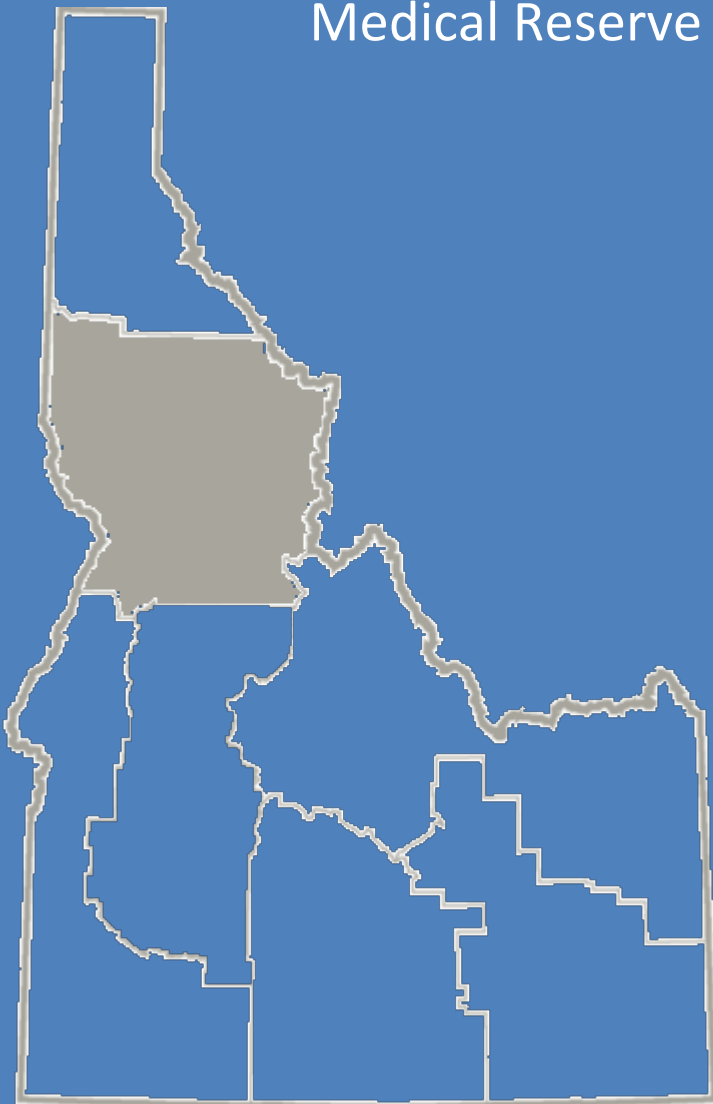


MRC

VOLUNTEER HANDBOOK

North Central Idaho
Medical Reserve Corps



SERVING
CLEARWATER,
IDAHO, LATAH,
LEWIS, AND NEZ
PERCE COUNTIES

*North
Central
Idaho
medical
reserve
corps*



Public Health - Idaho North
Central District
Public Health Preparedness
215 10th Street
Lewiston, ID 83501
208-799-0393

Welcome to the Medical Reserve Corps (MRC)

Dear North Central Idaho Medical Reserve Corps Volunteer.

On behalf of the North Central Idaho MRC, welcome and thank you for joining our team and making the Medical Reserve Corps part of your volunteer activities.

Our MRC is a community-based program designed to develop a well-trained team of medical and non-medical volunteers who are willing to contribute their skills and expertise to the community. Their efforts ensure that we all may be better equipped to prepare for and respond to a wide range of emergencies, as well as to promote healthy living throughout the year.

Volunteers can choose how they would like to contribute their time and talents to the program. You may choose to assist only during a public health emergency or you may volunteer throughout the year by assisting in various areas of need within the health department.

This handbook was created to give you important information about volunteering and will hopefully help make the most of your volunteer experience with the MRC Program. The handbook functions as a guide for MRC Volunteers. For each volunteer opportunity you participate in, there will be more specific policies and procedures regarding your role. You will learn much of the information regarding your specific responsibilities “on-the-job.”

Please take the time to read this handbook carefully. It should serve as a reference to use when you have questions or concerns, but please feel free to contact us directly for additional information or comments. We value your suggestions, comments, and professionalism to improve the coordination and response of our members to emergencies and other public health issues.

Once again, thank you and welcome to the Medical Reserve Corps!

Sincerely,

Ryan Bender
North Central Idaho MRC Coordinator

PROGRAM CONTACT INFORMATION**MRC COORDINATOR**

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Medical Reserve Corps
Public Health Preparedness
Public Health – Idaho North Central District
215 10th Street
Lewiston, ID 83501

ONLINE

www.idahopublichealth.com (local PH-INCD unit information)

www.volunteeridaho.com (Idaho's statewide volunteer database)

www.medicalreserv Corps.gov (national program information)

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HISTORY AND PURPOSE

There was an outpouring of support for the emergency relief efforts after the terrorist attacks on September 11, 2001. Many Americans asked, “What can I do to help?” Medical and public health professionals were among those who wanted to volunteer their services. It was soon discovered that using medical-related volunteers in emergencies requires a careful and organized approach. Although they may have had the necessary medical skills and knowledge, they could not be used because there was no way to systematically identify and credential them in advance. In addition, there was neither sufficient time nor capability to accomplish these tasks in the aftermath of the attacks.

