



MOUNTAIN REGIONAL MEDICAL RESERVE CORPS MEMBERS MANUAL

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ABOUT THIS HANDBOOK

Your enrollment and orientation are important first steps to an exciting and complex organization, which offers a variety of opportunities to serve our community. The following pages describe the benefits to our volunteers, plus policies and procedures that provide a framework for the services we deliver. The information in this handbook is extensive but not complete. You will learn much of the information regarding your responsibilities on the job. Please take the time to read this handbook carefully. Then, keep it as a reference to use when you have questions or concerns. If you have any questions along the way, contact your District Coordinator.

Notice

The information contained in this manual is intended for use by Members of the Mountain Regional Medical Reserve Corps (MRMRC). Any other use is prohibited. This manual may be updated regularly, and the MRMRC Director reserves the right to add, amend, or change policies and procedures at anytime without notice.

Authority

Policies and procedures set herein are established by the Mountain Regional Medical Reserve Corps Advisory Board. Recommendations for policy and procedure changes are developed and approved by the Director.

Thank you for your commitment and we wish you a rewarding experience as a Mountain Regional Medical Reserve Corps volunteer.

Membership Handbook Revision Procedure

All suggested revisions to the Mountain Regional Medical Reserve Corps Membership Handbook shall follow the following procedure:

1. All suggested revisions shall be submitted in writing to the Director. The suggestion should include a rationale for the change.
2. The Advisory Board will review the proposed revision.
3. If final approval is obtained the revision will be made to the Membership Handbook and updates will be issued to all Members electronically.

ABOUT THE MOUNTAIN REGIONAL MEDICAL RESERVE CORPS

Mission:

The mission of the Mountain Regional Medical Reserve Corps (MRMRC) is to preserve and protect the health and safety of Western North Carolina communities by engaging, organizing, and mobilizing public health, medical and other volunteers. MRMRC will augment the function of our region's emergency response system during times of local or regional public health, hospital and emergency surge capacities.

History:

During the events of September 11, 2001, it became clear that there was no method for coordinating the services of thousands of spontaneous unaffiliated volunteers (SUV), who showed up at disaster scenes wanting to help. There was no mechanism for checking credentials and

assigning volunteers where they could do the most good, and no pre-planning to ensure their safety. These volunteers had not been trained in methods that would allow them to work effectively as a team interacting with other agencies at the scene.

In 2002, the Citizen Corps was created to engage potential volunteers in disaster response, as well as to maintain public safety and preparedness. Citizen Corps includes Community Emergency Response Teams (CERT), Fire Corps, Peace Corps, an expanded Neighborhood Watch, Volunteers in Police Service (VIPS), and the Medical Reserve Corps (MRC). The Medical Reserve Corps is housed in the Office of the Civilian Volunteer Medical Reserve Corps (OCVMRC) which is headquartered in the Office of the Surgeon General under the Department of Health and Human Services (HHS).

Overview

In July 2002 some of the first "pilot" counties in the MRC were Cherokee, Clay, and Macon. These counties were excellent candidates for the MRC program because they are rural with limited access and personnel in the event of a disaster. Clay County does not have a hospital located in the county. The first MRC unit in western North Carolina was known as Mountain Triad Medical Reserve Corps.

In 2006 Mountain Regional Medical Reserve Corps (MRMRC) became part of MATRAC and was renamed the Mountain Regional Medical Reserve Corps. It stayed under the auspices of MATRAC until fall of 2010.

In September, 2010 sponsorship of the MRMRC was transferred to Hearts With Hands, Inc. Hearts With Hands™ is a Christian, nondenominational, humanitarian, non-profit 501 (c) 3, charitable organization providing physical, spiritual, medical, economic and other necessary aid to victims of poverty, natural disaster, or famine.

The Mountain Regional Medical Reserve Corps (MRMRC) is a team of volunteer health care professionals and auxiliary personnel who are trained to respond and to assist the local emergency responders and public health professionals in the 17 counties comprising the Western North Carolina Region. These volunteers will be pre-identified, organized, trained, and credentialed.

The MRMRC primarily serves 17 counties in Western North Carolina and comprises two districts within the Mountain Area Trauma Regional Advisory Committee (MATRAC). The two MRMRC districts include the counties of:

District 1: Clay, Cherokee, Graham, Haywood, Jackson, Macon, Swain, Transylvania, and the Eastern Band of Cherokee Indians.

District 2: Avery, Buncombe, Henderson, Madison, McDowell, Mitchell, Polk, Rutherford, and Yancey.

