



Utah County Medical Reserve Corps

Member Handbook 2010

Welcome to Utah County Medical Reserve Corps (UCMRC)

Dear Medical Reserve Corps Volunteer,

Welcome and thank you for joining our team. As a volunteer organization we depend upon the commitment of our members as we strive to enhance local response capabilities to disasters or emergency events and to increase the emergency preparedness of local citizens in Utah County. We operate in partnership with Utah County Health Department as the sponsoring agency for UCMRC.

Each of you has unique skills and abilities to add to the overall capability of the organization to be a real asset to the communities of Utah County in meeting the health and safety needs of our residents. You will be providing valuable service to your friends and neighbors as well as to those residents who may need extra care in times of emergency.

By registering, organizing, and training volunteer health professionals in advance, UCMRC will provide a response team that can be readily mobilized when the existing health infrastructure is overwhelmed and unable to provide needed care in a timely manner.

Please know that your contributions are the key to the success of UCMRC, and that we will strive to be respectful of your time and circumstances. You can determine your level of involvement as you consider your other commitments.

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

Thank you again for your willingness to volunteer your time and skills to UCMRC. We look forward to working with you for the benefit of our communities.

Amy Cornell-Titcomb
UCMRC Coordinator
acornelltitcomb@gmail.com
801-851-7085

ABOUT THIS HANDBOOK

The information in this handbook will be updated as needed. Please take the time to read this handbook carefully and keep it as a reference to use when you have questions or concerns. If you have further questions contact Amy Cornell-Titcomb at 801-851-7085 or by email at acornelltitcomb@gmail.com

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

Table of Contents

History of Citizen Corps and Medical Reserve Corps.....	4
About Utah County Medical Reserve Corps.....	5
Becoming a Member of UCMRC.....	6
Volunteers.....	7
Organization and Administration.....	13
Standard Operating Procedures.....	14
UCMRC Deployment.....	16
Appendix A: Accessing Web-Based Training.....	23
Appendix B: Liability.....	24
Appendix C: Policies.....	27
Appendix D: Code of Conduct.....	29
Appendix E: Basic Radio Procedures.....	31
Appendix F: UCMRC Radio Policy.....	34
Appendix G: Frequently Asked Questions.....	35
Appendix H: Training and Core Competencies	37
Appendix I: UCMRC Volunteer Time Log	41
Appendix J: Volunteer Forms.....	42

History of Citizen Corps and 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 the call and to foster a culture of service, citizenship and responsibility. Freedom Corps coordinates volunteer activities to make communities safer, stronger, and better prepared to respond to emergency situations through its six volunteer programs:

1. Americorps (Vista)
2. Learn and Serve America
3. Peace Corps
4. Senior Corps (Foster Grandparents, Senior Companions, Retired and Senior Volunteer Program RSVP)
5. The Corporation for National and Community Service
6. **Citizen Corps**

The **Citizen Corps** creates local opportunities for individuals to volunteer to help their communities prepare for and respond to emergencies through five programs:

1. **Medical Reserve Corps (MRC)**
2. Community Emergency Response Team (CERT)
3. Neighborhood Watch (USA on Watch)
4. Volunteers in Police Service (VIPS)
5. Fire Corps

The mission of the MRC at the national level is to improve the health and safety of communities across the country by organizing and utilizing public health, medical and other volunteers. The MRC functions under the direction of the US Surgeon General. Local MRC units are autonomous and each unit is allowed flexibility in order to meet specific community needs, with the federal government providing advisory and technical assistance. There are over 933 MRC units in the US, and 14 in Utah.

An Organized Team Approach

Since 1999 Utah has had eight (8) federally declared disasters, including fires, tornados, severe thunderstorms, flooding and landslides. Our MRC unit is made up of medical and support volunteers who can assist our community during these and other emergencies including earthquakes, epidemics, chemical spills, or acts of terrorism.

Major local emergencies can overwhelm the capability of first responders, especially during the first 12-72 hours. Having citizens who are prepared to take care of themselves, their families and others during times of crisis will allow first-responders to focus their efforts during life threatening situations.

During a disaster an emergency management plan will be activated following the Incident Command System. The plan will define how emergency personnel (fire, law enforcement, emergency medical services) will respond to and manage the emergency. Spontaneous, untrained volunteers may hinder rescue efforts because they may not be familiar with local plans or procedures.

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

About Utah County Medical Reserve Corps

UCMRC was established in August of 2006 under the direction of Utah County Health Department.

Mission Statement

Utah County Medical Reserve Corps (UCMRC) is dedicated to enhancing Utah County response capabilities during disasters and emergency events, providing medical care in mass casualty situations, and increasing the emergency preparedness of local citizens through health education.

Goal

By registering, organizing, and training volunteer health professionals in advance, UCMRC will provide a response team that can be readily mobilized when the existing health infrastructure is overwhelmed and unable to provide needed care in a timely manner.

Objectives

1. To ensure a qualified and competent force, UCMRC will check the credentials and backgrounds of its members and provide emergency response training opportunities.
2. Members of UCMRC will be trained to work under the direction of community responders within the framework of the Incident Command System to assume a supportive role in an emergency event.
3. UCMRC will work to strengthen local public health infrastructure by supporting the national health priorities from the Office of the Surgeon General:
 - Improve health literacy
 - Increase disease prevention
 - Eliminate health disparities
 - Improve public health preparedness
4. In order to strengthen community preparedness, interested UCMRC members will have opportunities to speak or make presentations to community organizations on current health issues and preparedness.
5. UCMRC will establish policies that avoid duplication of services and that leverage resources to benefit the community.

Disclaimer

The information contained in this manual is for the use of members of UCMRC. This manual may be updated regularly.

Authority

UCMRC functions under the direction of Utah County Health Department (UCHD) and its activities must meet standards and guidelines specified by UCHD.

Accountability

UCMRC is accountable to Utah County, through Utah County Health Department.

NIMS and ICS training:

There are several options for this training, but the most time efficient method is a web based course from The University of Minnesota School of Public Health that combines NIMS 700 and ICS 100 into a shorter, more basic course. Go to the website:

<http://cpheo.sph.umn.edu/umncphp/online/>

Click on the login for “The National Incident Management System (NIMS) and the Incident Command System (ICS): A Primer for Volunteers.” Follow the registration instructions. The course includes a pre-test and a post-test. Please make two copies of your certificate of completion, one for yourself and one for the MRC.

For those of you who desire or need more complete or specific training, refer to Appendix A and complete official training courses offered through the Federal Emergency Management Agency (FEMA). These courses are credentialed and are essential for members who are looking at careers in emergency response.

UCMRC will keep members informed of other relevant training opportunities that become available both online and in person. UCMRC endorses life-long learning.

Volunteers

Expectations for Volunteers

UCMRC volunteers agree to be available in the event of a public health emergency to supplement traditional health systems in providing medical and health services. Volunteers should be physically and mentally able to respond to emergencies, able to work under stressful situations and prepared to respond with little notice. Minimum requirements for volunteers are:

- Be a citizen of the United States or a legal/registered resident
- Provide current mailing and contact information
- Provide proof of professional licensure information or credentialing (for medical professionals)
- Be background checked (paid for by UCHD)
- Register as a volunteer healthcare worker on Utah Responds at www.utahresponds.org
- Complete orientation
- Complete entry level training
 - NIMS 700 and ICS 100
 - Basic emergency response training

Recruitment

Recruitment for UCMRC is active and ongoing. Volunteers are encouraged to assist with recruitment by personal invitations or at approved community events such as health fairs, county fairs, etc.

