Cedar County
Medical Reserve Corps
Volunteer Handbook
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Welcome

Dear Cedar County Medical Reserve Corps Volunteer,

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

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

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

Always feel free to contact The Cedar County MRC for additional information or to pass along suggestions or comments. Stacy Campion, the Cedar County MRC Coordinator can be reached at (563) 886-2226 or by e-mail at scampion@cedarcounty.org.

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

Sincerely,

Cedar County MRC
About This Handbook

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

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

You will learn much of the information regarding your responsibilities on the job. If you have any questions along the way, contact us at 563-886-2226.

Please take the time to read this handbook carefully. Then, sign and return the Receipt of Handbook on page 25 to the MRC office at:

Cedar County Public Health
400 Cedar Street
Tipton, IA 52772

We wish you a rewarding experience as a Medical Reserve Corps volunteer.
Historic of Citizen Corps/ Medical Reserve Corps

Uniting Communities - Preparing the Nation

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

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

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

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

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

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

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

Mission of the Cedar County Medical Reserve Corps
The mission of the Cedar County Medical Reserve Corps is to promote the health and safety within communities across Cedar County by organizing public health, medical and other volunteers to respond during times of domestic need.

Benefits to the Community
The goal of the Medical Reserve Corps is to provide trained and equipped volunteer non-medical and medical health care professionals to meet the disaster medically fragile needs of the community during a disaster.

An organized, well trained Medical Reserve Corps unit means that volunteers can effectively respond to an emergency, are familiar with their community's response plan, know what materials are available for their use, know who their partners in the response are, and know where their skills can be utilized to their best advantage and in a coordinated manner.
The Cedar County Medical Reserve Corps, serving eastern Iowa, was formed in May of 2011. It has been integrated into the local emergency management response system as a resource for the local community. The volunteer pool consists of medical and non-medical professionals throughout Cedar County.

Although severe storms and flooding have been the cause for most of the area’s Major Disaster Declarations, the potential for other disaster types is always present. It is the least expected most unpredictable disasters that can devastate a community. During and after any major disaster, emergency response services are not likely to be able to respond immediately to everyone’s needs. It could be several days before vital services are restored. As part of a trained volunteer group, you can be prepared to assist yourself, your family, friends, neighbors, etc.

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

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

FEMA: Iowa State Disaster History

1953-2008

**Major Disaster Declarations: 39**
- Severe Storms/Flooding: 35
- Severe Winter Storms/Ice Storms: 4

1977-2008

**Emergency Declarations: 4**
- 2007 Snow
- 2005 Hurricane Katrina Evacuation
- 1979 Severe Storms
- 1977 Drought
Results and Benefits Expected

Recruitment for the Medical Reserve Corps (MRC) will be community based and managed. The MRC seeks volunteers from various professional and non-professional backgrounds, including medical and non-medical, behavioral, public health, and support staff. The MRC will offer flexibility and allow volunteers to choose their desired level of participation and commitment.

The Cedar County MRC will be incorporated into the Cedar County Emergency Response plan. All emergency and disaster related functions of the MRC will be initiated by Cedar County Emergency Management. The MRC will enhance and improve the emergency medical response capacity in the community. The program will enhance the region’s ability to respond to either a natural hazard or a terrorism event. In addition, responses could include mass vaccination or dispensing clinics; alternate care and/or triage facilities. With pre-planning, pre-identification of treatment sites, and pre-identified, certified, and trained volunteers, a safe, rapid, and effective response will be available in a major emergency or disaster.
General Information

Length of Service
There is no binding agreement regarding a volunteer’s length of service with the Cedar County MRC. However, because of the investment of time, training and resources that the MRC will dedicate to each volunteer, it is hoped that potential volunteers would consider whether they will be able to fully participate in the MRC program and the training opportunities prior to joining the MRC. We encourage volunteers to agree to a two-year commitment.

Position Descriptions
If activated you will be assigned a position and be given a job action sheet. Your job action sheet outlines the general and specific duties that you will be expected to perform. It should also outline the training required in order to carry out your assigned duties.

