



Curry County Medical Reserve Corps

Volunteer Handbook



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1.0 Introduction

Welcome to the Curry County Medical Reserve Corps (CCMRC). Your application process has been completed and approved. On behalf of Curry County Public Health, thank you for joining the Curry County CCMRC.

This handbook will provide you with pertinent information about the unit and your role, which will help to maximize your volunteer experience. Please take the time to read through the handbook and refer back to it as questions arise.

If you have any additional questions, comments, or suggestions please feel free to contact Beth Barker-Hidalgo, CCMRC Coordinator at 541-247-3282 or at hidalgob@co.curry.or.us.

If you would like to learn more about the MRC on a national level and the CCMRC Unit, please visit www.medicalreservecorps.gov and <https://curryormrc.samariteam.com/>.

2.0 History

The attack on September 11th brought more than just nation-wide devastation; it also promoted a national volunteer response. Thousands of volunteers sped cross country in order to assist in the rescue and response efforts. The result was an acute illustration of the inability to make effective and efficient use of those volunteers and their much needed skills. Without a system in place, there was no way to identify unaffiliated volunteers, verify their credentials, or offer liability coverage. In response to this, the Office of the Surgeon General started the formation of the Medical Reserve Corps program in early 2002. The program has expanded to over 900 units with over 210,000 volunteers across the country, including one here in Curry County (2011).

The CCMRC is based out of the Curry County Public Health Department and is under the umbrella of the Curry County Citizen Corps. This unit is made up of health and medical professionals, as well as support staff, who use their skills and knowledge to volunteer during an emergency where local capabilities are overwhelmed.

3.0 Mission

The Curry County Medical Reserve Corps (CCMRC) will support the Curry County Office of Emergency Services, the citizens of Curry County, and Curry Community Health (LPHA), by planning, training, preparing and exercising to maintain readiness and response capabilities to support the provision of health-related care during crises, emergencies and disasters and by offering proactive education to the community.

4.0 Goals

1. Be prepared to respond to community needs that overwhelm existing health services before, during, and following public health crises and emergencies.
 - a. Provide training and exercises for our members
 - b. Provide organizational structure and recruitment tools for members
2. Facilitate and foster collaboration and a whole community approach to preparedness, response and recovery for Curry County.
3. To participate in public health outreach campaigns through Curry Community Health Promotion & Prevention, Curry County School Districts, and Curry County Emergency Services.
4. Provide education and outreach for organizations and residents regarding public health issues and emergency preparedness.

5.0 Becoming an CCMRC volunteer

The following will need to be completed to become a CCMRC volunteer:

- Registration with SERV-OR or completion of a CCMRC volunteer application
- Interview/Orientation
- Criminal Records Check
- Completion of the following paperwork:
 - Liability Form, Confidentiality Agreement, Photography Consent, CRC Form, SERV-OR Agreement (when applicable)

5.1 State Emergency Registry of Volunteers in Oregon (SERV-OR)

SERV-OR is a statewide registry system used to manage volunteers who want to provide their services during emergencies that have significant health impacts. This system utilizes a secure database to register, credential, and alert volunteers. Volunteers can also find unit information, announcements, news and resources through SERV-OR under the *Documents Tab*.

All CCMRC volunteers will be required to registered with SERV-OR. This system does require a login and password. The web address is: <https://serv-or.org/>.

At the time of registration, volunteers will have the opportunity to register with the local Unit, the State Managed Pool of Volunteers (SMVP), or both. Volunteers wishing to be considered only for local response should register with the local Unit; those wishing to be available only for state wide or national deployments, should register for the SMVP; and those volunteers that are interested in both local and state deployments should register for both the SMVP and with a local Unit.

5.1.0 SERV-OR Volunteer Profiles

Volunteer profiles on SERV-OR will be maintained by the individual volunteer. Volunteers are responsible for ensuring that their contact information is robust and kept up-to-date.