Enrollment Requirements

- Complete volunteer application
- Sign agreement to have a background check with fingerprinting
- Provide credential and/or license information

Communication

It is important to keep updated phone numbers, addresses and emails on file with UCMRC. The organization will keep members updated of opportunities and activities. Non-emergency communications will be through email, phone contact, the website (www.ucmrc.com), and a quarterly newsletter. Emergency communication policies are under development for events that interrupt standard communication. Members will be invited to add their contact information to Utah Responds System, which enables users from various statewide agencies, organizations and disciplines to send and receive notifications.

Assignment

UCMRC volunteers come from diverse backgrounds and bring a variety of skills to the corps, all of which are important to the smooth functioning of the organization. Upon meeting the minimum expectations and requirements, members can choose their level of involvement in UCMRC activities. Depending on a person's life experiences, interests and personal or professional commitments, he or she may choose to be available only in the event of a large scale public emergency. Other volunteers may have the time and interest to participate in non-emergency public health functions, accept leadership roles in the corps, attend seminars or conferences, or be part of a speaker's bureau to promote the corps and educate the public on disaster preparedness and response.

Types of Volunteers

Type One – medical professional:

- Physician
- Physician Assistant
- Registered Nurse (RN), Nurse practitioner
- EMT/ Paramedic
- Psychiatrist
- Pharmacist
- Veterinarian
- Licensed Social Worker
- Mental Health Professional
- Dentist
- Public Health Specialist (epidemiologist, environmental health, infectious disease, bioterrorism specialist, etc.)
- Toxicologist
- Others as approved by UCHD executive director or deputy director



Type Two – medical associate

- Medical technician

- Medical assistant
- Certified nursing assistant (CNA)
- Dental assistant
- Physical therapist
- Pharmacy assistant
- X-ray technician
- Mental Health Counselor, Substance Abuse Counselor
- Chaplain
- Mortician
- Health educator/communicator
- CERT certification
- Red Cross certification (CPR, First Aid)
- Search and rescue
- Other related skills approved by UCHD

Type three – communications specialist

- Interpreter
- Amateur Radio Operator
- Geographic Information Systems personnel (GIS)
- Computer specialist
- Information Technology specialist
- Other related skills approved by UCHD

Type four – support personnel

- Commercial drivers license, heavy equipment operator
- Utilities specialist
- Food service worker
- Medical records
- Medical supply specialist
- Other related skills approved by UCHD

Licensure and Credentialing

Type one volunteers who are currently practicing health professionals must provide valid license numbers to be entered into the UCMRC database, which will be updated annually. The executive director of UCHD may authorize inactive medical professionals in good standing whose licenses have expired within the last ten years to operate in a modified scope of practice as needed to respond to a declared emergency in the county. Such volunteers need to provide their expired license numbers. Support volunteers need to provide proof of any training they are claiming, such as Homeland Security or FEMA courses, commercial drivers license, CERT, BLS, Red Cross, etc.

Competencies

UCMRC supports the Core Competencies for Medical Reserve Corps Volunteers developed by the National Association of County and City Health Officials (NACCHO)

1. Describe the procedure and steps necessary for the MRC member to protect the health, safety, and overall well-being of themselves, their families, the team, and the

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

Volunteers are encouraged to become familiar with the competencies and take advantage of drills and training to increase their skills in each of the areas. Resources for training in the competencies are listed in Appendix H.

Training

Volunteers can enroll in U-Train or MRC-Train to sign up for IS courses, keep track of training, and find in-person training opportunities (www.utah.train.org or www.mrc.train.org) Be sure to identify yourself as a Medical Reserve Corps member on your information sheet. Please forward the email with your Certificate of Completion to the coordinator. See Appendix A for more training instruction.

Continuing education ensures the readiness of UCMRC volunteers to respond. The organization will apprise members of training opportunities online and in person, and will provide training opportunities. Members are encouraged to complete one course annually.

Volunteer Assignments

Medical

- Inoculation (immunization and prophylaxis)
- Clinic prep (fill syringes, measure meds, other)
- Interviews for patient history
- First responder (initial assessment and vital signs)
- Triage (START or otherwise)
- Treatment (basic first aid)
- Phone screening and consulting
- Local distribution of medications 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

- Patient intake (basic data forms)
- People movers
- Translators
- Ham radio operators
- Administrative tasks
- Record keeping
- Comforting and consoling
- Support to set up and take down

Non-emergency

- Coordinate and evaluate training programs
- Assist in community health programs
- Support public awareness campaigns
- Advocate for liability protections
- Promotion and public relations
- Organize drills and exercises
- Focus group involvement (for issues of special interest)



Volunteer Rights & Responsibilities

As a volunteer with UCMRC you have the following **rights**:

- Full orientation and training
- Assignments that utilize and develop your skills
- Adequate information and training to carry out your assignments
- Clear and specific directions
- Recognition and appreciation for your contribution
- Opportunity to offer feedback and ask questions
- Regular feedback on your work
- Adequate space and supplies to perform your job
- Knowledge about UCMRC organization
- Respect in your workplace

Members have the following specific **responsibilities** to UCMRC:

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

Volunteer Data Management

UCMRC volunteer information is maintained at Utah County Health Department. Information includes essential data (address, phone, e-mail, licensure information) as well as data that contributes to efficient management of the program (credentialing information, volunteer interests, volunteer's level of involvement, etc.) Sensitive information is kept private and in a locked location with limited access. The UCMRC Coordinator is responsible for ensuring that volunteer information in the database remains current and secure. UCMRC members will be registered on the Utah Responds System with the state of Utah.