Volunteer Assignments
Volunteer applications will be submitted to the Cedar County Medical Reserve Corps Coordinator for approval and credential verification.

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

The Medical Reserve Corps unit is a function of Emergency Management. Support for the MRC comes from public health, local health care providers and others related to response such as mental health and mass care professionals.

Identification
An identification badge will be issued to each volunteer. All volunteers must wear their badges and keep them visible during any activation. Badges remain the property of the Cedar County MRC, and must be returned to the Cedar County MRC upon termination of volunteer privileges.
Volunteer Safety
All volunteers will receive safety training that is appropriate to their function in the Medical Reserve Corps unit. It is recommended that all volunteers who may be working with patients have current immunizations, including tetanus, influenza, and hepatitis B.

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

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

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

The MRC may be trained to:
  a. Staff mass vaccination or dispensing clinics;
  b. Staff alternate care facilities;

Preparedness is each individual’s responsibility. Ensuring you are prepared at home and at work will allow you to be ready to respond when you are needed. The Cedar County Emergency Management Agency has free information that can help you prepare for all hazards. You may also check the Cedar County Emergency Management Agency website for additional emergency preparedness information.
Training
Volunteer trainings are recorded in the Cedar County MRC database, and will assist in matching volunteers to their assignments/positions.

The Cedar County MRC has pre-identified courses or trainings from a variety of sources such as Red Cross, FEMA, and health departments that, when completed, will fulfill National MRC Core Competency requirements. These courses have been divided into four levels. Level 1, Operations, provides a basic understanding of what the MRC is, personal preparedness, safety, and roles and responsibilities. Levels 2, 3, and 4 progressively prepare the individual for additional responsibilities within the MRC. The MRC Training Matrix can be found in Appendix F.

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

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

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

To search for courses:
- If you know the Course ID, you can type it into the Course ID field in the bottom right hand corner of the screen labeled Search By Course ID. Or,
- Click on the “Course Search” option at the top of the screen. Here several different search options are available. Some allow you to enter your search criteria, while others contain pre-formulated search criteria.
To register for courses:
Once a desired course is located, choose it by clicking on the title. This will open the course description page, where you can learn how to register for that particular course. Some trainings require additional registration outside of the MRC.TRAIN website. Follow the on-screen instructions.

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

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

**Web Site**
The Cedar County Medical Reserve Corps is on the web! Go to our web site at [www.cedarcountypublichealth.org](http://www.cedarcountypublichealth.org).

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

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

**Newsletter**
All volunteers will be able to access the Cedar County MRC quarterly newsletter as they become available. This newsletter will keep you up to date on what’s happening in the volunteer program. Newsletters are also mailed to each volunteer and team leader.

**MRC Program’s Responsibilities to the Volunteer**
The Cedar County MRC Program will provide in-person and access to on-line training opportunities for all interested MRC volunteers.
The Cedar County MRC Program will provide appropriate equipment and supplies as needed for the volunteer, including a Cedar County MRC Volunteer Identification Badge.

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

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

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

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

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

Iowa Immunity for Emergency Aid Exemptions

Iowa Code 315.147 provides legal immunity for persons and entities, or employees or agents of such persons or entities, who in good faith and at the request of or under the direction of the department of public health or the department of public defense render emergency care or assistance during a public health disaster to a victim of such disaster. Such immunity does not apply in the event of recklessness or to a person or entity, or employee or agent of such person or entity, whose act or omission caused the public health disaster and who would otherwise be liable therefore.

Personal Responsibilities of MRC Volunteers

1. MRC volunteers shall be responsible to provide certifications to the MRC Unit Coordinator or Team Leader. The volunteer will comply with all applicable responsibilities and requirements set forth in these rules.

   a. MRC volunteers have the responsibility to notify the on-scene authorized official (EMD, Team Leader, MRC Unit Coordinator) if they have been using any medical prescription or other drug that has the potential to render them impaired, unfit, or unable to carry out their emergency assignment.
b. Participation by MRC volunteers in any response, training event, or other authorized activity while under the influence of or while using narcotics or any illegal controlled substance is prohibited.