The anthrax attacks in the fall of 2001 reinforced the need for pre-identified and trained supplemental healthcare personnel to assist with public health emergency operations such as mass antibiotic dispensing or mass immunizations. During the anthrax response, medication was provided to almost 40,000 individuals, which tested the capabilities of the current medical personnel available. If the event had been much larger, the responders may have been overwhelmed and additional personnel would have been needed.

Out of these tragedies, the USA Freedom Corps was established to provide Americans with meaningful opportunities to serve. The USA Freedom Corps became the umbrella agency for the existing organizations of AmeriCorps, Senior Corps, and Peace Corps. The newly organized Citizen Corps joined these well-established volunteer organizations.

Citizen Corps was created with the prime purpose to coordinate volunteer activities that will make our communities safer, more resilient, and better prepared to respond to any emergency situation. The different organizations within the Citizen Corps provide opportunities for people to participate, depending on their skills and personal interests, in a range of organizations to make their families, their homes, and their communities safer from the threats of crime, terrorism, and disasters of all kinds.

Citizen Corps offers citizens the opportunity to volunteer through the Medical Reserve Corps (MRC), Neighborhood Watch, Community Emergency Response Teams (CERT), Volunteers in Police Service (VIPS), and Fire Corps.

The Medical Reserve Corps (MRC) plays an integral part in the overall preparedness and response strategy. It provides a way for citizens to offer their skills and expertise during public health emergencies, as well as promote healthy living throughout the year.

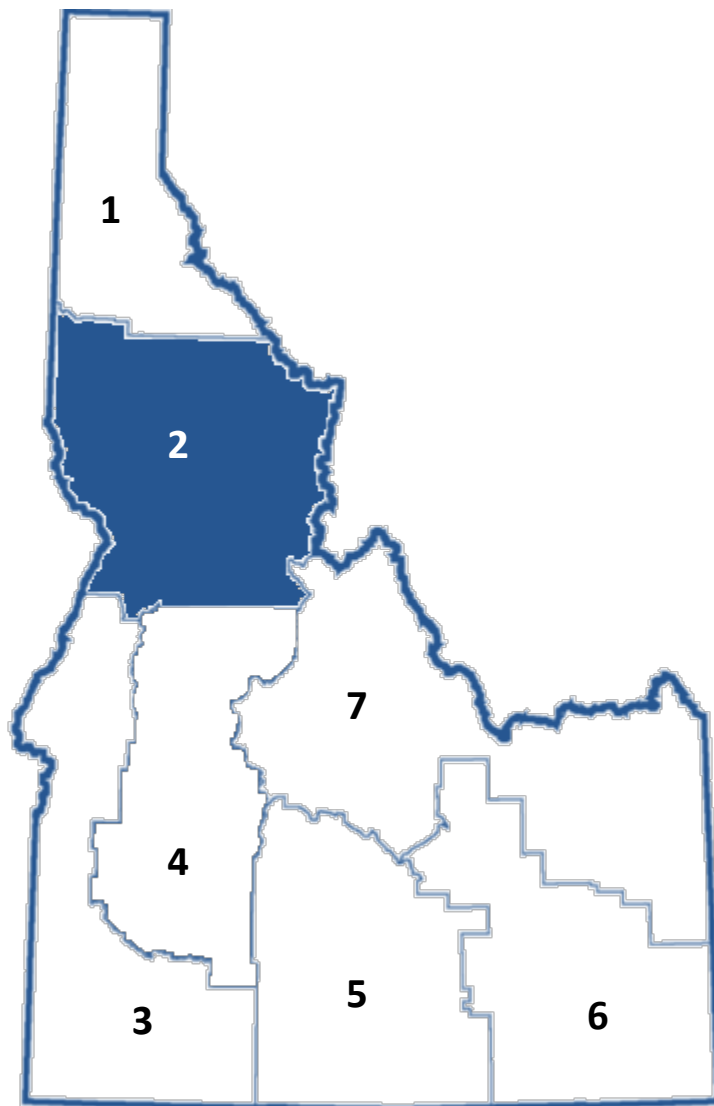
Pre-identifying, training, and organizing volunteer medical, non-medical, and public health professionals as a way to strengthen their communities, is the core of the MRC concept. Now, with the MRC in place, a formerly untapped community resource is available to the community in emergencies and ongoing efforts in public health.