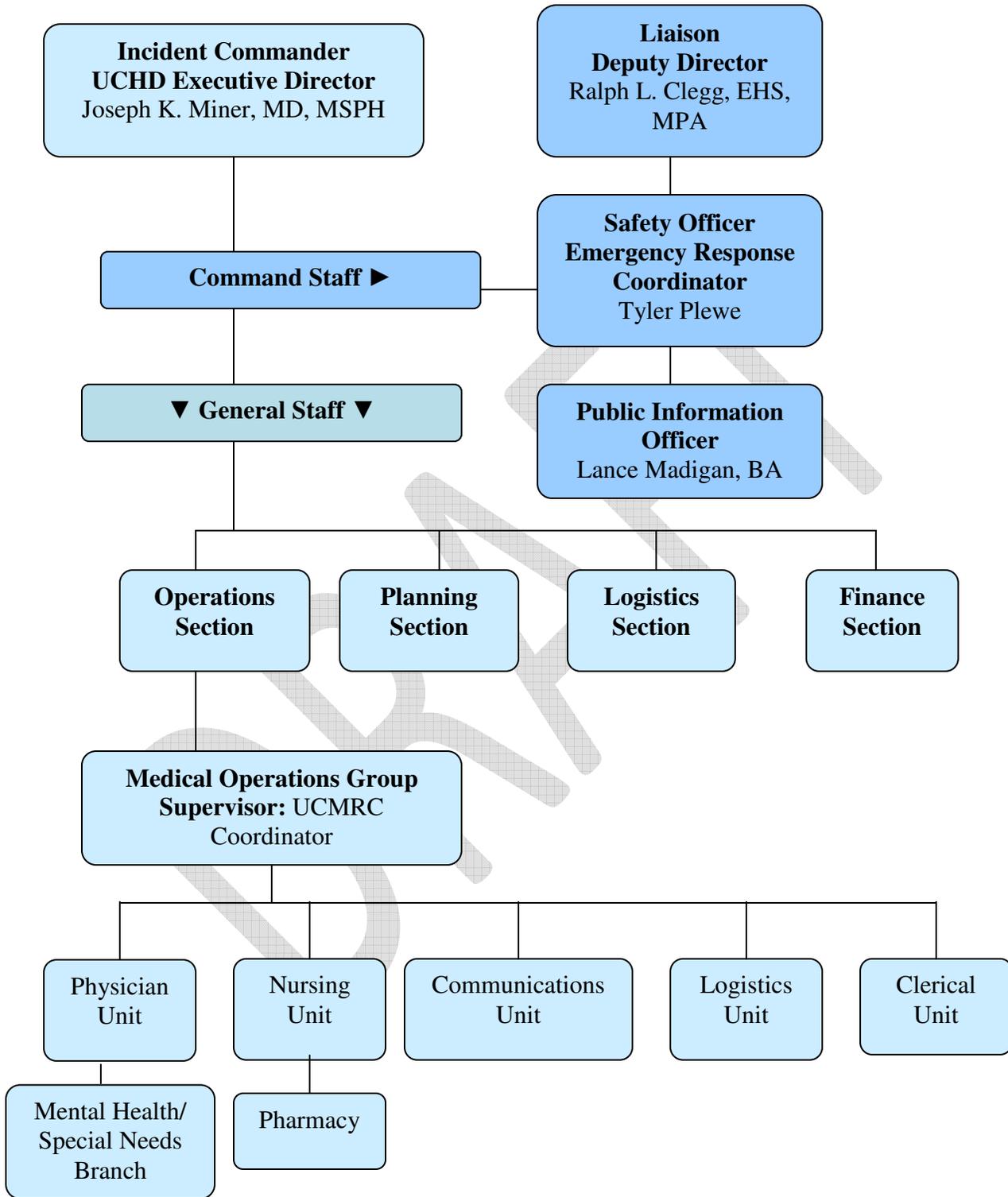
Volunteer Dismissal

When UCHD accepts the service of volunteers, they work with the understanding that such service is at the sole discretion of UCHD. UCMRC volunteers agree that UCHD may at any time, for whatever reason, decide to terminate the volunteer's relationship with UCMRC.

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

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

Organization and Administration



Chain of Command

During an emergency incident, UCMRC will follow the guidelines of the Incident Command System, so it is important that all our volunteers have a basic knowledge of ICS in order to work smoothly with other emergency responders. Key points include:

- One Incident Commander or Unified Command holds overall responsibility for the entire incident in order to:
 - Ensure incident safety
 - Provide correct and appropriate information to stakeholders
 - Establish and maintain liaison with other agencies
- As an incident grows, the Incident Commander will delegate authority to the Command Staff and the General Staff
- Use of common terminology, avoidance of jargon
- Management by objectives
- Reliance on an action plan (verbal or written)
- Unity of command – each individual has a designated supervisor to report to
- Unified command – sharing of command among two or more agencies
- Identification of predesignated locations and facilities including Incident Command Post, Staging Area, Base, Camp and Mass Casualty Triage Areas

Our aim as volunteers is to work smoothly with other emergency responders as we attend to the medical needs of victims. Understanding the ICS system will help our team members avoid conflict and keep us from getting in the way of other critical emergency response.

Standard Operating Procedures

Activation of UCMRC may be declared by the governor, a county executive, or Utah County Health Department executive director Joseph Miner, MD or deputy director Ralph Clegg. After a decision has been made to activate UCMRC, management actions will be implemented in a three way process:

1. Activation/Notification Phase

- a. Notification of members through the Utah Responds system
- b. Report to staging area for briefing, training, assignment of duty
- c. Distribution of personal protective equipment (PPE), communication equipment
- d. Deploy as a group when feasible

2. Response Phase

- a. Points of Dispensing (PODs)
 - i. Utah County Health Department
 - ii. Predetermined schools, churches, other sites
 - iii. Purpose: to provide mass vaccinations, medication, education to the community
- b. Medical Hotline
 - i. Established by UCHD to answer questions from the public

- ii. UCMRC members who are doctors or nurses may be utilized to answer questions and triage by phone
 - iii. Other UCMRC members may be asked to assist phone operators in disseminating public health information
 - c. Alternate sites of care
 - i. Used when the hospitals are overwhelmed
 - ii. UCMRC physicians and support personnel will treat patients that cannot reach hospitals or cannot be accommodated
 - iii. Can be used as an outpatient clinic
 - iv. Can be used in a triaging area to determine which patients need to go to the hospitals as directed by ESF-8 (Emergency Support Function)
- 3. Recovery/Termination Phase**
 - a. Can be extensive, conducted in 12 hour shifts 24 hours a day
 - b. After action report
 - c. Debriefing mandatory for all personnel
 - i. Psychological closure
 - ii. Communication with family, friends, public after the incident
 - iii. Facilitate access to extended psychological support

UCMRC Deployment

Preparing for Deployment

In the event you are contacted by UCMRC or are otherwise notified to report for service, the following list should be reviewed before deployment:

Family

- Notify appropriate family members of your deployment.
- Advise family members that you will contact them when you have an opportunity.
- Ensure that your family knows the contents and location of your family emergency plan.
- Ensure that your family and pets are being cared for

Employer

- Advise your employer that you have been contacted for deployment and request approval for time off to volunteer

Deployment Backpack

Plan to bring the following items with you in a backpack with your identification on it. You will normally deploy for 12 hour shifts. Personalize your pack with basic medical equipment according to your expertise. Keep your backpack ready for quick deployment.

- **Daily medications**
- **Personal items**
 - Eye glasses, contact lens supplies
 - Personal hygiene, baby wipes
 - Sunscreen, sunglasses, insect repellent, lip balm
 - Water
 - Pocket knife, matches, flashlight (headlamp style is useful)
 - Small wallet with \$20 in small bills, credit card
 - Fanny pack
 - Sharpened pencil/ pen, small notebook
 - Special food needs, favorite snacks
 - Book/magazine
- **Protective items**
 - MRC helmet (if issued)
 - Gloves (non-latex)
 - Work gloves
 - Eye protection
 - Hand sanitizer
- **Identification**
 - Two picture ids
 - Copy of professional license
 - UCMRC id badge
- **Clothing**
 - Wear loose fitting clothing

- Wear close toed shoes, hard shoes are preferred
- Jacket or sweatshirt
- Hat
- MRC shirt or vest
- **What not to bring**
 - Items of value
 - Large sums of cash
 - Purse

Do not expect to drive to actual work locations – expect to be bused. You will likely not have access to your vehicle so you must be able to carry whatever you bring. Keep it light and small.

Rules for Deployment

There are 5 cardinal rules for deploying with UCMRC.

1. The *only* way to request deployment in an emergency or disaster is by contacting the UCMRC coordinator or Utah County Health Department UCHD director or deputy director.
2. All emergency and disaster deployments must be authorized by the UCHD director or deputy director.
3. Deployment for other events ie fire rehab can be initiated through contacting the emergency response team. This includes the UCHD emergency response coordinator, surge capacity planner, or the UCMRC coordinator.
4. Members should *never* self deploy. Doing so leaves you without liability protection and could be grounds for dismissal.
5. No unauthorized person should ever try to deploy individual members directly.

It is crucial to work strictly through the coordinator for deployment requests, for several reasons. This method of having a single point of contact ensures that:

- The call-out request is appropriate for the unit.
- Notifications are made through the most effective channels.
- Responses from members are tracked efficiently, with no duplication.
- The appropriate number and type of volunteers are dispatched.
- Members can be given assignments that match their skill level and preferences.
- Teams of various specialties can be allocated as needed.
- Groups of members who have trained together can offer maximum effectiveness.
- Resources can be are allocated wisely in case of multiple requests.
- Members are provided with the relevant background and directions.
- Responders will arrive with the appropriate training and equipment.

- Member safety is ensured to the greatest degree possible.
- Activities of responders can be monitored, across multiple events.
- After-action reporting and feedback mechanisms are maintained.
- Follow-ups are initiated as appropriate.