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

d. MRC volunteers participating in any response, training event, or other authorized activity shall possess a valid operator's license if they are assigned to operate vehicles, vessels, or aircraft during the mission unless specifically directed otherwise by an authorized official in accordance with current law. All MRC volunteers driving vehicles to or from a mission must possess a valid driver's license and required insurance.

e. Use of private vehicles, vessels, boats, or aircraft by MRC volunteers in any mission, training event, or other authorized activity without required liability insurance is prohibited unless specifically directed otherwise by an authorized official in accordance with current law.

f. MRC volunteers shall adhere to all applicable traffic regulations during any mission, training event, or other authorized activity.

2. MRC volunteers have the responsibility to comply with all other requirements as determined by the authorized official using their services.

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

4. MRC volunteers have the responsibility to check in with the appropriate on-scene official and to complete all required recordkeeping and reporting.
Policies

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

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

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

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

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

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

You are expected to immediately report all work-related accidents, injuries, illnesses and near misses to your Team Leader.
Electronic Communications Policy
Cedar County MRC’s electronic communication systems, including telephones, handheld two-way radios, e-mail, voice mail, faxes and Internet, are available to conduct business in a timely manner. All communications are to be professional and appropriate and users are prohibited from using electronic communications for the solicitations of funds, political messages, harassing messages or personal use. Furthermore, all electronic data are the property of the local jurisdiction and may be considered public records.

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

Violence-Free Work Environment Policy
The Cedar County MRC is committed to our volunteer’s safety and health. This policy has been developed to help ensure a safe workplace and to reduce the risk of violence.

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

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

If you feel threatened, you should retreat and request intervention from a Team Leader or MRC Unit Coordinator. If fear of violence is imminent, immediately retreat and contact 911.
Code of Conduct

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

Code of Conduct
No volunteer shall:

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

If a Team Leader is dissatisfied with a volunteer’s performance, the first course of action is to communicate that concern to the volunteer. If they are unable to reach an understanding, the MRC Unit Coordinator will resolve the matter. In most cases, a volunteer will be given sufficient time to respond affirmatively or request reassignment to a more suitable placement. In some cases, however, immediate action may be required depending upon the severity of the issue. The MRC Coordinator will be the ultimate deciding body for all matters concerning the MRC volunteers and organization.

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

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

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

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

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

Recommended Items to Bring with you when Activated Locally

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

Security Items:

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

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

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

Personal Items:

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

## MRC Volunteer Time Log

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Logged/ Verified ____________________________ Date __________
Appendix C

Confidentiality Statement

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

CONFIDENTIALITY PLEDGE

I realize that, as a volunteer with the Cedar County Medical Reserve Corps, I may acquire knowledge of confidential information from files, case records, missions, conversations, etc. I agree that such information is not to be discussed or revealed to anyone not authorized to have the information.

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

_________________________________________________________________________________________________

Signature Date
Appendix D

RELEASE FOR PUBLICATION OF PHOTOGRAPH AND/OR VIDEO RECORDING

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

Name (please print) ___________________________ Date __________

Signature _______________________________________

Address _______________________________________

______________________________________________
Appendix E

CEDAR COUNTY MEDICAL RESERVE CORPS
Serving Eastern Iowa
400 Cedar Street, Tipton, Iowa 52772

Receipt of Handbook

I have received a copy of the Cedar 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
# Appendix F