PUBLIC HEALTH – IDAHO NORTH CENTRAL DISTRICT (PH-INCD) REGION

The North Central Idaho MRC serves Clearwater, Idaho, Latah, Lewis, and Nez Perce Counties to make up Idaho Public Health District 2 (see the map below). This area has a population of approximately 105,000 people and encompasses an area of almost 13,351 square miles.

The location that an MRC member may respond to is not necessarily pre-determined, but may be inside or outside the volunteer’s home area. Since an emergency may only affect part of an area, members may have the opportunity to serve in one of the other counties in the health district, if the need arises and they are available.

Each of the seven health districts in Idaho has an MRC Volunteer Program. Situations may also arise where we are asked to help serve in the other health district areas. Again, this depends on the nature of the event, and the availability and interest of the volunteer.



TYPE OF VOLUNTEER SERVICE

Roles and responsibilities depend on the member's expertise, interest, and training. All volunteer service with the MRC Program is optional depending on the volunteer's experience and interest. Below is just a snapshot of the types of activities in which MRC Volunteers may be involved.

DURING AN EMERGENCY

- Medical-related Volunteer
 - Prophylaxis (immunization and dispensing medications)
 - Clinic preparation (fill syringes, measure medications, etc.)
 - Interviews for patient/client history
 - First responder (initial assessment and vital signs)
 - Triage
 - Treatment
 - Health education
 - Phone screening and consulting
 - Distribution of medications and supplies from SNS (Strategic National Stockpile)
 - Communicable disease control measures
 - Supporting health needs of vulnerable populations
 - Integration with local, regional, and statewide initiatives
 - Shelter care
- Non-Medical Volunteer
 - Patient intake (distributing forms, assisting clients with forms, etc.)
 - Information/communication
 - People movers/crowd control
 - Interpreters
 - Amateur radio operators
 - General administrative tasks
 - Record keeping/data management
 - Providing comfort to those affected

NON-EMERGENCY

- Medical and Non-Medical Volunteers
 - Assist with seasonal flu vaccination clinics
 - Staff community health fairs
 - Participate in preparedness training and exercises
 - Assist with general administrative projects at the health department
 - Assist with providing health education to community groups

SCOPE OF VOLUNTEER ACTIVITY

MRC Volunteers safety and well-being is the first priority during any MRC related activity. To ensure safety and well-being MRC Volunteers are given roles that best fit their skill sets and experience.

SCOPES OF WORK

Each time a volunteer participates in an activity as an MRC Volunteer, they will be asked to sign a Scope of Work. This document outline the activities or job duties that the volunteer will be doing while “on the job.” This allows the volunteer to understand what their role is prior to volunteering. It also ensures that people are operating in the correct capacity by only doing those activities outlined in their signed scope of work.

MEDICAL VOLUNTEERS

For volunteers with medical training and experience, the scope of the volunteer’s clinical work is determined by law. Some restrictions on this scope of practice may be changed in the event of a public health emergency, and volunteers will be notified and trained in the event that the scope of their work changes.

The status of a volunteer’s professional license may also affect the scope of activity. Any changes in a volunteer’s licensure status (for example, license expiration) must be reported to the MRC Coordinator prior to volunteering in a medical capacity. Failure to do so may result in termination of the volunteer relationship.

Some training, exercises, and real events do not require medical volunteers. Volunteers with a medical background are always welcome to participate in activities as a non-medical volunteer.

NON-MEDICAL VOLUNTEERS

For volunteers without specific medical training and experience, the scope of work is determined by the type of activity where volunteers are needed, whether it is an emergency or non-emergency event.

The volunteer’s specific role will be determined by the leadership of the emergency response activity or by the MRC Coordinator. There are many volunteer opportunities for people without a medical background, especially in times of emergency.

COMMUNICATING WITH VOLUNTEERS

We make every effort to stay in regular contact with all MRC members and utilize a variety of methods to distribute information. Methods of communication are listed below. These methods will vary depending on the situation (ongoing interactions versus a formal call-out for an emergency situation). No volunteer's contact information will be shared for non-MRC purposes or without their explicit consent.

1. Email: the use of individual and group messages has proven to be a very efficient method of reaching members who have regular access to the internet. This will be our primary means of communication, whenever possible.
2. Direct phone calls: this method will be used to help streamline and expedite member contacts in an emergency.
3. Website: members are strongly encouraged to check the following websites on a regular basis for program information and other updates:
 - a. www.idahopublichealth.com (PH-INCD website)
 - b. www.volunteeridaho.org (Volunteer Idaho website)
4. Printed mail: printed mail primarily consists of the MRC Newsletter and other non-emergency communication regarding program activities and upcoming events.
5. In-Person Meetings and Training Sessions: every time members congregate, there is an opportunity to strengthen communications. Any scheduled session can include kickoff announcements, follow-up socializing, and informal sharing of ideas.