UCMRC Staff Responsibilities in a Deployment

The Incident Commander(s) or designee would determine whether UCMRC responders would report to a labor pool, staging area, hospital, or other location. The ICS role includes tracking and monitoring response from all entities, including UCMRC.

UCMRC coordinator's responsibilities during activation of the UCMRC

When a call is received for UCMRC assistance, the UCMRC coordinator is responsible for the following:

- Initiating procedures to ensure that the appropriate number and type of members are activated, at the necessary skill levels
- Ensuring that members respond to the appropriate locations with the appropriate gear and instructions
- Maximizing each member's personal safety by ensuring that decon, hazmat, and other threats on scene are identified and planned for; members are trained to operate safely in that environment
- Recognizing and avoiding undue risk
- Monitoring responses and staffing levels with direction from the Incident Commander
- Maintaining contact with members, or monitoring their involvement, as needed
- Verifying that reporting and de-activation procedures are followed
- Engaging team members as appropriate
- Verifying transportation of UCMRC volunteers to and from the correct sites
- Ensuring that supplemental equipment (two-way radios) is provided
- Keeping tabs on changes in the situation
- Verifying that members are dispatched with the appropriate ID and uniforms
- Scheduling members in shifts, for events of long-term duration
- Maintaining communication with the UCHD director and Incident Commander

The completion of specific tasks may be delegated as appropriate, such as assigning the coordinator or team leaders to activate a phone tree.

It is crucial for members to sign in and out from their responsibilities at the scene, according to protocols established with the town – for safety reasons as well as accountability.

Member Responsibilities in a Deployment

According to ICS procedures, members should respond according to the following checklist.

- ✓ Receive your incident assignment from UCMRC through the coordinator or team leader. This should include reporting location and time, expected length of assignment, brief description of your role, route information, and a designated communications link if necessary

- ✓ Bring any specialized supplies or equipment required for the job. Be sure you have adequate personal supplies to last for the duration of the assignment.
- ✓ Sign in upon arrival, at the check-in location for the given assignment.
- ✓ Use clear text (no codes) during any radio communications. Refer to incident facilities by incident names. Refer to personnel by ICS title, not by numeric code or name.
- ✓ Obtain a briefing from your immediate supervisor. Be sure you understand your assignment.
- ✓ Acquire necessary work materials, then locate and set up your work station.
- ✓ Organize and brief any subordinates assigned to you.
- ✓ Brief your relief at the end of your shift, and at the time you are demobilized from the incident.
- ✓ Complete required forms and reports, delivering them to your supervisor or the Documentation Unit before you leave.
- ✓ Demobilize according to the plan.

Demobilization and Debriefing

Each incident should include assurance that members have signed out from the scene and have the chance to share their observations afterwards. These comments can be included in an after-action report for UCMRC, and can be shared as needed (with the volunteer's name removed for confidentiality, if appropriate) in overall post-event reviews with other agencies. UCMRC members will be asked to keep a record of volunteer time actually served and report this to the UCMRC Coordinator.

Health Advice for Deployed UCMRC Volunteers

MRC volunteers responding to disasters should be aware of possible hazards and increased risk of injury and illnesses.

Food and Water: Unsanitary living conditions, damage to sewage systems, flooding, and limited supplies of clean drinking water, may increase the risk of diarrheal illnesses. Reliable sources of bottled water may not be available and water purification may be necessary.

Self-treatment for diarrheal illness can be carried out by UCMRC volunteers. This should include oral rehydration treatment, an anti-motility agent such as loperamide and a treatment course of an antibiotic in the absence of contraindications and as recommended by your physician. Individuals with diarrhea that is associated with fever or blood should seek prompt medical evaluation. Personal hygiene, including frequent hand-washing, is essential.

Vector-Borne diseases: Due to flooding and areas of standing water, there is the risk for outbreaks of endemic mosquito borne diseases such as West Nile Virus. Although this type of outbreak has not been typical of events that have occurred in the USA, avoiding mosquito bites is recommended.

Vaccination advice: All MRC volunteers are encouraged to be up-to-date with their routine immunizations, e.g. MMR, Tdap. In addition, the following should be considered:

- **Tetanus:** Transmitted via wound contamination with the bacterium *Clostridium tetani* – a booster is recommended if not received within the past 10 years
- **Hepatitis B:** Transmitted by contact with bodily fluids or blood – those involved with patient care or contact with bodily fluids should be vaccinated
- **Hepatitis A:** Transmission of hepatitis A has not been a problem during recent disasters in the US – vaccine may be considered for those traveling in affected areas, particularly areas with flooding
- **Typhoid, Meningococcal meningitis, and cholera:** The risks are low and vaccination is recommended but not necessary.
- **Rabies:** Those exposed to potentially rabid animals should seek urgent post exposure prophylaxis vaccination.
- **Influenza:** Volunteers are encouraged to receive an annual flu shot for their own protection and the protection of those they may be treating in an emergency.

Other health risks

The risk of injury after a natural disaster is high. Hazards such as downed power lines, structural damage to buildings and roads, and interruptions to basic services all pose a risk.

Particular care should be taken if wading in flood waters to reduce the chance of injury and secondary infections of any cuts in the skin. Toxic industrial chemicals and hazardous waste may be released during an incident and are also a concern. The local emergency manager or UCHD will provide specific guidance.

Wild animals (e.g. snakes) are often displaced from their natural environment and, of course, should be avoided. If bitten seek medical attention immediately.

Extremes of temperatures may pose additional risks such as heat stroke heat exhaustion, sunburn, hypothermia, and frostbite. Dress appropriately and keep an eye on your fellow volunteers.

Other unforeseeable or unpredictable health risks may occur in emergency situations. UCMRC members should assess risks and take other precautions as necessary to protect their own safety and the safety of their team.

Risk from dead bodies

The infectious disease risk from handling dead bodies is low. Are you psychologically prepared to work in such difficult situations? Support from fellow workers and family may be helpful.

Outside-of-Area Deployment of Volunteers

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



state emergencies) or from a government entity within the state of Utah (for in-state emergencies).

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

Those members who choose to register as deployable must meet established criteria for statewide and out-of-state deployment. While criteria may be established pre-event, final approval authority is the responsibility of the requesting organization/agency.

When deployment opportunities arise the UCMRC Coordinator will notify volunteers via UNIS. Notification will, as much as possible, include a description of the volunteer need, the dates and times of the need, what volunteers will be requested to do, and contact information.

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



Appendix A: Accessing Web-Based Courses

You will be using the internet for many of your training activities. In order to have your classes automatically recorded and create a personal transcript, access the courses through U-TRAIN or MRC-TRAIN. You can also take the courses directly from the hosts' websites then enter them on your U-TRAIN or MRC-TRAIN transcript after you have completed them. U-TRAIN and MRC-TRAIN link to the same training.

Accessing courses through MRC-TRAIN

On your address bar, go to <https://www.utah.train.org/> or <http://www.mrc.train.org>

1. Follow instructions to create an account
2. Login on the left of the screen and enter your username and password.
3. Once you have logged in, click on the "Course Search" tab on the menu bar near the top of the page.
4. Click on the "Search" icon.
5. In the blank Search Bar, type either the course number or the course name (i.e. Introduction to NIMS). Commonly used course numbers are:
 - a. 1016070 (NIMS 700a)
 - b. 1007579 (Incident Command 100)
 - c. 1007581 (Incident Command 200)
6. Click on the "Registration" tab at the top of the course description.
7. Click on either the "Go to Step 2 of Registration" or "Launch Course" button on the registration page. This should take you to the course provider's website. Sometimes you will have to fill out more registration information.
8. Complete the course. Be sure to take the final exam if it is required.
9. You will receive an email with your certificate of completion. Print one for your own records and one for the unit. Or, you can forward this email to the UCMRC coordinator and s/he will make a copy for the unit records.
10. Log on to U-TRAIN and go to the "My Learning" option on the right. You will see the courses you are registered for. Once they have been completed, click on the "M" and click on the "Completed" button.