CEDAR COUNTY MEDICAL RESERVE CORPS TRAINING MATRIX

<table>
<thead>
<tr>
<th>Level 1 - Operational (RED)</th>
<th>Available CEU’S</th>
<th>MRC-MEDI CAL</th>
<th>MRC-NON MEDI CAL</th>
<th>Course Length</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>* MRC Orientation</td>
<td></td>
<td>M</td>
<td>M</td>
<td>1 hour</td>
<td></td>
</tr>
<tr>
<td>Psychological First Aid (PFA)</td>
<td>6</td>
<td>M</td>
<td>M</td>
<td>6 hours</td>
<td></td>
</tr>
<tr>
<td>Standard Precautionary and Respiratory Hygiene</td>
<td>0.1</td>
<td>M</td>
<td>M</td>
<td>1 hour</td>
<td>~</td>
</tr>
<tr>
<td>IS-100.a Introduction to ICS</td>
<td>0.3</td>
<td>M</td>
<td>M</td>
<td>3 hours</td>
<td></td>
</tr>
<tr>
<td>IS -700.a An Introduction to NI MS</td>
<td>0.3</td>
<td>M</td>
<td>M</td>
<td>3 hours</td>
<td></td>
</tr>
<tr>
<td>IS-22 Are You Ready?: An in depth guide to citizen preparedness</td>
<td>1.0</td>
<td>M</td>
<td>M</td>
<td>3 hours</td>
<td></td>
</tr>
<tr>
<td>IS-200.HCa Applying ICS to Healthcare Organizations</td>
<td>0.3</td>
<td>M</td>
<td>M</td>
<td>1 hour</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level 2 - Intermediate (BLUE)</th>
<th>Complete Level 1 Requirements and:</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Red Cross Mass Care Overview</td>
<td>M M</td>
</tr>
<tr>
<td>Introduction to Points of Dispensing</td>
<td>5 M M</td>
</tr>
<tr>
<td>IS-317 I Introduction to CERT</td>
<td>R R 6-8 hours</td>
</tr>
<tr>
<td>IS-806 ESF 6 Mass Care, Emergency Assistance, Housing and Human Services</td>
<td>n/a M M 30 minutes</td>
</tr>
<tr>
<td>IS-808 ESF 8 Public Health and Medical Services</td>
<td>n/a M M 30 minutes</td>
</tr>
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<table>
<thead>
<tr>
<th>Level 3 - ADVANCED (GREEN)</th>
<th>Complete Level 2 Requirements and:</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Community Emergency Response Team (CERT)</td>
<td>R R 16 hours</td>
</tr>
<tr>
<td>* Red Cross Shelter Management</td>
<td>R R</td>
</tr>
<tr>
<td>IS-197.SP Special Needs Planning Considerations for Service and Support Providers</td>
<td>0.4 R R 4.5 hours</td>
</tr>
<tr>
<td>IS-807 ESF 7 Logistics Management and Resource Support Annex</td>
<td>n/a R R 30 minutes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Level 4 - Leadership (Gold)</th>
<th>Complete Level 3 Requirements and:</th>
</tr>
</thead>
<tbody>
<tr>
<td>IS-800.B National Response Framework, an Introduction</td>
<td>0.3 R R 3 hours</td>
</tr>
<tr>
<td>* ICS-300 I Intermediate ICS for Expanding Incidents</td>
<td>R R</td>
</tr>
<tr>
<td>* ICS-400 Advanced Incident Management System Command and General Staff—Complex Incidents</td>
<td>R R</td>
</tr>
<tr>
<td>* G-290 Basic Public Information Officers Course</td>
<td>R R</td>
</tr>
</tbody>
</table>

*These courses are only conducted in a classroom setting and offered on occasion, check with MRC coordinator for availability.

~ Annual Training Required

**KEY:**
- M = Minimum training an individual should complete to effectively assist during a community response to an event.
- R = Recommended training for an individual that will enhance their ability to assist during a community response to an event.
- O = Optional training for an individual that will maximize their ability to assist during a community response to an event.
MRC training is aligned with the Core Competencies established by the Office of the Surgeon General. Training is provided at no cost to MRC volunteers. MRC training is made up of four levels. Before being activated for any incident, volunteers must complete the application process and submit completion certificates from the Level 1 trainings to the local MRC Coordinator. Trainings may be completed on-line or face-to-face with the MRC unit coordinator.