VOLUNTEER IDAHO WEBSITE

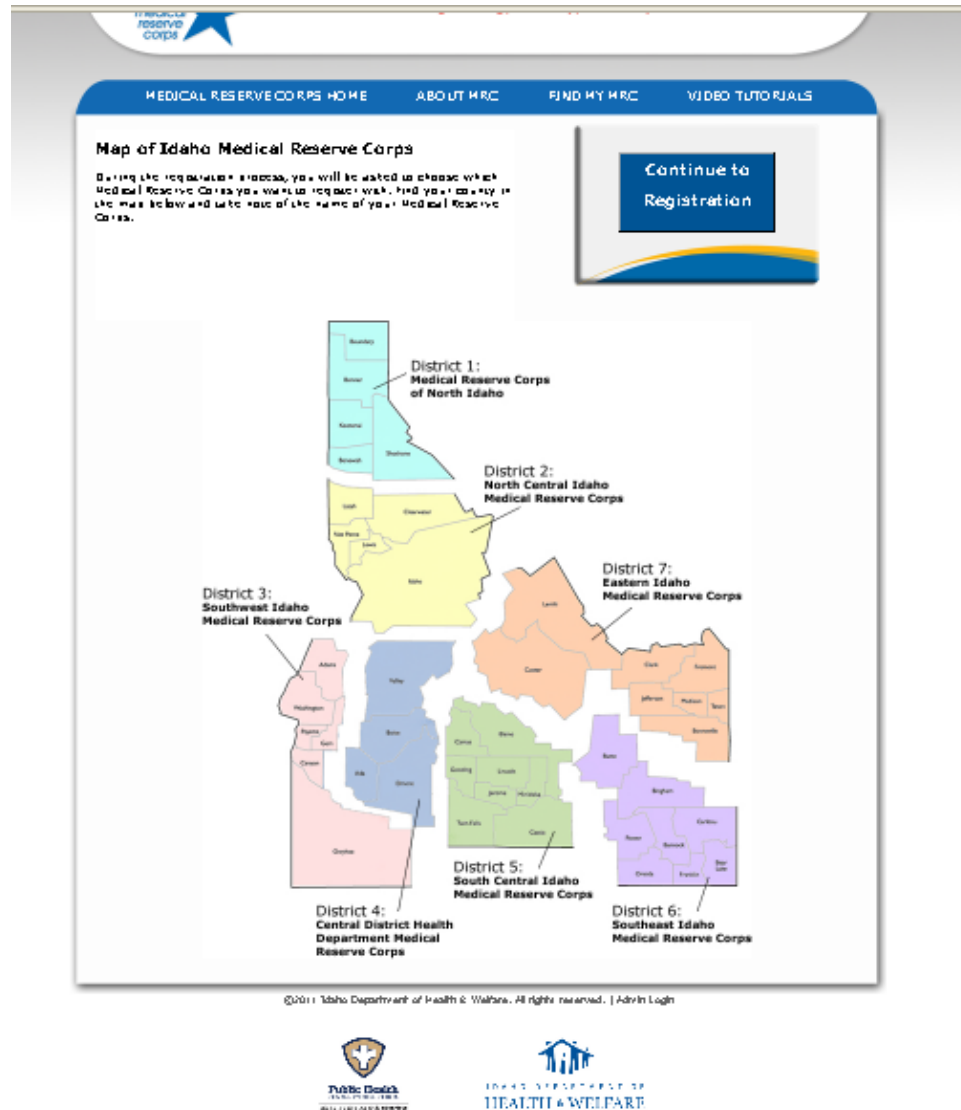
The Volunteer Idaho website (www.volunteeridaho.org) is a statewide, online tracking system for volunteers. This system is used by every MRC group in Idaho. It allows the verification of credentials of volunteers by comparing them to Federal and State licensing board data prior to calling volunteers for duty. Volunteers who are in the system will have tools available that will enable them to keep track of their volunteer efforts and receive notifications of volunteer opportunities electronically via email. The system will automatically notify volunteers when their license is about to expire. If you have not yet registered on the website, please visit www.volunteeridaho.org (even if you have already completed a paper application).



TO REGISTER:

Step 1: When you get to the website, click on the “Register Now” button (see image above).

Step 2: Review the map to choose the region of Idaho where you would like to volunteer. North Central Idaho MRC is Region #2. (You may have to scroll down to see the entire map.) Then click “Continue to Registration” (see pink arrow below).



Step 3: Complete your registration by entering in your information. Much of the response fields are not required, but the more information you provide, the better we will be able to match you with a role during an emergency response.

Important Tip: Check the email account settings for the email address you used during the registration process. If you do not see a welcome message in your inbox, it might be in your Spam or Junk email folders.

FORGOT LOG-IN USERNAME OR PASSWORD?

Return visit www.volunteeridaho.org and select “Forgot Username?” or “Forgot Password?” (see pink arrows below). You will have to scroll down to see these options.



Welcome to the MRC Program and Volunteer Idaho!