To update your contact information on SERV-OR:

1. Log onto: <https://serv-or.org/>
2. Click on “My Profile” tab
3. Click on “Contact” link
4. Click “Edit Information”
5. To add additional contact methods, select “Add Another Contact Method”
6. When all your information is entered, scroll down to the bottom of the page and select “Save Changes”

Note: For text messaging capabilities, your cell phone number will need to be entered twice, once under the contact method “Mobile Phone” and the other under the contact method “SMS Text Msg”.

In the SERV-OR “My Profile” view, all sub categories should read (Complete).

5.2 Interview and Orientation

All Curry County CCMRC volunteers will be required to participate in an interview and orientation with the Unit Coordinator.

5.3 Criminal Records Check

The Curry County Medical Reserve Corps will complete a criminal record check on all applicants to the CCMRC. Record check information is confidential. Record checks are used to protect the citizens in the community as well as the Unit’s integrity. The services of a potential volunteer shall be evaluated on a case-by-case basis for violations that may show on a criminal record check. The following will be considered:

- Relevance of the crime to the position sought;
- Time since the conviction;
- Age of the candidate at the time of the offense;
- Seriousness and specific circumstances of the offense;
- The number of offenses;
- Whether the applicant has pending charges;
- Any relevant evidence of rehabilitation or lack thereof;
- Any other relevant information, including information submitted by the candidate or requested by the hiring authority.

The following violations constitute grounds for denial of membership of applicants to the

Curry County CCMRC and will be evaluated on a case-to-case basis.

- Conviction of a misdemeanor in the past 5 years
- Conviction of a criminal violation in the past 2 years
- Conviction of drug or alcohol related offence in the past 5 years

The services of an applicant **shall not** be accepted if the criminal record check shows:

- Registration as a sex offender
- Conviction of a felony
- Current Emergency Protective Order or Domestic Violence Order in place

Applicants will also be denied membership if they provide inaccurate information as to their criminal history.

Appeal: Any volunteer whose services are rejected as a result of information received from the criminal record check may appeal such decision if the volunteer believes the decision was based on inaccurate information.

Once membership in the Curry County CCMRC has been established, any subsequent violations listed above will disqualify a member's eligibility for continued membership.

6.0 License Verification

All CCMRC volunteers are responsible for keeping their respective license and certifications current. Licenses and certifications will be routinely verified to confirm active status and good standing through the respective licensing boards. Licenses and certifications will be verified initially during the application process. If the status of a volunteer's license changes at any time, the volunteer must provide that information to the Unit Coordinator.

7.0 Liability and Workers Compensation

Please note that if a healthcare provider carries their own professional liability coverage that it will be primary.

All CCMRC volunteers are considered "agents" of the State for liability and injury protection purposes under the Oregon Tort Claim Act following an emergency declaration by the Governor, or during a state sanctioned exercise:

Requirements for coverage during a Governor declared emergency or impending public health crisis include that volunteers:

- Serve without compensation
- Are a registered member of SERV-OR
- Have a license that is in good standing
- Work under the direction of the incident management team, and

- Provide services in a facility or in support of an organization with an approved, activated healthcare response plan.
- Operate within their scope of work

Liability coverage is available to volunteers to the extent authorized by the Oregon Tort Claims Act. The Oregon Tort Claims Act entitles covered volunteers to defense and indemnity against any tort claim or demand, whether groundless or otherwise, arising out of an alleged act or omission occurring in the performance of duty. However, these provisions do not apply if these acts did not occur in the course and scope of official duties, in cases of malfeasance or willful or wanton neglect of duty, or failure to cooperate fully with the County and staff in defense of a complaint or if you otherwise prejudice the defense of this case.

Individuals volunteering under this program may qualify for protection under the Federal Volunteer Protection Act of 1997 which in some cases protect volunteers from personal liability.