Purpose:

The MRMRC was organized to promote public health and safety across the region in three key areas:

1. Public Health Emergencies – events that threaten public health, such as a disease outbreak.
2. Mass Casualty Incidents – disasters that cause injury or threats to large numbers of people. These can include a fire, storm, flood, building collapse, or other event that displaces groups of residents that must be moved to shelters. During emergencies, MRMRC volunteers may provide surge capability to perform some functions usually performed by emergency medical response teams who have been mobilized. MRMRC volunteers can also augment medical and support staff shortages at vulnerable population and alternate care facilities.
3. Community Service Activities – opportunities to foster the well being of local residents; such as flu clinics, health fairs, blood pressure clinics, or training programs.

Structure:

The Medical Reserve Corps will operate under the National Incident Management System (NIMS). The use of this system allows the MRMRC to be readily integrated into the emergency response system used by local emergency services agencies throughout the nation.

1. The Medical Reserve Corps will serve as a local resource, augmenting, assisting and supporting the existing medical and public health systems in emergencies and disasters.
2. The Medical Reserve Corps is an “all-hazards” resource, i.e., the unit’s personnel may be utilized in any type of natural, technological or man-made emergency. Unit personnel will only be used in functional areas or given assignments for which they are properly trained and equipped.
3. The Medical Reserve Corps may be used in large-scale, complex emergencies involving multiple jurisdictions and interagency operations. The unit’s personnel and resources may also be used in smaller incidents involving a single jurisdiction or agency.
4. The Medical Reserve Corps personnel may also be assigned to area hospitals, public health agencies or mass care facilities to augment and assist the staff of these healthcare facilities.
5. Non-Emergency Activation:
MRC volunteers may be enlisted to assist with other functions such as:
 - Public awareness campaigns.
 - Vaccination clinics (flu, etc.)
 - Localized disease outbreaks
 - Public health education events.
 - MRC recruitment tables.

Background

Because of geographic position and our rural location any type of disaster, even a relatively small event like a bus accident with multiple injuries, could critically tax emergency medical response. EMS response time could be delayed significantly and hospitals could be easily overwhelmed. In this situation, MRMRC members could provide surge capacity to reinforce taxed resources.

Three types of volunteers are sought; licensed medical, non-licensed medical and non-medical. The MRMRC will offer flexibility and allow volunteers to establish time limits to accommodate their

schedules. It is a goal of the MRMRC to be incorporated into County, City, EMS and Hospital emergency plans.

In the event of a public health or medical emergency MRMRC volunteers will initially be notified through the SERVNC . Depending on the situation members may be informed of the nature of the emergency and may be instructed to report to designated areas. Response to volunteer notification will be tracked by the MRMRC Coordinator (s) and/or their designee.

Membership in MRMRC:

Membership in the MRMRC is open to individuals with a desire to serve the community, Western North Carolina, and the nation. Although the focus of MRMRC is on emergency medical response and public health activities, healthcare experience is not a prerequisite for service with the unit. Due to the nature of disaster response, individuals must be ages 18 and older. During emergencies, MRMRC volunteers may provide surge capability to perform functions usually performed by emergency medical response teams who have been mobilized. MRMRC volunteers can also augment medical and support staff shortages at vulnerable population and alternate care facilities. Volunteers with no healthcare experience can assist with support functions such as administrative assistants, clergy, computer programmers, amateur radio operators, translators, and other logistical support.

Membership in MRMRC requires an application registration on SERVNC at www.servnc.org, and additional training. SERVNC is a statewide web based registry designed to identify training, credentials, and availability of volunteers quickly in the event of an emergency. All license information for healthcare professionals and training information for all members must be included to assess the readiness of a volunteer before deployment.

There are three kinds of membership within MRMRC

- Trainee
- Active
- Sponsor

Trainee :

Members who have not yet satisfied the requirements for active membership. They shall become active members once these requirements are met.

Active Members:

1. Completed all requisite training requirements.
2. Attended a minimum of three trainings session per year, if offered
3. Current medical licensure or certification in their profession (if applicable)

Sponsors:

Are individuals, organizations or businesses that have made financial or material contributions to the Mountain Regional Medical Reserve Corps. Sponsors may attend all unit meetings and activities. However, sponsors may not participate in emergency medical response efforts.

Membership Response Levels:

There are three levels of response within the MRMRC. A member's level of involvement in the MRMRC will depend on what the volunteer desires.

LEVEL I is a regional response in the MRMRC region.