Through either the Volunteer Idaho system or the MRC Coordinator, you will be notified if your services are needed for an event – both emergency and non-emergency (see Deployment of Volunteers for more information). After being notified, you will then have an opportunity to review details of the event before you respond with your willingness and availability to participate.

The online system gives you great flexibility to run reports on your participation. It also provides reminders if your credentials are close to expiration.

Please contact the MRC Coordinator anytime if you have any questions or if you need any further assistance.

PERSONAL AND FAMILY EMERGENCY PREPAREDNESS

In an emergency, we understand that your family, friends, and neighbors are going to come first – before you volunteer to help the general community. We highly recommend that you take action to help ensure that you and those you care about are prepared for an emergency. Ensuring that you are well-prepared at home and at work to deal with an emergency situation will allow you to be ready to respond in an emergency as a volunteer when you are needed. Emergency preparedness requires proper planning, organization, and practice, but its pay-off is invaluable.

Included here is a very brief discussion on steps to take to ensure you are prepared to deal with an emergency. There are many resources available that go into more detail. Some of these websites are listed at the end of this discussion.

BE INFORMED

One of the most important things to do is to be informed. Learn about the possible emergencies that could happen in your area. Learn about the emergency plans that exist within your local government (e.g., state, county) and other locations specific to you: schools, places of work, etc.

Additionally, when an emergency occurs, your ability to access information is going to be very important, so make sure that you are able to stay informed. One way to do this is having a battery-powered radio available in case the power goes out.

MAKE A PLAN

Develop an emergency plan for yourself and/or your family. Your plan should include information that is specific to you, your family, and your home. Here are some things your plan should include:

- **Contact Information:** Have a point of contact that your family knows to call in an emergency. This could be an aunt or cousin who lives out of the area (relatives who live in your area might be too busy dealing with the emergency situation to act as your emergency contact). If your family is not in the same place when an emergency occurs, you can use your point of contact to check in with everyone and get information out to each other.
- **Pick 2:** Pick two routes that your family could use to evacuate your home. For example, if you had a house fire. Then, pick two routes to use if you had to evacuate your neighborhood; if there was a major flooding or your neighbor's house had a gas leak. Choosing two routes gives you options if one way is blocked.

In addition, pick two meeting places – one should be just outside your home (such as your neighbor's tree in their front yard) and one could be somewhere in your neighborhood (like a church parking lot). This way, when you have to evacuate either your home or neighborhood, your family knows where to meet if you happen to be separated.

- **Practice your plan:** Make sure everyone in your home is aware of the plan. Practice your evacuation routes and your communication plan. Make sure everyone in your home understands when and how to use the plan.

BUILD A KIT

Part of your emergency plan should include emergency supplies. The supplies that you put in your emergency kit should be specific to you and your family. Do you have young children? Do you or anyone in your family take prescription medications? Do you have pets? These are just some of the questions you should consider when building your kit. Below is a brief list of items that are common when building an emergency supply kit.

- Non-perishable food: roughly enough for each person for at least 3 days
- Water: 1 gallon per person per day
- Medication (include prescription medication if needed): aspirin, antacid, rubbing alcohol, antiseptic/hydrogen peroxide
- First Aid Kit
- Sanitation Items: toilet paper, household bleach, soap, personal hygiene items, feminine hygiene items, disinfectant.
- Clothing and Bedding: include at least one complete change of clothes and shoes for each person
- Important family documents: insurance policies, bank account numbers, important telephone numbers, passports, social security cards, family records (birth/marriage certificates)

WHERE TO GO FOR MORE INFORMATION ON PERSONAL AND FAMILY PREPAREDNESS

www.ready.gov : sponsored by FEMA, this is a national resource to help guide you in putting together a kit, making a plan, and being informed.

<http://www.ready.gov/america/downloads/checklist.pdf> : two page guide for building an emergency supply kit.

<http://www.fema.gov/areyouready/> : Also managed by FEMA, *Are You Ready?* Provides a step-by-step approach to disaster preparedness by walking the reader through how to get informed about local emergency plans, how to identify hazards that affect their local area, and how to develop and maintain an emergency communications plan and disaster supplies kit. Other topics covered include evacuation, emergency public shelters, animals in disaster and information specific to people with disabilities. This guide is also available in Spanish.

<http://72hours.org>: sponsored by the City of San Francisco, this is an online guide to individual and family preparedness.

DEPLOYMENT OF VOLUNTEERS

The primary focus of the North Central Idaho MRC Program is the activation and deployment of volunteers within our local, five county area. At this time, MRC Volunteers learn about volunteer opportunities in two ways:

1. Online through Volunteer Idaho (via email)
2. Directly through the MRC Coordinator (via email or telephone)

Even if you are initially notified of an opportunity through Volunteer Idaho, the MRC Coordinator will follow up with you to ensure that you receive specific details and information on the situation and that you are able to have any questions answered.