Accessing courses through a host website

1. Enter the web address on the address bar EXACTLY AS WRITTEN IN THE MANUAL. See Appendix H for exact web addresses.
2. Sometimes this will take you directly to the course and sometimes it will take you to the provider's website. If taken directly to the course, start taking it. If taken to the provider's website, either browse or search for the course.
3. Sometimes you will be required to enter registration information to take the course.
4. Complete the course and don't forget to take a final exam if it is required.
5. Print two copies of your course certificate of completion and send one to the UCMRC Coordinator or forward the email containing the certificate to the Coordinator
6. Enter the course manually on your U-TRAIN transcript.

Appendix B: Liability

Volunteers of a medical reserve corps are given protections under the following federal and state laws:

Federal Volunteer Protection Act of 1997

1. **Law coverage and limitations:** No volunteer of a non-profit organization or governmental entity shall be liable for harm caused by an act of omission of the volunteer on behalf of the organization or entity if-
 - a. the volunteer was acting within the scope of the volunteer's responsibilities in the nonprofit organization or governmental entity at the time of the act or omission;
 - b. the volunteer was properly licensed, certified, or authorized to engage in the activity or practice (if applicable);
 - c. 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
 - d. the harm was not caused by the volunteer operating a motor vehicle, vessel, aircraft, or other vehicle for which an operator's license or insurance is required by the state.
2. **Preemption:** The Volunteer Protection Act preempts state laws that contradict it. The Act does not preempt state laws that add additional volunteer protection from liability.
3. **Exceptions:** The Act does not apply to any misconduct that:
 1. constitutes a crime of violence... or act of international terrorism;
 2. constitutes a hate crime
 3. involves a sexual offense
 4. involves misconduct for which the defendant has been found to have violated a Federal or State civil rights law; or
 5. where the defendant was under the influence of intoxicating alcohol or any drug at the time of the misconduct.

Utah Code 26A-1-126 Medical Reserve Corps

1. **Law coverage and limitations:** This law gives the local health department the authority to create and activate a medical reserve corps, in which appropriate health care professionals can respond to a local, state or national emergency, as well as a public health emergency.
 - a. A medical reserve corps can include: licensed professionals (under Title 58, Occupations and Professions) who are operating within the scope of their practice; those who are exempt from licensure, such as a practicing student; and those who held a valid license that was in good standing within ten years of the declared emergency.

- b. A medical reserve corps member must carry identification that is issued by the health department and that designates him/her as a MRC volunteer .
- c. The health department must maintain a database of registered MRC volunteers, which must be made available to the public as well as the Division of Occupational and Professional Licensing.

Utah Code 67-20-3 "Volunteer Government Workers Act"

1. Law coverage:

- a. A volunteer is regarded as a government employee for receiving workers' compensation medical benefits for all volunteer-related illnesses and injuries.
- b. A volunteer is regarded as a government employee for operating motor vehicles or equipment if the volunteer has the appropriate license to do so.
- c. A volunteer is regarded as a government employee for the purposes of liability protection and indemnification normally afforded to paid government employees.

2. Exceptions:

- a. A "volunteer" means any person who donates service without pay or compensation except expenses actually and reasonably incurred as approved by the supervising agency.
- b. According to this act, a volunteer does not include the following: a person participating as a human research subject and compensatory service workers (such as those sentenced to community service hours in court).
- c. A volunteer must be approved by the agency that he/she is serving.

Utah Code 78-19-2 Utah Volunteer Protection Act

No volunteer providing services for a nonprofit organization incurs any legal liability for any act of omission of the volunteer while providing services for the nonprofit organization and no volunteer incurs any personal liability for any tort claim or other action seeking damages for an injury arising from any act or omission of the (volunteer or) nonprofit organization if:

- a. the individual was acting in good faith and reasonably believed he was acting within the scope of his functions and duties;
- b. the damage or injury was not caused by an intentional or knowing act by the volunteer, which constitutes illegal, willful, or wanton misconduct.

Utah Code 78-11-22 Good Samaritan Act

- 1. **Law coverage:** A person who renders emergency care at or near the scene of, or during an emergency, gratuitously and in good faith, is not liable for any civil damages or penalties as a result of any act or omission by the person rendering the emergency care, unless the person is grossly negligent or caused the emergency. This includes people that assist government agencies or political subdivisions in the following activities:
 - a. controlling the causes of epidemic and communicable diseases and other conditions significantly affecting the public health
 - b. controlling bioterrorism and disease

- c. responding to a local, state, or national emergency, including public health emergencies
2. **Preemption:** The Good Samaritan Act of Utah acts in addition to any immunity granted by state or federal law.

The Utah Association of Counties Liability Risk Pool

UCMRC volunteers, as with all UCHD volunteers, are covered by UCHD insurance acquired through the Utah Association of Counties Liability Risk Pool.

Workers Compensation

Prior to starting an assignment, volunteers will be provided with an acknowledgement form. UCMRC volunteers must indicate understanding, and acceptance, of UCHD's volunteer workers' compensation policy before they perform volunteer tasks for UCHD. The UCMRC Coordinator is responsible for maintaining signed forms. Once activated by the UCHD, UCMRC members will be covered under Utah's Workers Compensation Fund.

DRAFT

Appendix C: Policies

Harassment-Free Environment

UCMRC is committed to providing a harassment/discrimination free work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices, including harassment.

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

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

Safety

Providing a clean, safe and healthful work environment is a goal of UCMRC. No job is considered so important or urgent that volunteers cannot take time to perform their job safely. If you are unclear about any safety policies or procedures you may ask the UCMRC Coordinator.

As a UCMRC volunteer you have a responsibility for your own safety and health. This includes using all required safety devices that are specified in the incident briefing. You must also notify your supervisor of any physical conditions such as drowsiness due to medication, illness or emotional strain, which may affect your performance and safety. You are expected to immediately report all work-related accidents, injuries, illnesses and near misses to your supervisor or volunteer coordinator.

As a volunteer you have the right to refuse assignments that you feel would jeopardize your own health and safety.

Electronic Communications

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



Drug Free Workplace

UCMRC is dedicated to a safe, healthy and drug-free work environment. No UCMRC volunteer will report to work while under the influence of any drug or alcohol whether

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

UCMRC encourages volunteers who may have an alcohol and/or drug problem to voluntarily seek evaluation and treatment that will lead to successful rehabilitation. Volunteers must abide by the provisions of this policy as a condition of volunteer service.

Violence-Free Work Environment

UCMRC is committed to the safety and health of our volunteers. This policy has been developed to help ensure a safe workplace and to reduce the risk of violence.

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

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

Media/News Releases

UCMRC media and/or news releases will be submitted and released in accordance with existing UCHD protocol. Newsletters and other official UCMRC releases will be submitted and approved through UCHD's Public Information Officer.

Photos of UCMRC Volunteers and/or UCHD staff in the performance of UCMRC duties in public situations may be included in UCMRC newsletters or released to the media.

Appendix D: Code of Conduct

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, UCMRC operates under the following Code of Conduct applicable to all volunteers.