8.0 CCMRC Volunteer Roles

Volunteer roles and responsibilities include:

- Reviewing the Volunteer Handbook.
- Completing the required ICS training and emailing the Unit Coordinator copies of the certificates of completion.
- Maintaining their SERV-OR profile, which includes keeping updated contact information, as well as uploading training certificates.
- Informing the Unit Coordinator if the status of their professional license changes at any time.
- Participating in additional trainings and unit meetings.

CCMRC volunteers can fulfill roles during the following situations:

1. **Public Health Emergencies:** Events that threaten public health, such as a disease outbreak or toxic chemical release.
2. **Mass Casualty Incidents:** Disasters that cause injury or threats to large numbers of people. These can include a building collapse, fire, storm, flood, or other event that displaces groups of residents who must be moved to emergency shelters.
3. **Community Service Activities:** Opportunities to foster the well-being of local residents; such as health fairs, blood pressure clinics, or training programs.

CCMRC Volunteers could fill positions in the following operational activities:

- Dispensing medication and vaccine
- Reviewing medical histories
- Medical triage
- Participating in local public health initiatives
- Special needs shelters
- Strategic National Stockpile distribution

- General shelter operations support
- Hospital surge capacity
- Comfort/first aid stations
- Alternate care sites
- Emergency preparedness exercises
- Pandemic flu response

** Refer to the "Potential Deployment Sites" in your orientation packet to learn more.*

Volunteers will be required to only perform or provide services authorized under the terms and conditions of their professional licenses.

9.0 Levels of Volunteer Involvement

Tier 1 Volunteer: The Volunteer chooses to be available only in the event of a large-scale public health emergency. Typically, a Tier 1 Volunteer does not attend trainings or exercises beyond what is required.

Tier 2 Volunteer: The Volunteer is interested in participating in trainings and exercises, and may choose to volunteer in non-emergency public health functions. The Tier 2 Volunteer has an active interest in CCMRC functions and a willingness to participate.

Tier 3 Volunteer: The Volunteers is interested in accepting a leadership role within the CCMRC. The Volunteer may be assigned to positions within the Incident Command System structure; choose to attend local and out-of-town trainings; and are willing to participate in planning meetings.

10.0 Communication

Volunteers will be alerted through the SERV-OR system via telephone and/or email. SERV-OR is also an automated communication alerting system, which could request confirmation of message receipt.

It is important to note that these are automated systems that send a recorded message. It will be important to explain to other household family members who may answer the phone that a message from SERV-OR will be for you and is not a telemarketer. All information sent in a voice message will also be sent to email accounts. When SERV-OR calls volunteers the caller ID number will be from Sacramento California and is 916-640-1307. When emails are sent by the SERV-OR system it will be from @notify.serv-or.org. This will follow a random number that will change with each message sent.

10.1 Communication Drills

In order to test CCMRC emergency notification and communications procedures, the CCMRC will perform two communication drills each year to test contacting volunteers via the SERV-OR alerting system. These drills may coincide with planned County-wide emergency exercises.

11.0 Identification

CCMRC volunteers will be issued a CCMRC badge. The CCMRC badge plus a government issued ID (drivers license) will be required when responding to an emergency or event. While working with the

CCMRC, each volunteer is required to wear/display the designated identification during active times of service. This includes:

- ID Badge (always)
- Service wear (CCMRC Vests) - when applicable

12.0 Dress Code

There are no required uniforms for CCMRC members; however, all members will be issued a CCMRC hat upon completion of orientation, to be worn during deployment. It is advised that volunteers wear appropriate clothing during emergency response. We suggest the following: Jacket, T-shirt, shirt, pants, socks, comfortable close-toed shoes, ID, and watch. The wearing of jewelry and perfume is highly discouraged.

13.0 Family and Work Obligations

All Curry County CCMRC volunteers who currently work as healthcare providers should fulfill their emergency response obligations to their employers prior to responding as a CCMRC volunteer. Additionally, volunteers should always make sure their families are safe and taken care of before deploying with the CCMRC.