An emergency situation may arise where MRC Volunteers are needed outside of our health district area. If this occurs, we will work with those volunteers who are available and interested in traveling to assist where needed.

For any volunteer opportunity that is made available to you, the choice is always yours as to whether or not you participate.

TRAINING

Training provides volunteers the knowledge and skills necessary to perform their work effectively, safely, and with confidence. It also provides the MRC Coordinator with clear documentation that the volunteer was provided with the information that they needed to carry out their duties competently.

The North Central Idaho MRC Program provides training for volunteers in a variety of methods. Some methods of training, such as Just-in-Time Training (JITT), are used primarily during emergency response operations or large scale exercises. Other methods of training are listed below.

Modes of delivering training include:

- Short briefings – as included in our “Just-in-Time” project specific training
- Classroom instruction
- Workshops
- Exercises – drills, tabletop, and full-scale
- Self-paced online courses

All trainings are offered at no cost to MRC Volunteers.

In compliance with Federal guidelines and the standardized MRC Core Competencies, 100% of our unit members must complete IS/ICS 100 (Introduction to Incident Command System) and ICS 700 (National Incident Management System, An Introduction) within 6 months of their MRC Volunteer Orientation. The information for this training is included under Training Resources.

There is the potential for some MRC Volunteers who may hold a supervisory or leadership role in an emergency response to complete the IS 200 (ICS for Single Resources and Initial Action Incidents) and ICS 300 (Intermediate ICS). Participating in these higher level trainings will be based on the volunteer’s expected position and level of responsibility; before they are able to serve in the role they have been assigned.

TRAINING RESOURCES

Independent Study Courses from FEMA <http://training.fema.gov/IS/crslst.asp>. This website provides a wealth of opportunities for free, online training in a wide range of emergency management topics. You are welcome to take any of the trainings that interest you.

The courses that are required for MRC Volunteers are:

- IS 100: Introduction to Incident Command System (ICS)
<http://training.fema.gov/EMIWeb/IS/IS100b.asp>
- IS 700: National Incident Management System (NIMS), An Introduction
<http://training.fema.gov/EMIWeb/IS/is700.asp>

MRC CORE COMPETENCIES

NATIONAL ASSOCIATION OF COUNTY AND CITY HEALTH OFFICIALS

April 2006

MRC Core Competencies



BACKGROUND

Medical Reserve Corps (MRC) members come from a variety of backgrounds and enter the program with varying credentials, capabilities and professional experience. There is currently no standard training or core set of competencies for MRC members; hence, there is variation in what each MRC is able to do. This diversity is a strength of the program, but also makes standardization across the MRCs difficult. In order for an MRC to fulfill its mission in the community, members of the MRC need to be competent to carry out their responsibilities. Training needs to be geared toward a common set of knowledge, skills and abilities.



The development of MRC competencies provides several benefits. Competencies define a core or standard set of activities that each MRC member would be able to perform. They also provide a framework for the program's training component and assist in describing what communities can expect of their MRCs. This 'uniformity' may allow for better interoperability between MRCs, making collaboration amongst MRC units and their external partners more efficient. The use of competencies has proven effective in public health worker training and assessment, and should translate well to the work of MRCs. The goal of this project is to develop a core set of competencies for MRC volunteers, laying the groundwork for future training and development activities of the program.

COMPETENCY STATEMENTS

Competency statements are descriptive of expected *behavior* on the part of an individual. A competency can be composed of a range of knowledge, skills, and attitudes, but must be described as an observable or measurable action. Every competency statement includes an action verb and the object of that verb. Broad competency statements are frequently used in position descriptions or role assignments; narrower competency statements (often described as the sub-competencies) are needed when planning curricula to teach those competencies. Broad competency statements are generally measurable only over time, or in complex situations; sub-competencies used for educational purposes are generally measurable within the time span of a single class or course.



CORE COMPETENCIES FOR MRC VOLUNTEERS

We encourage all active members of a Medical Reserve Corps unit, at a minimum, be able to:

1. Describe the procedure and steps necessary for the MRC member to protect health, safety, and overall well-being of themselves, their families, the team, and the community.
2. Document that the MRC member has a personal and family preparedness plan in place.
3. Describe the chain of command (e.g., Emergency Management Systems, ICS, NIMS), the integration of the MRC, and its application to a given incident.
4. Describe the role of the local MRC unit in public health and/or emergency response and its application to a given incident.
5. Describe the MRC member's communication role(s) and processes with response partners, media, general public, and others.
6. Describe the impact of an event on the mental health of the MRC member, responders, and others.
7. Demonstrate the MRC member's ability to follow procedures for assignment, activation, reporting, and deactivation.
8. Identify limits to own skills, knowledge, and abilities as they pertain to MRC role(s).



CODE OF CONDUCT

All volunteers of the North Central Idaho MRC Program shall meet the following standards of conduct.