LEVEL II is a response with State Medical Response System

LEVEL III is a response nationally or internationally

***Level's II and III of response require additional training. (See Training Annex)

Eligibility

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

- a. Citizen of United States or legal/registered alien.
- b. Age 18 or older and able, physically and mentally, to respond to disasters and emergencies.
- c. Current professional licensure information (for medical professionals)
- d. NC Professional license/certification as applicable
- e. Complete initial training course
- f. Participate in minimum of one functional exercise every two years
- g. Ability to deploy with team when activated within region or statewide
- h. Maintain a three-day personal pack
- i. Maintain a personal fitness program on a regular basis
- j. No Felony Convictions
- k. The ability to pass a background check
- l. Residency or employment within the operational area of MRMRC

The following may limit duties:

Hypertension (>150/90 or may be on medication maintaining BP <150/90)

Seizure activity within the last five years

Hypoglycemia events causing unconsciousness or altered mental status in last five years

Pulse <60 or >129, heart block, arrhythmia's

Morbid obesity

Shortness of breath after climbing three flights of steps

Claustrophobia

Limited range of motion in all four extremities including fingers and toes

SHOULD BE ABLE TO:

Lift and carry 50 lbs a distance of 100 feet

Physically participate in exercises

Principles of Operation

- We treat all people, volunteers, clients, and co-workers with respect and dignity in all situations.
- We honor the fact that volunteers are donating their time and expertise, for the overall health and well being of their communities, as well as training to be of service in emergencies.
- We will communicate clearly and consistently with MRC volunteers.
- Input from members is encouraged and valued.
- No member will be asked to perform beyond the scope of his or her licensure, credentials, training, or comfort level.
- No member will knowingly be placed at risk, during training or deployment.
- Members have the option to refuse assignments for any reason
- Response to disasters outside of their community and region are at the member's discretion, whenever they are invited to participate by the MRC staff.
- No member will self-deploy. Rather, involvement in any event that represents the MRC is strictly upon agreement with an authorized staff member.

Volunteer Rights

As a volunteer with the Mountain Regional Medical Reserve Corps you have the rights to:

Full orientation and training

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

Member Responsibilities

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

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

FREQUENTLY ASKED QUESTIONS

What kind of tasks will I be assigned?

You will perform duties that match your background, skills, expertise, and licensure.

Am I required to report for duty at the time of an emergency even if my employer or family needs me?

No, your participation is voluntary. You will not be asked to serve outside your community unless you choose to do so.

How will I be contacted in an emergency?

You will be contacted through SERVNC via phone, e-mail and/or fax

Are there any provisions for compensating me for time lost from work or other expenses?

No, your services are voluntary.

What will be my level or length of volunteer commitment to Mountain Regional Medical Reserve Corps?

Your level and length of commitment is completely up to you.

Are MRC volunteers protected from civil liability while engaged in providing services?

Yes, under NC House Bill 1297, and General Statute GS166-a., volunteers acting in good faith are protected from civil liability.

How will the MRMRC be activated?

The MRMRC can be fully or partially activated by the following methods:

- A declaration by the governor of the State of North Carolina indicating that there is a state of emergency- public health or otherwise.
- A declaration by the county executive of any of the 17 jurisdictions in the MRMRC region
- A declaration by the county commission of any of the 17 jurisdictions that there is a county emergency- public or otherwise.
- A declaration of the MRMRC Director or his/her designee that the MRMRC is needed for emergency or non-emergency activities

CONTACT INFORMATION:

District One - Clay, Cherokee, Graham, Haywood, Jackson, Macon, Swain and Transylvania and the Eastern Band of the Cherokee Nation:

Mike West, Coordinator **828-273-3442 (cell)** **828-667-1912 (office)**

District Two - Avery, Buncombe, Burke, Henderson, Madison, McDowell, Mitchell, Polk, Rutherford, and Yancey:

Jan Lounsbury, RN, Coordinator **828-380-2171 (cell)** **828-689-5006 (home office)**

Hearts With Hands Offices

951 Sand Hill Road
Asheville, NC 28806
(828) 667-1912 or 1 (800) 726-9185 (toll free)

MRMRC Policies and Procedures

Advisory Committee

The Advisory Committee works with the Director and the Coordinators to provide oversight and guidance of all functions of the MRMRC, including guidance on policies, procedures, training needed and other Medical Reserve Corps issues. All Advisory Committee members have prior disaster relief and/or deployment experience.

Grievance

Open communication allows for an exchange of information that results in early identification of problems, effective resolutions, involvement of staff & volunteers, timely responses to questions and appropriate sharing of information. The following performance standards apply to all individuals employed or volunteering with MRMRC.

When a problem is identified, the volunteer is encouraged to pro-actively find a solution. The first step is to initiate the Informal Process as described above. If the results of the informal method are not satisfactory, the volunteer may proceed to this section. Please submit, in writing, an overview of the problem, personnel involved, time(s), Date(s), etc. to your District Coordinator. If the District Coordinator is involved in the situation please submit the report to the MRMRC Director.