14.0 Activation and Deployment

All CCMRC response activities will be managed under the Incident Command System.

The Curry County CCMRC Unit may be activated during any County or State declared emergency for which there is an imminent need for trained and licensed health and medical personnel to provide care to sick, injured or medically fragile members of the community. Activation of volunteers will come from either Curry Community Health, Curry County OES, or if the volunteer is registered in the State Managed Pool of Volunteers, they can be activated directly by the State. Volunteers shall not self-activate or deploy. CCMRC volunteers may also be activated to participate in county and state-wide emergency preparedness drills/exercises or in other large public health events. Curry County volunteers are first and foremost a Curry County resource. In the event volunteers are requested by other organizations, these requests will be identified as external opportunities. Requests for volunteers will be processed by the Curry County Emergency Operations Center or Curry Community Health as the LPHA contracted with Curry County.

Volunteers will provide or perform services under the direction of authorized personnel within the terms and conditions of their professional licenses. When needed, volunteers will be activated via the methods listed in the communication section, as well as through local media broadcasts. It is very important to keep your contact information up-to-date for these purposes; this includes informing the Unit Coordinator of any changes and updating SERV-OR.

In some cases it may not be necessary to activate the entire unit, but only volunteers with specialized skills that are needed at the incident.

At the time of activation, volunteers will be provided with the following information, as it is available:

- Nature and length of deployment
- Organization to which they are being assigned to
- Expected job duties
- Logistical issues, to include special clothing and equipment needs, housing, feeding, transportation, and liability and injury coverage information

Volunteers may be deployed to an emergency scene in the field, to a hospital or healthcare facility, or to any other location where their services are needed or directed by the Incident Commander.

For State and Local Emergencies, volunteers requested for response activities may be asked to complete the “Pre-Deployment Criteria Form”, depending upon the volunteers services requested.

For both locally and state declared emergencies, volunteers will receive the following information when they report:

- Situational briefing
- Location Assignment
- Volunteer Position Description
- Expected duration
- Just-In-Time training needs
- Personal Protective Equipment (PPE)
- Demobilization procedures

14.1 Check-In / Out Process

When checking in to an incident, a volunteer must present the CCMRC Volunteer Identification badge along with a government issued form of identification (driver’s license) to the designated volunteer or personnel coordinator. Volunteers will need to **sign in** when arriving and must **sign out** before leaving an incident. Be sure to know who you report to and follow given instructions.

14.2 Non-Emergency Requests for Volunteer Services

Volunteer opportunities may arise during non-emergency events, such as seasonal flu clinics or emergency preparedness exercises. The CCMRC Coordinator will notify volunteers via email of non-emergency related volunteer opportunities. Notifications will include a description of the event/activity, date, time, location, and volunteer expectations and responsibilities, as well as the event contact person.

15.0 De-Activation / Demobilization

CCMRC volunteers will demobilize, along with other on-scene personnel and resources, in accordance with the Incident Action Plan and/or Incident Commander instructions. Volunteers will support

emergency medical, public health or hospital operations for the duration of an incident or as long as their assistance is required. Some unit personnel and resources may be demobilized before others.

16.0 Media Relations

During an emergency, only the Incident Commander and/or Public Information Officer, as designated through the Incident Command System, is authorized to speak with the media. Volunteers of the CCMRC are instructed to refer reporters to their supervisor, rather than provide any opinions or information. CCMRC volunteers may not represent the CCMRC in the media without permission from the Unit Coordinator or Incident Commander.

17.0 Incident Command System

The Medical Reserve Corps will operate under the Incident Command System (ICS). The use of this system allows the unit to be readily integrated into the emergency response system used by local emergency service agencies. It is required that all volunteers take the ICS 100 and 700 courses to learn more about the operations of this system.

18.0 CCMRC TRAIN

CCMRC TRAIN is a learning management system with a centralized, searchable database of courses relevant to public health. Through TRAIN, users have access to hundreds of courses from nationally recognized providers. Courses are provided via web-based, on-site, and satellite broadcasts. Many courses are free and offer CEU's or college credit.