No volunteer shall:

- Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of UCMRC.
- Accept or seek on behalf of himself/herself, or any other person, any financial advantage or gain which may be offered as a result of the volunteer's affiliation with UCMRC.
- Publicly utilize any Medical Reserve Corps affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official positions of Citizen Corps.
- Disclose any confidential UCMRC information that is available solely as a result of the volunteer's affiliation with UCMRC 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 UCMRC.
- 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.
- Operate or act in any manner that is contrary to the best interests of the Medical Reserve Corps.

In the event that the volunteer's obligation to operate in the best interests of the Medical Reserve Corps conflicts with the interests of any organization in which the individual has a financial interest or an affiliation, the individual shall disclose such conflict to the Medical Reserve Corps Coordinator. Upon becoming aware of such obligation, the member shall absent himself or herself from the room during deliberations on the matter and shall refrain from participating in any decisions or voting in connection with the matter.

Performance

Volunteers are expected to comply with the policies, procedures, and standards of UCMRC as explained at the volunteer orientation and in this volunteer handbook.

If a supervisor is dissatisfied with a volunteer's performance the first course of action is to communicate that concern to the volunteer. If the two are unable to reach an understanding the UCMRC Coordinator will mediate or resolve the matter. The volunteer will be given sufficient time to respond to the allegation. In cases where immediate action is required the UCMRC Coordinator has jurisdiction.

Commitment to Diversity

UCMRC is an equal opportunity organization and recognizes the value of having individuals from diverse backgrounds to operate, provide services, and give input on UCMRC policies.

Disciplinary Procedures

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

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

Disciplinary actions may consist of:

- Informal or formal counseling
- Suspension
- Dismissal

Any of the following may constitute cause for disciplinary actions:

- Incompetence
- Inefficiency
- Neglect of duty
- Dishonesty
- Possessing, dispensing, under the influence of or impaired by alcohol or any substance while on duty except in accordance with medical authorization.
- Commission or conviction of a felony or a misdemeanor either of which would affect the volunteer's suitability for continued association with UCMRC.
- Discourteous treatment of the public
- Willful disobedience of personnel policies, rules and regulations.
- Engaging in prohibited political activity while on duty.
- Misuse of government property.
- Unsafe work habits.
- Seeking to obtain financial, sexual or political benefit from another employee, volunteer or client by the use of force, fear or intimidation.
- Mishandling of public funds.
- Falsifying of county records.
- Any other improper conduct or performance that constitutes cause for disciplinary action.

UCHD employees who hold supervisory authority with UCMRC volunteers may initiate informal counseling. However, if contacting the UCMRC Coordinator prior to counseling is feasible, it is preferable that the UCMRC Coordinator be involved in any discipline. Any disciplinary action beyond informal counseling must involve the UCMRC Coordinator.

Appendix E: Basic Radio Procedures

UCMRC owns two types of radios:

- Motorola Mag One two way radios
- ICOM multiband HAM radios

The two way radios are kept with UCMRC supplies and will be issued at the time of deployment.

The ICOM radios require a federal operator's license and will be issued to UCMRC members who are qualified to use them. They are the property of UCMRC and UCHD, and must be returned when requested. The radios are issued to volunteers for the purpose of learning to operate them efficiently so that they will be usable and available during emergencies.

The following procedures should be used when operating radios. The procedures are purposely kept as simple as possible, and assume that the user already has common sense (for example, doesn't need to be told to listen for other traffic before transmitting). These procedures will help users get the best performance out of the radio system.

Communication Range

Communication range for VHF radios is largely dependent on having a line-of-sight or near line-of-sight path between your antenna and the antenna of the station you want to talk to. If you are having trouble with weak signals, try some of these tricks :

- Hold the radio over your head (antenna is higher).
- Climb to a location that is higher, or that has fewer obstructions between you and the station you are talking to.
- Move the radio around the immediate area. It is common for a spot just a few feet away to work much better (or sometimes worse).
- Ask any other station that hears you to try to relay your call.

Know the Controls

Radios, like people, are not all the same. Your ability to hear and be heard will depend on your knowledge of the controls. Most important are the following :

- On/Off-Volume Knob: Obvious, but the volume knob only affects incoming sound and turning it up will not boost your outgoing voice transmission.
- Squelch Control: Either a knob or a switch, the squelch control filters out the background "static" noise that would otherwise be heard when the channel is not being used. Most modern radios have an automatic squelch which can be bypassed by pressing a button to momentarily release the filtering action of the squelch setting when trying to listen to weak signals that keep cutting in and out. If the radio has a knob for squelch adjustment the setting should be set just past the point where the radio becomes silent.

- **Squelch Setting:** The squelch control on a radio quiets the background noise when there is no signal to receive. It should be adjusted to the point where the noise just quiets. If the control is turned beyond this point, it will actually reduce the sensitivity of the radio.
- **Push To Talk Button (PTT):** Normally on the side of your radio, find it and only use it when you want to transmit. You must wait a split-second before you begin to speak after "keying" the PTT transmit button. On certain radios that are linked to a repeater network, this delay before the repeater kicks-in may be a long, full second, and you must wait before you speak or risk having the beginning of your transmission cut-off.

Be Brief

When you are on air, you are tying up the channel and using battery reserves of your radio at a much higher rate. A typical but sometimes interesting issue with this button is that it may inadvertently be jammed if stuck into a back pack or hung on a wall with other equipment.

Channel Selector

Make sure you know what channel is being used and set the radio correctly.

Speaker/Microphone

The most important factor in your outgoing transmission quality is the relative position of your mouth to the radio's built-in microphone. Know where it is (not always the obvious choice) and speak directly into it at a distance of about 1 inch. Speak at a moderate pace, neither too slow nor too fast, avoid slurring your words, and never shout – increasing your voice level will only cause distortion of your voice by the microphone. Note that higher, constant pitched voices transmit best. In very cold conditions speaking directly into the Speaker/Microphone at close range might cause the unit to ice up. In this case try to speak across the face of the unit. Don't talk with your mouth full.

Battery Life

Battery life for hand held radios depends on how many minutes the radio is used in the transmit mode. To maximize battery life, minimize transmit time. Keep radio transmissions brief. Let the base station do the talking. Keep the battery warm. Be kind to your rechargeable batteries. They can be damaged each time they are left on to the point where the battery is fully discharged. Check, then double-check that your radio is OFF when you are done with it. Check your buddy's radio. Have him check yours.

Radio Checks

When you are issued a radio, you will be assigned a channel to use. As you leave base, but before you get too far away, make a test call to the person you will be communicating with. Example: "Medical Base, this is Medical Reserve Corps Johnson." This test will help ensure that you are on the correct channel, have the volume and squelch set properly, and have a working radio.

If you hike into the field, it also is a good idea to make a second test call once you are 1/4 mile away from base. Some faults will not be evident when tested close to the base station.

Antenna

Regardless of type or size, antennas will give you best performance if placed in the vertical position. Do not bend it as this will drastically reduce radio performance.

Channel Designations

Between emergency medical services, fire department, law enforcement, etc., there are many different kinds of VHF or UHF hand held radios in use. They each use a different channel (frequency) plan. It's best for individuals to have only the frequency (channel) they need in order to communicate with the next level above them and the next level below them within the incident command system. On FRS or GMRS radios DTSS or CSS codes can be used to exclude unrelated traffic on the channel and to increase communications security. Refer to the radio owner's manual for instructions on how to use these codes.

Current codes are as follows:

- 1 – UCMRC short range
Radio to radio
- 2 – UCMRC share with
Wildland Firefighters
Emergency use only
- 3 – Sheriff dispatch
Repeater, long range
- 4 – Sheriff SAR
Short range
Search and rescue
- 5 – Sheriff SAR
Repeater, long range

Federal Communication Commission (FCC) Licenses

FRS radios, like the ones available in any WalMart, do not require a license. Other UHF or VHF radios with higher power are operated on channels licensed and belonging to other agencies (law enforcement, fire department, EMS, health department, etc) and on which we do not hold a license, but for which we have received permission from the licensee to operate. Do not worry about using call signs. Let the base station operator use the appropriate call sign.