AS AN MRC VOLUNTEER, I SHALL:

- Maintain and abide by the standards of my profession, including licensure, certification, and/or training.
- Dress appropriately for the job assignment and environment.
- Put safety FIRST in all MRC activities and always promote safe work practices.
- Respect and use any equipment appropriately.
- Maintain the confidentiality of all information related to MRC volunteer activities unless otherwise authorized by supervisor, project lead, or MRC Coordinator.
- Report injuries, illnesses, and accidents to the appropriate staff member immediately.
- Refer any request from the media for information or comments directly to my direct supervisor, project lead, or MRC Coordinator.
- Accept the chair of command and respect others regardless of position.
- Treat others with courtesy, sensitivity, tact, consideration, and humility.

AS AN MRC VOLUNTEER, I SHALL NOT:

- Act in the capacity of a MRC Volunteer at any time without prior authorization/deployment from the North Central Idaho MRC Program.
- Use North Central Idaho MRC or partner agency/organization equipment or resources for personal use.
- Respond for duty under the influence of alcohol, prescription/non-prescription medication, or any other substances that may influence my ability to perform assigned tasks to the very best of my ability.
- Use profane language and/or engage in disruptive behavior including what could be considered physical or sexual abuse, or harassment.
- Accept or seek on behalf of myself or any other person, any financial advantage or gain as a result of my affiliation with the PH-INCD or the MRC.

CONFIDENTIALITY

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they may be exposed to while serving as a volunteer. This includes information involving staff, volunteers, patients, or any other information deemed sensitive. All MRC Volunteers will receive training on, and must strictly adhere to, HIPAA policy in regards to confidentiality.

Failure to maintain confidentiality may result in termination of the volunteer's relationship with the program or other corrective action.

Prior to participating in volunteer activities, all MRC Volunteers will need to sign a copy of the Client Confidentiality Form stating that he/she has read and understands the policy. A current, signed copy of this form will be maintained with each volunteer's records. A copy is provided on the following page for the volunteer's own records.

CONFIDENTIALITY POLICY

GENERAL INFORMATION

All employees, volunteers, college/university interns, work-study personnel, and other agency employees working with Public Health – Idaho North Central District clients are required to maintain confidentiality regarding other employees, clients and business establishments. A breach in confidentiality is grounds for immediate termination from employment or termination of the agreement for a voluntary placement.

All Public Health – Idaho North Central District employees, volunteers, college/university interns, work-study personnel, and other agency employees working with Public Health – Idaho North Central District clients and will sign a “Confidentiality Policy and Release of Information” form (see below), which will be kept by the Human Resource Manager.

Confidential information about employees, clients or business establishments may be released to authorized providers and/or the client with a signed consent from the client. Requests for confidential information will be referred to supervisory staff.

All confidential written and printed material, which does not require storage (i.e. telephone messages, computer printouts, line listings) is shredded or recycled with a bonded company when it is no longer needed.

Records are the ultimate responsibility of the Director and that responsibility may be delegated to the Human Resource Manager or Division Directors. Medical records are destroyed based on the Records Retention Policy.

Confidentiality of employees, clients and/or establishments pertaining to District activities will be maintained at all times. This includes while on the job, after work and when no longer employed by this organization.

EXEMPTIONS TO PUBLIC RECORDS LAW (9-340)

Records that shall not be released for public review include the following:

- Client medical records;
- Industry “trade secrets”, section 9-340 (4) (i);
- Personnel Information, section 9-340 (3) (a); and
- Records may contain both exempt and non-exempt material. The public agency is responsible for separating the exempt from the non-exempt information and supplying the non-exempt record. The Law prohibits denying access based upon the fact that the record contains both types of material.

BREACH OF CONFIDENTIALITY

In the event that a volunteer or employee becomes aware that he/she has revealed a confidence, he/she shall notify his/her supervisor immediately, no matter the time or day. If the appropriate supervisor is unavailable, the incident should be reported to the Director immediately, and as soon as possible to the Supervisor.

FOR VOLUNTEERS, INTERNS, AND WORK-STUDY STUDENTS:

As a volunteer, college/university intern, work-study student, or other agency employee, I have read and understand the Public Health – Idaho North Central District Confidentiality Policy and agree to follow the policy. I will immediately notify Public Health – Idaho North Central District supervisory staff and my instructor/organization if I breach confidentiality. I understand that I may be asked to leave my position at Public Health – Idaho North Central District immediately.

Please sign below and initial the way you sign and initial charts.

Print name of Student/Volunteer

Initials

Signature of Student/Volunteer

Date

School or Agency Name you are affiliated with

Date

PH-INCD Supervisor or Employee

Date

ALCOHOL/DRUG USE

At any time while serving as part of the MRC Program (in an emergency or as part of a non-emergency public health activity), volunteers must not be under the influence of alcohol, illegal drugs, prescription/non-prescription medication, or any other substance that may influence their ability to perform their assigned duties. Failure to adhere to this rule will result in termination of the volunteer's relationship with the MRC Program.