**LEVEL 1**

**Medical Reserve Corps Orientation Training**
This course is conducted in a classroom and introduces MRC volunteers to activation, reporting and deactivation procedures and describes the role of the local MRC unit in a public health event or emergency response. Also helps MRC members identify limits to their own skills, knowledge and abilities as they pertain to MRC roles. (60 minutes in length)

**Psychological First Aid (PFA)**
This is an interactive course which explains what psychological first aid (PFA) is and lists basic objectives. It provides the learned with five early intervention principles to understand while providing disaster care, and general guidelines for providing PFA, and describes strategies for PFA. It also teaches the learner how to monitor and regulate their own stress and maintain operational effectiveness when providing PFA. (6 hours in length)

**Standard Precautionary and Respiratory Hygiene**
This module is intended for MRC volunteers who have the potential to be exposed to blood or other potentially infectious material. It is designed to provide a basic understanding of blood borne or airborne pathogens, common modes of transmission, and methods of preventing exposure. This training is introductory in nature. If your MRC responsibilities involve occupational exposure to blood borne or airborne pathogens you will need additional training that is specific to your work environment and work practices. (60 minutes in length) Comparable training from other agencies can be substituted. **This is an annual requirement.**

**IS-100.a Introduction to ICS**
This module is designed to give an introduction to the principles, common terminology and position responsibilities when responding to an event using the Incident Command System (ICS). The course specifically discusses major ICS functions and their primary responsibilities, ICS organizational units, span of control, major incident facilities and the function of each, what an Incident Action Plan is and how it is used, and the common responsibilities associated with incident assignments from the Federal disaster response workforce perspective. (3 hours in length)
IS-200.HCa Applying ICS to Healthcare Organizations
This module is designed to provide training on the Incident Command System (ICS) to healthcare professionals whose primary responsibility is emergency management, to include middle management within a hospital or healthcare system. Such professionals may include physicians, department managers, unit leaders, charge nurses, and hospital administrators that would have a leadership role during an incident. (3 hours in length)
http://training.fema.gov/EMIWeb/IS/is200HCa.asp

IS-700.a NIMS An Introduction
This module is designed to give an introduction to the intent, key concepts and principles of the National Incident Management System (NIMS). The course discusses the purpose of the NIMS Components including: Preparedness, Communications and Information Management, Resource Management, and Command and Management. NIMS is designed to provide a consistent nationwide template to enable government, non-governmental, and private sector organizations to work together during incidents. (3 hours in length)
http://training.fema.gov/EMIWeb/is/is700a.asp

IS-22 Are You Ready? An in-depth guide to citizen preparedness
This module is designed to help MRC members learn how to protect themselves and their families against all types of hazards. The course focuses on how to develop, practice, and maintain emergency plans that reflect what must be done before, during, and after a disaster to protect people and their property. The course also provides information on how to assemble a disaster supply kit that contains the food, water, and other supplies in sufficient quantities for individuals and the families to survive. (60 minutes in length).
http://training.fema.gov/EMIWeb/is/is22.asp

LEVEL 2

Red Cross Mass Care Overview
This course is conducted in a classroom and will provide an overview of the activities which include sheltering, mobile & fixed feeding, bulk distribution, and community programs performed by the Mass Care group in support of a disaster relief operation and explain how Mass Care workers deliver quality service to clients and partners.

Introduction to Points of Dispensing
This course will familiarize POD workers and public health personnel with the basic purpose, constitution and operations of a Point of Dispensing during a disaster. This course will cover topics such as selecting and designing a site, as well as administration and logistics issues such as supplies, staff roles and training, patient flows, operations and security. Risk communication regarding POD operations will also be discussed in this course. Finally, there will be a short discussion on the closing of a POD.
https://www.mrc.train.org/DesktopModules/eLearning/CourseDetails/CourseDetailsForm.aspx?tabid=62&CourseID=1013352&backURL=L0Rlc2t0b3BTaGVsbC5hc3B4P3RhYmlkPTYjYmIkPTYjYmIkJmdvdG89YnJvd3NlJmJyb3dzZT1zdWJqYWxvcmQ9cG9kK2Rpc3BlbnNpbmcma2V5b3B0aW9uPVRpdGxlJmNsaW5pY2FsPWJvdGqmbG9iYWxjKj5Q29zdD0w
IS-317 Introduction to CERT
This course serves as an introduction to Community Emergency Response Team. It provides an overview of CERT, Fire Safety, Hazardous Material and Terrorist Incidents, Disaster Medical Operations, and Search and Rescue. (6-8 hours in length)
http://www.citizencorps.gov/cert/IS317/