Conflict Management

Issues between volunteers or between staff and volunteers should first be dealt with directly by the individuals experiencing the difficulty. A volunteer may advise the District Coordinator or a supervising staff member that a problem exists, and although a supervisor does not need to intervene at this stage, it is expected that the supervisor will provide coaching and assistance in identifying how best to address the conflict. Direct, tactful communication that does not blame or attack a co-worker is the expectation.

If the conflict is not resolved without the involvement of the supervisor, the person raising the issue will go to the MRC Program Coordinator and request assistance. If not resolved with the involvement of the MRC Program Coordinator, the concern should be taken to the MRMRC Director

Liability

MRMRC members are covered under the Federal Volunteer Protection Act of 1997

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

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

Discipline / Separation

Volunteering with MRMRC is a serious responsibility. If the rights and responsibilities outlined in this manual are not respected, it may be necessary for disciplinary action to take place.

Complaints should be directed to the MRMRC Director. If after initial inquiry of the complaint, it has been found that the Member has violated accepted standards of MRMRC; discussion will be held regarding the matter at an Advisory Board meeting. Suggested action will be proposed and approved by the Board.

The following are guidelines to be utilized by the Board when conferring on a disciplinary action:

A. The individual may be requested to come before the Advisory Board for a conference. A warning may be administered and the volunteer placed on probation for a period of time as determined by the Board. Refusal to meet with the Board will result in automatic separation from MRMRC.

B. If a volunteer is requested to come before the Board for a conference for a second time the Board may decide to place the volunteer on probation or ask for separation.

C. After two probations or depending on the nature of the offense the volunteer will be dismissed as a member of Mountain Regional Medical Reserve Corps.

A non comprehensive list of examples for automatic dismissal (for actions taken while representing MRMRC) follows:

A. Criminal Acts

B. Insubordination

C. Negligence

D. Theft

E. Destruction of property

F. Slander

G. Under influences of alcohol or drugs

The Board of Advisors will formalize the separation with a formal letter; arrange an exit interview, and the return of all MRMRC materials. Supportive documentation for disciplinary action will be placed in the Members file.

Harassment

It is the policy of the MRMRC 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 MRMRC volunteers will work in an environment free from discrimination and/or harassment by another employee, supervisor or another volunteer for any reason.

The MRMRC is committed to preventing all discrimination in the workplace and specifically condemns sexual harassment of employees and volunteers by other employees or volunteers.

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

Drugs and Alcohol

The MRMRC is dedicated to a safe, healthy and drug-free work environment. No MRMRC 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.

MRMRC 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.

Workplace Violence

The MRMRC 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 MRMRC will not tolerate any type of threat or act of violence committed by or against a volunteer and therefore prohibits workplace violence. All local, state, and federal regulations will be followed.

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.

Safety

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

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

Orientation

Volunteer orientation meetings will be offered to enrolled volunteers as well as individuals interested in finding out about the MRMRC. Orientation meetings will include a summary of the Medical Reserve Corps organizational structure, volunteer requirements, response plan, and volunteer opportunities. During orientation each volunteer will be shown how to apply for membership in the MRMRC via ServNC

Licensure and Credentialing

Current licensure is not a requirement for medical professionals to volunteer with the MRMRC. Inactive *and* active medical professionals will be required to provide license number(s) to ServNC via the application. Credentials/licenses will be verified annually by ServNC.

Uniforms

The uniform to be worn for deployments, community service events, training exercises, and any other opportunities where members are identified as part of the MRMRC includes a T- shirt with the MRC logo and khaki pants. **Level I members** will wear khaki pants and comfortable shoes (no sandals, or open toe shoes are allowed on duty, on scene). Boots are preferred on Incident deployments and exercises. Civilian cold weather gear and civilian rain gear will be worn when appropriate.

Whenever members are in uniform, they must always be mindful that they are representing the national MRC system, as well as their unit and their own capabilities.

Equipment

See Equipment Appendix

ID Badge:

After a member has completed the required basic training an ID badge will be issued which must be worn with the uniform. During an actual disaster event or exercise, an event card will be issued for the duration of the member's participation at the event.

All ID badges and uniforms/equipment issued are required to be returned within 30 days of terminating from the MRMRC.