PERSONAL CELL PHONES

When participating in emergency response operations, volunteers fall under the same operations guidance as health department staff. As such, you may be asked to keep personal cell phones on vibrate/silent or kept in a staff break room area. Your immediate supervisor (during operations) or the MRC Coordinator will provide you with this information at the time of the event.

When volunteering in non-emergency capacities, your project lead or supervisor will determine when and how you may use your personal cell phone. In some instances, there may be no cell phone usage guidelines; in other, you may just be asked to keep it on silent/vibrate so that you do not disturb health department clients.

We do understand that you might have special circumstances or an emergency situation. If you are able to, please communicate any issues with your direct supervisor or project lead.

If you have an emergency, please feel free to address that, but communicate the situation with your direct supervisor or project lead so that other staff and clients can maintain their safety.

VOLUNTEER DISMISSAL

Participation in the MRC Volunteer Program is entirely optional. At any time, volunteers may decide to cease being part of the program. However, a volunteer who wishes to end their volunteering must inform the MRC Coordinator and any materials or equipment related to his/her volunteer service must be returned to PH-INCD.

INVOLUNTARY DISMISSAL

Volunteers who do not adhere to the rules and procedures of the North Central Idaho MRC Program or who fail to satisfactorily perform their volunteer assignment are subject to dismissal.

Possible grounds for dismissal may include, but are not limited to, the following:

- Gross misconduct or insubordination
- Theft of property or misuse of agency materials
- Abuse or mistreatment of clients, staff, or other volunteers
- Misrepresentation of the agency or program
- Failure to abide by MRC or partnering agency/organization policies and procedures
- Failure to satisfactorily perform assigned duties

VOLUNTEER HEALTH AND SAFETY

Maintaining the health and safety of our volunteers is one of the key goals of the MRC. No job is considered so important or urgent that personnel cannot take the time necessary to learn how to perform their job safely and use any personal protective equipment (PPE) that might be needed for their role. Volunteers must wear proper PPE as appropriate for the nature of their job assignment at all times. This equipment may include, but is not limited to: gloves, masks, eye protection, and other safety items.

During an orientation to a job or role, the supervisor on-scene will discuss all applicable safety and health rules with you. If you are unclear about any safety policies or procedures, ask your on-scene supervisor or the MRC Coordinator. Safety in an emergency response is everyone's responsibility, so please make sure you understand the procedures. Failure to adhere to safety guidelines and/or endangering another volunteer, responder, or civilian shall be grounds for dismissal from the North Central Idaho MRC Program.

As an MRC Volunteer, you have ultimate responsibility for your own safety and health. This includes using all required safety devices. You must notify the MRC Coordinator and the on-scene supervisor of any physical conditions such as drowsiness due to medication, illness, or emotional strain, which may affect your performance and safety. If you are not physically able to perform the tasks that you are given, please let the MRC Coordinator or your direct supervisor know, so that you can be re-assigned to a role that better suits you. You are expected to immediately report all work-related accidents, and illnesses to your on-scene supervisor or the MRC Coordinator.

If you suffer from asthma, allergies or any other medical condition that you require medication for and you are asked to volunteer, please be sure to bring a supply of your medication with you. Especially during times of emergency, it may be difficult for you to access additional medical supplies. Let your on-scene supervisor, as well as someone who is volunteering with you, know how to assist you if you become ill. It is recommended that you carry some kind of identification or information that helps others know your medical condition for example, information in your wallet or purse that includes condition, medication, primary care physician, and emergency contact.

It is recommended that all volunteers stay up-to-date on their immunizations, including tetanus (tetanus with pertussis for those under 64), influenza, and hepatitis A and B, along with a current tuberculosis (TB) test. If you are unsure about which vaccinations you might need, please contact your primary care physician.

VOLUNTEER RECORDS

A Volunteer Skills Assessment is available to all active volunteers at www.volunteeridaho.org within their Volunteer Profile; this is updated and maintained by the Volunteer and is kept as a part of volunteer records. The Volunteer Needs Assessment is a tool that assists the MRC Coordinator with placement in appropriate roles.

CONSENT FOR RELEASE OF INFORMATION

As an MRC Volunteer, there may be activities that you participate in where photographs are taken and interviews are conducted. This may happen during training, exercises, and real event responses.

In addition, each volunteer may be photographed for identification purposes. Photographs may be used on the website, in newsletters, and other publications.

Below is a copy of the standard health department Information Release form



Photo Consent

I agree to allow Public Health – Idaho North Central District to use a photograph/video of my child or myself for Public Health promotional pamphlets, reports, or media reporting. Public Health agrees that this photograph/video will not be used for other purposes without consent.

(Name of person in photo/video) (Date)

(Signature of person granting permission) (Relationship)