IS-806 ESF 6 Mass Care, Emergency Assistance, Housing, and Emergency Services
The National Response Framework (NRF) presents the guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies - from the smallest incident to the largest catastrophe. As part of the NRF, Emergency Support Functions (ESFs) are primary mechanisms at the operational level used to organize and provide assistance. This series of courses provides an overview of each of the 15 ESFs. This course introduces Emergency Support Function (ESF) #6 – Mass Care, Emergency Assistance, Housing, and Human Services. (30 minutes in length)
http://training.fema.gov/EMIWeb/IS/IS806.asp

IS-808 ESF 8 Public Health and Medical Services
The National Response Framework (NRF) presents the guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies - from the smallest incident to the largest catastrophe. As part of the NRF, Emergency Support Functions (ESFs) are primary mechanisms at the operational level used to organize and provide assistance. This series of courses is designed to overview each of the 15 ESFs. This course provides an introduction to Emergency Support Function (ESF) #8 – Public Health and Medical Services Annex. (30 minutes in length)
http://training.fema.gov/EMIWeb/IS/IS808.asp

LEVEL 3

CERT
This course is conducted in a classroom. The Community Emergency Response Team (CERT) Program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. (16 hours in length).

Red Cross Shelter Management
This course is conducted in a classroom and is designed to prepare MRC members to manage shelter operations effectively and sensitively as a team while meeting the needs of people displaced as a result of a disaster. The course is designed for learners to acquire knowledge of Red Cross policies and procedures for setting up, running and closing a shelter during a disaster and provide participants with an opportunity to apply the knowledge, skills and abilities required to operate a successful shelter.

IS-197.sp Special Needs Planning Considerations for Services and Support Providers
This module is designed to teach how to partner with local Emergency Management and better prepare for all phases of an emergency. This module provides representatives of the special needs service and support system with the basic information and tools to develop their own emergency plans. (4.5 hours in length).
http://training.fema.gov/EMIWeb/IS/is197SP.asp
IS-807 ESF 7 Logistics Management and Recourse Support
The National Response Framework (NRF) presents the guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies - from the smallest incident to the largest catastrophe. As part of the NRF, Emergency Support Functions (ESFs) are primary mechanisms at the operational level used to organize and provide assistance. This series of courses provides an overview of each of the 15 ESFs. This course introduces Emergency Support Function (ESF) #7 – Logistics Management and Resource Support Annex. (30 minutes in length)
http://training.fema.gov/EMIWeb/IS/IS807.asp

LEVEL 4

IS-800.B National Response Framework, an Introduction
This module is designed to give an introduction to the concepts and principles of the National Response Framework. This course specifically discusses the purpose of the NRF, the roles and responsibilities of various agencies as specified by the NRF, multi agency coordination, and how planning relates to national preparedness. (3 hours in length)
http://training.fema.gov/EMIWeb/IS/is800b.asp

ICS-300 Intermediate ICS for Expanding Incidents
This course is conducted in a classroom and explains how the National Incident Management System (NIMS) Command and Management components support the management of expanding incidents. The course also describes the incident/event management process for expanding incidents and supervisors as prescribed in the Incident Command System (ICS).

ICS-400 Advanced Incident Management System
This course is conducted in a classroom and describes how Unified Command functions on multi-jurisdictional multi agency incident. The course also defines the advantages of Unified Command, the situations which may call for unified command, the major steps in the planning process, reviews the primary guidelines and responsibilities of the command and general staff positions, agency representatives, technical specialists, and reporting relationships and how they can be effectively used within the incident organization.

G-290 Basic Public Information Officers Course
This course is conducted in a classroom and instructs the participants in developing and/or enhancing basic skills in writing, public speaking, working with the media, and handling interviews, inquiries, and news conferences. This includes making basic public information choices and decisions that begin to set policy, getting more comfortable with the media, and develop and conduct awareness campaigns.