any reports of discrimination or harassment will be thoroughly investigated and resolved promptly.

Safety

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

If you are unclear about any safety policies or procedures you may ask the DCMRC Coordinator.

As a DCMRC 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 coordinator.

Electronic Communications Policy

The DCMRC' electronic communication systems, including telephones, e-mail, voice mail, faxes, internet, HAM radio and FRS/VHF radios are available to conduct MRC business. All communications are to be professional and appropriate and users are prohibited from using DCMRC communications systems for the solicitation of funds, political messages, harassing messages, or personal use. Furthermore, all electronic data are the property of Delaware County Department of Emergency Services and may be considered public records.

Drug Free Workplace

The Delaware County Medical Reserve Corps is dedicated to a safe, healthy and drug-free work environment. No DCMRC volunteer will report to work while under the influence of any drug or

alcohol whether legally or illegally obtained. Any member determined to be under the influence of any drug or alcohol will be immediately relieved of duty and escorted offsite.

DCMRC 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 DCMRC 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 DCMRC will not tolerate any type of threat or act of violence committed by or against a volunteer and therefore prohibits workplace violence.

In order to ensure a safe work environment the DCMRC prohibits members from possessing a handgun, firearm, or weapon of any kind while engaged in any DCMRC sponsored function or event. The only exceptions to this policy are police officers, licensed private security guards, or military personnel who are engaged in their official duties.

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

Media/News Releases

DCMRC media and/or news releases will be submitted and released in accordance with existing DCDES protocol. Newsletters and other official DCMRC releases will be submitted and approved via the DCMRC Coordinator.

Photos of DCMRC Volunteers and/or DCDES staff may be included in DCMRC Newsletters or released to the media *only* if the person depicted in the photo has signed a photography consent form.

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 DCMRC 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 himself/herself, or any other person, any financial advantage or gain which may be offered as a result 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 Citizen Corps.
- d. Disclose any confidential Medical Reserve Corps (DCMRC) information that is available solely as a result of the volunteer's affiliation with the DCMRC 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 DCMRC.
- 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.

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 or an affiliation, the individual shall disclose such conflict to the Medical Reserve Corps volunteer coordinator. Upon becoming aware of such obligation the member shall absent him 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 volunteer orientation and in this 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 the two are unable to reach an understanding the DCMRC coordinator will resolve the matter. The volunteer will be given sufficient time to respond to the

allegation. In some cases, however, immediate action may be required depending upon the severity of the issue.

Commitment to Diversity

The Delaware 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 and to appropriately 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.

Disciplinary Procedures

DCMRC volunteers, while performing duties or rendering services for DCDES, are expected to maintain the same standards of conduct as DCDES employees as per DCDES policy.

Disciplinary action may be initiated to correct inappropriate performance, work-related behavior or behavior which reflects adversely upon the DCMRC or DCDES. The degree of disciplinary action shall relate to the gravity of the improper performance or conduct.

Disciplinary actions may consist of:

- Informal or formal Counseling
- Suspension
- Dismissal

Any of the following may constitute cause for disciplinary actions:

- Incompetence
- Inefficiency
- Neglect of duty
- Dishonesty
- Possessing, dispensing, under the influence of or impaired by alcohol or any substance while on duty except in accordance with medical authorization.
- Commission or conviction of a felony or a misdemeanor either of which would affect the volunteer's suitability for continued association with the DCMRC.
- Discourteous treatment of the public
- Willful disobedience of personnel policies, rules and regulations.
- Engaging in prohibited political activity while on duty.
- Misuse of government property.
- Unsafe work habits.

- Seeking to obtain financial, sexual, or political benefit from another employee, volunteer or client by the use of force, fear or intimidation.
- Mishandling of public funds.
- Falsifying of County records.
- Any other improper conduct or performance that constitutes cause for disciplinary action.

DCDES employees who hold supervisory authority with DCMRC volunteers may initiate informal counseling. However, it is preferable that the DCMRC Coordinator be involved in any disciplinary. Any disciplinary action beyond informal counseling **MUST** involve the DCMRC Coordinator.

Volunteer Dismissal

DCDES accepts the service of all DCMRC volunteers with the understanding that such service is at the sole discretion of DCDES. DCMRC volunteers agree that DCDES may at any time, for whatever reason, decide to terminate the volunteer's relationship with the DCMRC.

The DCMRC volunteer may at any time, for whatever reason, decide to end his/her relationship with the DCMRC. Notice of such a decision should be communicated to the DCMRC Coordinator as soon as possible.

Upon termination for any reason All DCMRC equipment, clothing keys, etc. will be turned in and the member receipted.

Volunteer Rights and Responsibilities

Volunteer Rights

As a volunteer with the Delaware County Medical Reserve Corps you have the rights to:

- Full orientation and training
- Assignments that utilize and develop your skills
- Adequate information and training to carry out your assignments
- Clear and specific directions
- Recognition and appreciation for your contribution
- Opportunity to offer feedback and ask questions
- Expect regular feedback on your work
- Adequate space, equipment and supplies to perform your job
- Know as much about the organization as possible
- Be respected in your workplace

Member Responsibilities

Members have the following specific responsibilities to the Medical Reserve Corps to:

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

Forms

Photography Consent

The Delaware County Medical Reserve Corps 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.

Volunteer Printed Name

Please sign the appropriate line below:

I give Delaware County Department of Emergency Services and in turn give Delaware County Medical Reserve Corps permission to use my photo as stated above.

Signature

Date

I do not give Delaware County Department of Emergency Services permission to use my photo as stated above.

Signature

Date

Receipt of Handbook

I have received a copy of the Delaware County 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.

Signature

Date

Confidentiality

Due to the nature of services of the Delaware County Medical Reserve Corps (DCMRC), you may process information that is confidential and not public record. For that reason you are asked to sign this 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 a volunteer with the Delaware 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.

Signature

Date

MCR Coordinator Signature

Date