CCMRC TRAIN can be accessed at: <https://www.CCMRC.train.org/DesktopShell.aspx>

New users will need to create an account. Once registered, users can browse the course listing or perform a search by keyword, subject area, course provider, or competency. Course numbers are provided below for required trainings.

There is the option of going straight to the course provider and bypassing CCMRC TRAIN; the information is located below. If you do complete courses through this option, please email, mail, or fax a copy of your certificate to the Unit Coordinator.

19.0 Required Trainings

All of the below courses are free and available online, on-demand.

1. IS-100.b (ICS 100) Introduction to Incident Command System (0.3 CEU)
Course Provider: Federal Emergency Management Agency (FEMA), Emergency Management Institute (EMI).
Course Link: <http://training.fema.gov/emiweb/is/is100b.asp>
Course Length: 3 hours
CCMRC Train Course ID# 1002558

2. IS-700.a National Incident Management System (NIMS), An Introduction (0.3 CEU)
Course Provider: Federal Emergency Management Agency (FEMA), Emergency Management Institute (EMI).
Course Link: <http://training.fema.gov/EMIWeb/is/is700a.asp>
Course Length: 3 hours
CCMRC Train Course ID# 11002546

3. IS-22 Are You Ready? An In-depth Guide to Citizen Preparedness
Course Provider: Federal Emergency Management Agency (FEMA), Emergency Management Institute (EMI).
Course Link: <http://training.fema.gov/EMIWeb/is/is22.asp>

As an CCMRC Volunteer you have the ability to access additional trainings and continuing education opportunities; you may also be asked to take additional trainings.

Refer to "Additional Training Opportunities" in the volunteer orientation packet.

The Unit Coordinator will also send out training opportunities as they become available.

20.0 Code of Conduct

No volunteer shall:

1. 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.
2. Accept or seek on behalf of themselves or any other person, any financial advantage or gain of other than nominal value which may be offered as a result of the volunteer's affiliation with the Medical Reserve Corps.
3. Publicly utilize any Medical Reserve Corps affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official positions of the Citizen Corps.
4. Disclose any confidential Medical Reserve Corps information that is available solely as a result of the volunteer's affiliation with the CCMRC Corps to any person not authorized to receive such information, or use to the disadvantage of the Medical Reserve Corps any such confidential information, without the express authorization of the CCMRC.
5. 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.
6. Operate or act in any manner that is contrary to the best interests of the Medical Reserve Corps.

21.0 Volunteer Dismissal

Any of the following constitute cause for disciplinary actions:

- Incompetence
- Work outside the scope of certification/licensure/job description
- Breach of confidentiality
- Inefficiency
- Neglect of duty
- Dishonesty
- Possessing, dispensing, under the influence or impaired by alcohol or an illegal substance while on duty
- Commission or conviction of a felony or a misdemeanor, reflected on with a background check or committed while a CCMRC volunteer
- Discourteous treatment of the public
- Willful disobedience of personnel policies, rules and regulations
- Misuse of CCMRC property
- Unsafe work habits
- Seeking to obtain financial, sexual or political benefit from another employee, volunteer or client, obtained by the use of force, fear or intimidation
- Mishandling of public funds
- Falsifying records
- Any other improper conduct or performance that constitutes cause for disciplinary action

CCMRC volunteers agree that the CCMRC unit and/or Curry Community Health may at any time terminate the volunteer relationship with the CCMRC based on any of the above disciplinary actions.

CCMRC volunteers may at any time, for whatever reason, decide to leave the CCMRC unit. This decision should be communicated to the CCMRC Unit Coordinator.

22.0 Terms of Service

The term of service for a CCMRC volunteer is open-ended and valid so long as you remain interested in participating. Your role as a CCMRC volunteer may change depending on if your professional license remains current or not.