Etiquette

Don't talk over other conversations. When calling, identify the calling station first, then the receiving station. Use the word "over" to let the other party know it's their turn to talk. Use the term "out" when you're finished with the entire conversation. Do not use foul language.

Terminology

Plain English will be used when operating an MRC radio. Avoid passing names of patients when describing them. Use triage tag colors to indicate general patient condition ("red, yellow, green, or black tag). Your operation may be monitored by the news media, and friends or relatives of the patients.

M RC Net

Our MRC has amateur radio operators ("hams") who are equipped to operate worldwide, even when the power fails and the telephones are dead. Our hams are members of various emergency communications networks, including Sheriff's Communication Auxiliary Team (SCAT), Utah County Amateur Radio Emergency System (UCARES), RACES and MRC-Net. The function of the MRC Net is to keep the volunteers in touch with family members and the community in their home towns. This service can provide peace of mind to volunteers who have left families at home during their deployment.

DRAFT

Appendix F: UCMRC Radio Policy

UCMRC radios are for the express use of UCMRC and Utah County Health Department employees and for the purpose of enabling emergency communications. UCMRC owns the following radios:

- 26 Motorola Mag One BPR 40 portable, programmable, rechargeable 2-way radios and 26 chargers
- 13 ICOM IC-T90A multiband fm transceivers (ham radios)
 - basic radio package includes: charger, antenna with extender, belt clip, battery pack, hand strap
 - 13 cigarette lighter cables, 13 adapters, 13 extra Lithium-ion battery packs

The Motorola phones will be kept with UCMRC medical supplies and distributed during an emergency event or drill, then collected afterwards.

The ICOM radios will be issued to UCMRC volunteers in good standing who have an amateur radio technician license or higher.

Rationale for issuing the radios to volunteers:

- To enable UCMRC to improve skills in communicating with emergency responders through ham radio
- To disperse the radios to different locations in the county to increase the odds that volunteers will be able to communicate in and out of the emergency boundaries
- To strengthen communication abilities with other UCMRC volunteers

Expectations for volunteers with radios

- ICOM radios are the property of Utah County and will be returned when requested
- ICOM radios will be used according to FCC laws and regulations
- ICOM radios should not be loaned to others except to other HAM licensed UCMRC members or Utah County Health Department employees during an emergency
- UCMRC members are expected to learn about safe operation of their radios and exercise reasonable care in radio maintenance
- Volunteers with radios are expected to participate in UCMRC drills that emphasize communications on a regular basis as determined by the UCMRC coordinator
- Volunteers who damage radios through negligence outside an emergency setting are responsible for costs incurred

I, _____, have read the UCMRC radio policy and agree to abide by the policy as long as I have possession of a UCMRC radio.

Serial #: _____ Utah County #: _____

Signature: _____

Date radio issued: _____ Coordinator signature: _____

Date radio returned: _____ Coordinator signature: _____

Operator's call sign: _____

APPENDIX G: Frequently Asked Questions

What is the purpose of the Member Handbook?

The handbook provides information on key MRC functions and policies, liability information, health and safety information, guidelines for behavior and conduct, your rights and responsibilities as a volunteer, and training on the core MRC competencies that will make it easier for you to coordinate effectively with other agencies and MRC units. Reviewing the handbook will help prepare you for unknown situations you might face as an MRC volunteer and provide tools necessary for succeeding in the job you've been assigned.

The Member Handbook also provides you with an ongoing link to the MRC. Because the members of our unit may meet face to face only a few times each year, working on this manual over the months to come will keep you connected to UCMRC. You may have already had some of this training, and it can be used to satisfy the requirements listed in this manual. Check with the UCMRC Coordinator.

Can I be deployed as an MRC volunteer before I complete the Member Handbook?

Completion of the Member Handbook is not required for deployment. However, volunteers who have completed the Member Handbook will have the highest priority for deployment.

As an MRC volunteer, what are my responsibilities?

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

How will I be activated?

The request for activation will come through the Utah Department of Health, the Utah Division of Homeland Security, Utah County Health Department, any of the county Emergency Managers, or any hospital.

Final decision on activation will rest with the UCMRC Coordinator and the UCHD Health Officer or Emergency Response Coordinator. You will be notified by telephone & email through the UCMRC call-down procedures and UNIS (the Utah Notification and Information Network).

Will I have an identification badge?

Yes. UCMRC will first verify your credentials and eligibility for activation and issue an individual ID badge. ID badges must be carefully controlled and may not be distributed to individual volunteers until actual activation or deployment.

Am I protected from liability while I'm activated or deployed?

UCMRC volunteers are protected by the Federal Volunteer Protection Act of 1997; Utah Code 78-11-22 "Good Samaritan Act"; Utah Code 26A-1-126 "Medical Reserve Corps"; Utah Code 67-20-3 "Volunteer Government Workers Act". See the liability section in Appendix B.

What about insurance?

In some cases you may be covered under an agency's insurance or under Workmen's Compensation. However, UCMRC volunteers cannot rely on such coverage and should be fully insured independently.

Will I be compensated for my time?

No, volunteer time is uncompensated. However, the MRC and other agencies you support during activation are responsible for supplies and other forms of support which may include:

- Education and training
- Protective equipment and clothing
- Response supplies
- Food and shelter
- Transportation
- Communications equipment

I work for a hospital or emergency response organization. Can I participate in UCMRC as well?

Yes. The skills and training opportunities for UCMRC volunteers are designed to increase your ability to work cooperatively with other agencies and be part of a larger response team. Your first loyalty is to your parent organization and UCMRC will not pull employees away from primary responsibilities. If your position is written into your organization's emergency response plan, you will most likely have a defined emergency role and will not be deployed elsewhere. If you are more loosely affiliated (for example, a family physician with hospital privileges) you would be a good candidate for UCMRC. In most disaster scenarios, UCMRC would be coordinating with hospitals to provide volunteers to help them meet their needs for personnel. If you are unsure, talk with your organization's emergency response coordinator.

I am retired and no longer have a license. May I be involved?

Yes. UCMRC welcomes you and values your knowledge and background. Medical licenses that have lapsed within the last ten years can be temporarily reactivated by the UCHD Executive Director in certain emergency situations.

Appendix H: Training and Core Competencies

Regular training and exercises are essential elements for ensuring readiness. Being ready to respond in an emergency does not just happen – readiness requires planning, organization and practice. The National Association of City and County Health Officers (NACCHO) has developed a set of core competencies for Medical Reserve Corps volunteers that represent the baseline level of knowledge and skills that all MRC volunteers should have, regardless of their roles within the MRC unit. UCMRC asks that you evaluate your abilities in each competency and seek the training and knowledge to fill in gaps and strengthen your ability to serve.

Volunteers are asked to keep track of their training on U-Train and/or MRC-Train and keep copies of certificates received. You are welcome to send copies of special training certificates you receive to the coordinator so that we can maintain a database of individuals with specialized skills that can be called on when the need arises. Most training is optional according to your time and interests. Mandatory training consists of UCMRC orientation, NIMS 700 and ICS 100.