MOUNTAIN REGIONAL MEDICAL RESERVE CORPS



CODE OF CONDUCT

1. 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 the Medical Reserve Corps.
2. No volunteer shall, accept or seek on behalf of himself/herself, or any other person, any financial advantage or gain which may be offered as a result of the volunteer's affiliation with the Medical Reserve Corps.
3. No volunteer shall, 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.
4. No volunteer shall, disclose any confidential Medical Reserve Corps (MRMRC) information that is available solely as a result of the volunteer's affiliation with the MRMRC to any person not authorized to receive such information, or use to the disadvantage of the Medical Reserve Corps any such confidential information, without the express authorization of the MRMRC.
5. No volunteer shall, knowingly take any action or make any statement intended to influence the conduct of the Medical Reserve Corps in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
6. No volunteer shall, operate or act in any manner that is contrary to the best interests of the Medical Reserve Corps.
7. MRC members are expected to conduct themselves as professionals at all times when in uniform and/or when involved in or associated with MRC activities. Members must practice good hygiene, avoid offensive language, and respect both the public they serve and the partners with whom they work. Inappropriate behavior, such as harassment, is strictly prohibited.
8. Members must obey all laws, practice within the guidelines of protocols established and directions given by the authorities on a scene (Incident Commander, Public Safety [police, sheriff, highway patrol], Fire Department, EMS, health care and public health officials).
9. When communicating on public safety radios and/or with public safety or health care entities, members are to adhere to accepted practices consistent with their training.
10. Members are required to sign a confidentiality statement and abide by that agreement.

11. Members are required to perform their duties in a safe and prudent manner and never intentionally place themselves or others in a dangerous situation.
12. Insubordination will not be tolerated.
13. The chain of command will be followed. Criticisms, complaints, concerns, and grievances shall be reported to your immediate supervisor.
14. Conduct unbecoming will not be tolerated and shall be considered gross misconduct and is grounds for termination. Such conduct is any act that is counterproductive, brings discredit upon, or is contrary to the best interest of the MRMRC. This type of conduct will merit actions from progressive discipline to permanent termination of MRMRC.
15. Failure to report to duty when and where agreed without legitimate excuse is considered misconduct. In addition, during activation periods, team Members shall inform their supervisor of their destination and approximate time of return if they leave the response area.
16. Sexual harassment will not be tolerated.
17. Gambling or any gaming of money between Team Leaders or Team Members is not allowed during deployment activation.
18. Team uniforms shall not be worn outside of approved MRC activities.
19. Consumption of alcoholic beverages or the use of illegal drug or abuse of any prescription medication at any time while on activation while representing the organization**** is prohibited. Driving or operation of any equipment or equipment issued to the MRMRC, while under the influence of alcohol AND/OR drugs are prohibited and shall be regulated by local laws. Violation of this is considered gross misconduct and grounds for permanent removal from the team and any member may face legal action as well.
20. Local government laws and ordinances will be followed. Activation does not permit personnel to ignore local laws. In the event a Team Member is incarcerated, he/she shall be responsible for his/her own actions and may face prosecution according to local laws.
21. Hazing, pinning, initiation, public or private intimidation or humiliation, ceremonies or ritual events directed against any Team Member is strictly prohibited.
22. Responding to the site as a MRMRC team member when not activated is strictly prohibited.

****The statement "while representing the organization" means:

1. While in any MRMRC uniform
2. While serving as a volunteer or as a paid staff member.
3. While working at or attending a MRMRC function
4. While driving or riding in a vehicle marked with MRMRC logos or identification.
5. While on any incident scene serving in any capacity
6. While traveling on orders with the MRMRC, or while part of a work detail whether on scheduled duty or off scheduled duty at an incident location.

MOUNTAIN REGIONAL MEDICAL RESERVE CORPS



CODE OF CONDUCT

I, _____, have read and understand the Code of Conduct for the Mountain Regional Medical Reserve Team.

I understand if the Code of Conduct is not met and kept I will be asked not to participate with the team and I will be terminated as a team member. I am willing, in writing, to ask that a council of command staff hear my explanation of the events or misconducts for which I am accused. I will accept the final disputation of the matter.

Signature

DATE _____

MOUNTAIN REGIONAL MEDICAL RESERVE CORPS



ID Badge Issuance Information

Name:		Address:	
City:		State:	
Emergency Contact:		Relationship:	
Phone:		2nd Phone:	
Spouse/Other:		Contact Number:	
List of Meds:	Allergies: (Identify)	Physical marks for identification, Tattoos or birth marks.	Medical Problems or Surgeries:
Blood Type:	Age:	Sex:	Date of Birth:
Social Security Number:		MRC ID Number:	
Facility: (If you work Or retired)	Address:		Phone:
Supervisor:		Phone if Different:	
Drivers Licification Number: Class A	Class B	Class C	
Medical Licensure: Type:	Number:	State:	
Licensure: Type:	Number:	State:	
Type:	Number:	State:	
Type:	Number:	State:	
Special Qualification, Electrician; Mechanic and etc. Please add Certificate Numbers above:		Signature:	

All information above is confidential and will be locked at all times. During times of deployment as a Team we will need all the information above for emergency and badge issues.