DRAFT

Domain #1: Health, Safety, & Personal Preparedness

Specific Competency	Available Trainings/Tools
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.	<ul style="list-style-type: none"> • Introduction to Hazardous Materials IS-5.A http://training.fema.gov/EMIWeb/IS/IS5.asp • ARC Introduction to Disaster http://www.redcross.org/flash/course01_v01/ • CERT-Module 1, lesson 2: Family and Workplace Preparedness http://www.citizencorps.gov/cert/IS317/ • Standard Precautions and Respiratory Hygiene MRC-TRAIN Course ID: 1007977 www.mrc.train.org • Best Practices for Protection of Hospital-Based First Receivers (Yale New Haven Health) MRC-TRAIN Course ID: 1004764 https://www.mrc.train.org/DesktopModules/eLearning/CourseDetails/CourseDetailsForm.aspx?tabid=62&CourseID=1004764 • Blood borne Pathogens (satisfied OSHA 29 CFR 1910.1030 requirement; please print copy of completed test) http://www.pp.okstate.edu/ehs/modules/bbp/index.htm • Basic and Advanced First Aid taught by the Red Cross • Personal Protective Equipment http://cpheo.sph.umn.edu/cpheo/umncphp/online/home.html
Document that the MRC member has a personal and family preparedness plan in place	<ul style="list-style-type: none"> • Suggested Reading #2 General Preparedness Information • Are You Ready? IS-22 http://training.fema.gov/EMIWeb/IS/is22.asp • Ready.Gov http://www.ready.gov/america/index.html
Describe the impact of an event on the mental health of the MRC member, responders, and others.	<ul style="list-style-type: none"> • Psychological First Aid: Field Operations Guide (MRC version) www.medicalreservecorps.gov/File/MRC_Resources/MRC_PFA.doc • Psychological First Aid: Helping People Cope During disasters and Public Health Emergencies http://www.centerfordisastermedicine.org/disaster_mental_health.html • Nebraska Psychological First Aid Curriculum http://www.disastermh.nebraska.edu/psychfirstaid.html • Disaster Mental Health http://cpheo.sph.umn.edu/cpheo/umncphp/online/home.html • Psychological First Aid: Helping Others in Times of Stress (American Red Cross mental health training)

Knowledge:

- Identify the range of anticipated stress reactions experienced by disaster survivors, MRC members, responders, and others in the early aftermath of disaster
- Identify when, how and where to refer disaster survivors, MRC team members, and others for additional mental health support and care.
- Identify the basic elements of Psychological First Aid and the key ways to provide emotional care and comfort to disaster survivors, MRC team members, and others in the early aftermath of disaster
- Provide psychological first aid to disaster survivors, MRC team members, and others.

Domain #2: Roles & Responsibilities of Individual Volunteers

Specific Competency	Available Trainings/Tools
Describe the MRC member's communication role(s) and processes with response partners, media, general public and others.	<ul style="list-style-type: none"> • IS 100: Introduction to the Incident Command System http://training.fema.gov/EMIWeb/IS/is100.asp • IS100:Introduction to the Incident Command System for Healthcare Hospitals http://training.fema.gov/EMIWeb/IS/is100HC.asp • IS 700 and 100 combined: The National Incident Management System (NIMS) and the Incident Command System (ICS): A Primer for Volunteers http://cpheo.sph.umn.edu/cpheo/umncphp/online/home.html
Demonstrate the MRC member's ability to follow procedures for assignment, activation, reporting, and deactivation.	<ul style="list-style-type: none"> • Local unit-specific training • Drill, Exercise, Training, or actual event • Public Health activities (e.g., Participating in health fairs, disease screenings, and community education events) • Suggested Reading: Activation Protocol
Identify limits to skills, knowledge, and abilities as they pertain to MRC role(s).	<ul style="list-style-type: none"> • Local Unit Orientation • Drill, Exercise, Training, or actual event • Suggested Reading: Liability Issues

Knowledge:

- Understand the role of the Public Information Officer (PIO) or other authorized agent
- Understand an individual MRC member's role and responsibilities in communicating with response partners, media, general public, and others
- Understand legislative requirements related to the sharing of protected information (e.g., HIPAA, personal information, etc.)
- Perform your roles and responsibilities in the position you are assigned
- Communicate effectively with response partners, media, general public and others
- Describe the local MRC's guidelines or procedures for assignment, activation, reporting, and deactivation
- Participate in a drill, exercise or public health activity
- Identify the physical and emotional challenges for various types of duties, assignments and activities
- Identify personal and professional liability
- Identify gaps in own knowledge-base and training needs
- Engage in a self-assessment
- Communicate limitations when appropriate or necessary

Domain #3: Public Health Activities & Incident Management

Specific Competency	Available Trainings/Tools
Describe the chain of command (e.g., Emergency Management Systems [EMS], Incident Command Systems (ICS), NIMS), MRC integration, and its application to a given incident	<ul style="list-style-type: none"> • IS 100: Introduction to the Incident Command System http://training.fema.gov/EMIWeb/IS/is100.asp • IS100:Introduction to the Incident Command System for Healthcare Hospitals http://training.fema.gov/EMIWeb/IS/is100HC.asp • IS-700: National Incident Management System (NIMS), An Introduction http://training.fema.gov/EMIWeb/IS/is700.asp • IS 700 and 100 combined: The National Incident Management System (NIMS) and the Incident Command System (ICS): A Primer for Volunteers http://cpheo.sph.umn.edu/cpheo/umncphp/online/home.html
Describe the local MRC unit's role in public health and/or emergency response and its application to a given incident.	<ul style="list-style-type: none"> • UCMRC orientation training • Public Health 101 Online Pennsylvania and Ohio Public Health Training Center From www.teexwmdcampus.com • Introduction to SNS and Mass Prophylaxis http://www.teexwmdcampus.com/view_current_wbtClass_info.k2?wbtClassID=85 • Terrorism Awareness for Emergency Responders http://www.teexwmdcampus.com/new_wbtClass_info.k2?wbtClassID=75&searchString=&deptID=0&statusID=1&typeID=0&sort=2&sortDir=ASC • START Triage • Mass Dispensing Sites: A Primer for Volunteers http://cpheo.sph.umn.edu/cpheo/umncphp/online/home.html

Knowledge:

- Understand NIMS and NIMS Compliance
- Understand the Role of the MRC in ICS
- Understand how ICS Is interdisciplinary and organizationally variable
- Identify the 5 ICS Management Functions
- Understand the Principles of Span and Control
- Identify the Roles and Responsibilities of Key ICS Positions
- Identify the Key Facilities and Locations Described in ICS
- Operate within the structure of the incident command system
- Notify the Chain of Command when safety action is necessary
- Understand your community's public health system and the role of the MRC in local public health activities
- Understand the public health role of the MRC in emergency response.
- Understand who has the authority to activate and authorize the local MRC Unit
- Perform your roles and responsibilities in your MRC as they integrate within the public health or emergency response system

Appendix J: Volunteer Forms

The following pages are forms that need to be signed and collected at the orientation meeting

Photography Consent

Utah County Medical Reserve Corps frequently takes photographs of volunteers in action during trainings, exercises, and actual events. In addition, each volunteer is photographed for identification purposes. Photographs may be used on the website, in newsletters, and other publications.

Please sign the appropriate line below:

I give Utah County Health Department and in turn give Utah County Medical Reserve Corps permission to use my photo as stated above.

Signature

Date

I do not give Utah County Health Department permission to use my photo as stated above.

Signature

Date

Receipt of Handbook

I have received a copy of the Utah County Medical Reserve Corps Member Handbook. I have read and understood the policies and information in it and agree to abide by these policies during my volunteer term.

Signature

Date

Confidentiality

In the course of your duties with Utah County Medical Reserve Corps (UCMRC), you may process information that is confidential and not a matter of public record. For that reason you are asked to sign this confidentiality statement indicating that you will keep information to which you have access confidential and not discuss it with anyone other than the staff person with whom you are working.

CONFIDENTIALITY PLEDGE

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

I realize that as a volunteer with the Utah 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.

Date _____

Signature _____