MOUNTAIN REGIONAL MEDICAL RESERVE CORPS



**HIPAA
PRIVACY PRACTICE ACT**

I, _____, understand the HIPAA privacy act.

At no time will I give out personal information or medical information of any kind, etc, about patients I might treat in a deployment.

I understand that I will not give out information on or relay phone numbers or addresses for any team members.

I understand that the HIPAA act is in place to confidentially render treatment to patients and to share medical information with proper medical personal for treatment of patients in our care at the time of deployment. This information will come with consent of medical directors of the deployment only and follow the guideline of deployments.

I understand that as breech of this privacy act I would be asked to step down from any position I hold with the Mountain Regional Medical Reserve Corps and will be taken off ServNC.

Signature

Date

Signature of MRMRC Coordinator

Date



**Consent for Photography, Filming,
Video/Audio Taping, Television**

Subject or person: _____

I hereby give my consent for photographing, filming, video/audio taping, and/or direct transmission of television signals and release to the Medical Reserve Corps Program all right of any kind included in media products in which I or _____ appear.

This is a full release of all claims whatsoever I or my heirs, executors, administrators or assigns now or hereafter have against the Medical Reserve Corps program, or its employees, as regards any use that may be made by them of said photographic reproductions, films, video/audio tapes, direct transmission of television signals.

I understand that it is the purpose of the Medical Reserve Corps program to use the material in a legitimate manner that is not intended to cause any harm or undue embarrassment.

I have read this entire document; understand the contents and I have willingly agreed to the above conditions.

Signature

(Parent or Legal Guardian if necessary)

Project: _____

MRC Volunteer: _____

Date: _____



Receipt of Handbook

I have received a copy of the Mountain Regional Medical Reserve Corps Handbook. I have read and understand the policies and information herein and agree to abide by these policies during my volunteer term.

_____/_____
Signature Date



Mountain Regional Medical Reserve Corps

Uniforms, Supplies and Equipment Agreement

The MRC will provide each member with appropriate identification materials, a vest when working in an active or inactive position in the community, and any patches or other items approved to be worn on the MRC vest. These vests are required to be returned to the MRC at such time as the member leaves the organization.

Upon resignation or dismissal from the team, the team member shall return all issued items within 30 days. All issued equipment will be inspected by a member of the MRMRC staff for excessive damage (outside normal wear). For damage determined to be above normal wear the team member shall pay the replacement cost of the item.

The team member shall sign the inventory sheet showing all items returned or damaged as stated by signature of this agreement.

Members are required to follow policies and procedures when caring for and wearing uniforms.

All supplies available to ensure the MRMRC member is prepared to respond will be provided by the MRMRC at the time the MRC unit is officially activated for mobilized members. Supplies will be distributed by the Unit Coordinator(s) or their designee.

Members are prohibited from using MRC uniforms and issued equipment for any purposes other than those directly associated with MRC activities or the provision of emergency care in cases where an MRC member finds himself or herself in a position to assist at the scene of an accident or illness.

I, _____ agree to abide by all terms of the agreement above and understand that I will pay the replacement cost of any damage, beyond normal wear.

Signed _____

Date _____

TRAINING ANNEX

1. The MRMRC Basic Training consists of the following blocks:
 1. MRMRC Orientation
 2. First Aid and CPR
 3. Incident Command System (ICS)**
 4. Community Emergency Response Team training (CERT)
 5. Psychological First Aid
 6. Navigating SENC
 7. SMART Triage
 8. Bloodborne Pathogens
 9. SNS “101”
 10. Respiratory Fit Testing

**IS-100.a Introduction to Incident Command System This course describes the history, features and principles, and organizational structure of the Incident Command System.

**IS-700.a National Incident Management System (NIMS), An Introduction - This course introduces NIMS and explains the purpose, principles, key components and benefits of NIMS.

Additional Training (consists of the following non comprehensive list)

- a) Disaster Preparedness and Deployment Readiness
- b) Emergency Response to Terrorism
- c) Mass Fatalities Incident Response
- d) Medical Considerations of WMD Events
- e) Adult, Child and Infant CPR
- f) Shelter Operations and Mass Care
- g) Mass Dispensing Clinics (also known as PODs, or Points of Distribution)
- h) Bioterrorism, Decontamination, and Scene Safety
- i) Crisis and Stress Management

Continuing Education Program

IS-5.A An Introduction to Hazardous Materials

IS-7 A Citizen's Guide to Disaster Assistance

IS-22 Are You Ready?

IS-55 Household Hazardous Materials

IS-100 Introduction to Incident Command System,

IS-100. HC Introduction to Incident Command System, I-100 For Health Care & Hospitals

IS-120.a An Introduction to Exercises

IS-130 Exercise Evaluation and Improvement Planning

IS-139 Exercise Design

IS – 197 EM Special Needs Planning Considerations
IS -200.HCa - Applying ICS to Healthcare Organizations
IS-208 State Disaster Management
IS-230 Principles of Emergency Management - Professional Development Series
IS-235 Emergency Planning - Professional Development Series
IS-240 Leadership & Influence - Professional Development Series
IS-241 Decision Making and Problem Solving - Professional Development Series
IS-242 Effective Communication - Professional Development Series
IS-244 Developing and Managing Volunteers - Professional Development Series
IS-271 Anticipating Hazardous Weather and Community Risks
IS-288 The Role of Voluntary Agencies in Emergency Management
IS-346 An Orientation To Hazardous Material for Medical Personnel
IS-394A- Protecting your home or Small Business from Disaster
IS-520 COOP for Pandemic Influenza
IS-522 Exercising Continuity Plans for Pandemics
IS-546.a COOP Awareness
IS-546 Continuity of Operations (Awareness Course)
IS-547 Introduction of Continuity of Operations
IS-548 COOP
IS-700 National Incident Management System (NIMS), An Introduction
IS-701 NIMS-MACS
IS-702 NIMS - Public Information
IS-703 NIMS – Resource Management
IS-704 NIMS – Communication and Information Systems
IS-800 National Response Plan (NRP), An Introduction
IS-808 ESF #8

The following FEMA Independent Study Courses are recommended MRMRC members

All Members:

IS-22
IS-55
IS-100
IS-317
IS-394A

Unit Leaders (volunteer)

All classes above and
IS-200
IS-240
IS-241
IS-242
IS-244

Director and Coordinators

All classes above and
IS-513
IS-546
IS-547
IS-703
IS-800

LEVEL 2 & 3: If deploying with SMAT this requires training with SMAT II and guidelines for training and must comply with SMAT Team member requirements listed below:

SMAT Training:

Training is up to 26 hours:

- HAZMAT – Awareness Level
- Incident Command
- WMD Health Care Provider
- Patient Decontamination
- Ongoing electronic educational material to enhance their capabilities

The short-term priority is to train as many members as possible in basic disaster response, before developing courses for advanced-level providers. Input is welcome from each specialty group.

Training and Exercises

Exercise Participation

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

Exercises

Exercises are methods of evaluating local and regional responses to emergency incidents. Exercises should be designed to assess the readiness and training level of responding personnel and organizations. Exercises should include organizations potentially affected by the type of scenario or response being exercised, i.e., agencies at all levels of government, businesses and charitable and community organizations.

Mountain Regional Medical Reserve Corps shall periodically participate in five types of exercises:

Full-Scale Exercises

Full-scale exercises involve:

- An extensive planning process.
- Actual deployment and movement of personnel and equipment.
- Activation of an emergency operations center (EOC) or the use of a field command post.
- A critique or debriefing period.

Functional Exercises

- Functional exercises are designed to evaluate specific components of an emergency response.
- These exercises involve a simulated incident with agency personnel performing and managing various components of the event, and may occur in an EOC or in the field.

Tabletop Exercises

- Tabletop exercises involve a discussion and problem-solving session with agency personnel to determine if adequate policies, procedures and resources exist to manage an emergency.

Drills – “practice sessions” for specific skills, functions or procedures. An example of a drill would be paramedics practicing intubations.

Orientations

- Orientations involve just what the name implies, i.e., orienting personnel to a plan, procedure or concept.
- In an orientation, the focus is on training and familiarization with roles, procedures, responsibilities and personalities in an organization’s or jurisdiction’s emergency management system.

Training Records

- a. The MRMRC shall maintain training records on all unit members.
- b. Unit personnel must ensure their training records are current. Training records must be updated, by the member, to reflect the completion of individual and unit training, exercises and deployments.
- c. Training records will be stored by MRMRC Coordinators.

Just-in-Time (JIT) Training

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

EQUIPMENT ANNEX

Once a member completes the required training they will be issued a “Go Bag” the following items are included in that bag:

MRMRC Go Bag Inventory

- 1 - 62 Piece First Aid Kit
- 1- Emergency Blanket
- 1-Emergency Poncho
- 1-Flaslight/”D” Batteries
- 1-Disposable Clothing Kit
- 1-Hygiene Kit
- 1-Multi –Tool
- 1-Pair Work Gloves
- 1-Box of Vinyl Powder Free Gloves
- 1-Roll Duct Tape
- 1-CPR Mask
- 2-Bottles Hand Sanitizer
- 2- Light Sticks
- 6-Triage Tags
- 6- Packets of Emergency Rations of Water

The following are items which are NOT issued by the MRMRC but you may add these to your MRMRC Equipment.

Level I - Equipment List

(A Level I volunteer should be prepared for a 24 hour (minimum) deployment)

There are several necessary categories of items you may need :

Food (12-24 hours) (your choice)***

1. MRE’s
2. Dehydrated foods or Snacks
3. Canned
4. At least one quart water container (full)

Personal Hygiene and Equipment (your choice)

You may add the following items to your MRC Go-Bag:

1. Toilet paper (rolled and in a zippered plastic bag)***
2. Hand wipes***
3. Toothbrush and toothpaste***
4. Deodorant***
5. Foot powder
6. Prescription medication (if needed)***

7. Over the counter medications
8. Sunscreen/ sun glasses
9. Chap Stick
10. Bug Repellent
11. Towel, washcloth, and soap
12. MRMRC and/or ICS Forms***
13. Water Container 1 quart of water ***
14. Canteen cup
15. Knife (folding, straight, or utility) or “Leatherman” multi-tool***
16. Lighter or matches in waterproof case
17. Notepad, pen and pencil***
18. Mountain Regional Medical Reserve Corps identification card***
19. Sunglasses
20. Sunscreen
21. Insect repellent with DEET
22. Handkerchief
23. Leather work gloves***
24. Eye and ear protection***
25. Rain gear (rain suit or poncho)
26. Knife (folding, straight, or utility)
27. Signal mirror
28. Para-cord: 1- 50 ft. section
29. Flashlight and batteries***

Clothing

1. Socks (2-3 pair per day)***
2. Underwear (one per day)***
3. T-shirts (one per day)***
4. Hat or Boonie***
5. Sunglasses
6. Rain Gear***
7. Cold Weather Gear (in season) *** (to your comfort level)
 - Watch Cap / Scarf
 - Gloves / Wool Socks
 - Fleece
 - Insulated Underwear
 - Long underwear
 - Wool sweater or Fleece
 - Parka or heavy coat (water resistant)
 - Cap or Boonie
 - Optional clothing (for off-duty hours)

Equipment (these are essential items)

1. Knife (folding or straight)
2. Flashlight and batteries
3. Note Pad/Pen

First Aid – (essential item)

1. A Small Kit for your personal needs
2. Universal Precautions
 - Gloves
 - Goggles
 - Mask

LEVEL II Members will follow SMAT protocols when deployed with SMAT. These are available on the MATRAC website.

LEVEL III ADDITIONAL EQUIPMENT LIST (you will also need to meet Level II requirements)

This is an additional list of medical supplies that may be needed in a LEVEL III response

- Butterfly bandages
- Anti-biotic ointment
- Alcohol/Peroxide/Iodine
- Mole Skin/New skin
- Ace bandage
- Alcohol pads
- Sting-Eze
- 1” adhesive bandages
- 2” adhesive bandages
- 3” adhesive bandages
- 4” adhesive bandages
- 3”x3” plain gauze pads
- 2 - gauze roller bandages
- 1 - eye dressing packet
- 4 - plain absorbent gauze
- Triangular bandages
- Scissors, Tweezers
- 5 – Gloves
- 1 - Barrier Device
- Hot and cold packs
- Large bandage scissors

- Thermometers
- Stethoscope
- Blood Pressure Cuff
- Alcohol Pads
- O.B. kit
- Adhesive tape
- Activated charcoal
- Syrup of ipecac
- Tongue blades
- Instant glucose
- Bag/Valve/Mask Resuscitation or Face Shield or Pocket Mask
- Antiseptic
- Ace Bandages
- Small bottle of sterile water
- Pen lights
- Notebook and pen
- BP Cuff and Stethoscope (members bring their own, if they have these)
- Face masks for PPE (including N95, if possible)
- Eye protection
- Sphygmomanometer (blood pressure cuff)
- Bandage scissors
- HEPA filter mask (medical personnel only)
- CPR Pocket mask
- Disposable exam gloves (medical personnel only)
- Waterless alcohol hand wash (medical personnel only)
- 4" x 4" gauze sponges (multiple)
- Triangular bandages (2)
- 4" and 6" Cling (2 each)
- Band-Aids (dozen)
- Moleskin
- 1" tape (2 rolls)