



CAPITAL REGION MEDICAL RESERVE CORPS

VOLUNTEER HANDBOOK



Table of Contents

Welcome	4
About This Handbook.....	5
History of Citizen Corps/Medical Reserve Corps.....	6
Uniting Communities - Preparing the Nation	6
Capital Region Medical Reserve Corps Unit 1898	7
Mission Statement	7
Vision Statement.....	7
Benefits to the Community	7
An Organized Team Approach	7
Background	8
Results and Benefits Expected	9
MRC Coordinators	9
General Information	10
Length of Service	11
Volunteer Assignments.....	11
Credentialing	11
Identification	11
Volunteer Safety	11
Maintaining Readiness.....	12
Training	13

WWW.MRC.TRAIN.ORG	14
Funding	15
Emblem/Logo	15
Web Site.....	16
Communication.....	16
Participation in Non-Emergency Events.....	16
Capital Region MRC Program’s Responsibilities to the Volunteer	16
Liability	17
The Volunteer Protection Act.....	17
New Hampshire Liability Legislation	17
Volunteer Liability and Worker’s Compensation	17
Frequently Asked Questions on Volunteer Worker’s Compensation & Volunteer Liability	18
Volunteer Rights & Responsibilities.....	22
Volunteer Rights and Responsibilities.....	22
Code of Conduct.....	22
Performance.....	24
Conflict Resolution.....	24
Policies.....	25
Harassment-Free Environment Policy	25
Safety Policy	25
Electronic Communications Policy.....	26
Drug Free Work Environment Policy	26
Violence-Free Work Environment Policy	26
Activation Policy	27
Activation/Notification Procedure.....	27
Deployment Policy	28
Deployment Procedure	29
Emergency Events.....	29
Health Initiatives/Training Opportunities.....	29
Demobilization and Debriefing	30
Appendix A.....	31
Recommended Items to Bring with you when activated locally	31
Appendix B.....	32
Volunteer Time Log	32
Appendix C.....	33
Confidentiality Statement.....	33
Appendix D.....	34
Release for Publication of Photographs/Video Recordings.....	34
Appendix E	35
Receipt of Handbook.....	35
Notes.....	36

Welcome

Dear Capital Region Medical Reserve Corps (MRC) Volunteer,

On behalf of the Capital Area Public Health Network, welcome and thank you for joining our volunteer team.

The Capital Region covers the City of Concord, Towns of Allenstown, Barnstead, Boscawen, Bow, Bradford, Canterbury, Chichester, Deering, Dunbarton, Epsom, Henniker, Hillsborough, Hopkinton, Loudon, Northwood, Pembroke, Pittsfield, Washington, Warner, Weare, Webster, and Windsor New Hampshire.

Volunteers are needed to donate their time and talents to help local citizens in major emergencies and/or disasters, as well as support local health initiatives. We need volunteers to accomplish all of our goals. Thank you so much for making the MRC part of your volunteer activities.

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

Always feel free to contact the Capital Region MRC unit for additional information or to pass along suggestions or comments. Mary Frambach and Diane Viger are the Capital Region MRC Coordinators and can be reached by e-mail at MRC@CapitalAreaPrepares.com

Sincerely,

Leigh Cheney, Mary Frambach, and Diane Viger

About This Handbook

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

The information in this handbook is extensive but not complete. Each position has policies and procedures, and/or job action sheets (JAS) specific to the function you will perform.

You will learn much of the information regarding your responsibilities on the job. If you have any questions along the way, contact us at 603-230-6104.

Having read the handbook, please sign and return the documents in Appendix C, D and E to the MRC office at:

Mary Frambach
Capital Region Medical Reserve Corps Coordinator
3 New Orchard Road
Epsom NH, 03234

We wish you a rewarding experience as a Capital Region Medical Reserve Corps volunteer.

History of Citizen Corps/Medical Reserve Corps

Uniting Communities - Preparing the Nation

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

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

When possible, MRC units collaborate with their local Citizen Corps Council to better protect, prepare, and serve their communities. Other components of Citizen Corps include the programs [USA on Watch](#), [Volunteers in Police Service \(VIPS\)](#), [Fire Corps](#), and [Community Emergency Response Team \(CERT\)](#).

The Capital Region MRC is sponsored by the [Capital Area Public Health Network](#) (CAPHN), with the support of Concord Hospital, and shares the common goal of helping our community partners prevent, prepare for and respond to disasters, pressing public health needs and emergencies of all kinds.

Volunteers are instrumental in making our communities a safer place to live and play. We look forward to working with you in this important community effort.

Capital Region Medical Reserve Corps Unit 1898

Mission Statement

The Capital Region MRC is a volunteer organization made up of medical and non-medical people who are committed to working in the community during public health events both emergency and non-emergency. The 23 cities and towns within the Capital Region are the focus of our work. The Capital Region MRC works to provide assistance to towns and organizations during a public health event. The organization also will participate in community health initiatives.

Vision Statement

The vision of the Capital Region Medical Reserve Corps is to enhance the regional medical and emergency response capability.

Benefits to the Community

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

An organized, well-trained MRC unit means that volunteers can effectively respond to an emergency. They are familiar with their community's response plan, know what materials are available for their use, know who their partners are in the response, and know where their skills can be utilized to their best advantage and in a coordinated manner.

An Organized Team Approach

During an emergency, communities will activate their Local Emergency Operations Plans (LEOP). These plans define how emergency personnel (fire, law enforcement, and emergency medical services) will respond to and manage the emergency.

The MRC unit is linked to emergency management. The members of the MRC can truly benefit the community by knowing what their role is during an emergency. How they fit into the emergency plan, and how best to respond so that they will be a positive support structure for the first responders.

Background

The Capital Region MRC unit was formed in 2010. This program has been integrated into the local emergency management response system as a resource for the local communities. The volunteer pool consists of medical and non-medical professionals within and beyond the City of Concord, Towns of Allenstown, Barnstead, Boscawen, Bow, Bradford, Canterbury, Chichester, Deering, Dunbarton, Epsom, Henniker, Hillsborough, Hopkinton, Loudon, Northwood, Pembroke, Pittsfield, Washington, Warner, Weare, Webster, and Windsor New Hampshire.

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

The Capital Region MRC has developed its program by:

1. Recruiting medical and non-medical volunteers from local hospitals, EMS, public health, and the community;
2. Creating a database containing all volunteer information, including credentials, contact information, etc.;
3. Providing orientation, core competencies, and training programs for volunteers; and
4. Creating partnerships with Emergency Management, Fire & Police First Responder Organizations, and the NH Department of Health and Human Services, and NH Homeland Security Emergency Management.
5. Promulgating a Steering Committee.

Results and Benefits Expected

Recruitment for the MRC will be community based and managed in conjunction with the Capital Area Public Health Network (CAPHN). The Capital Region MRC seeks volunteers from various professional and non-professional backgrounds, including medical and non-medical, behavioral health, public health, and support staff. The unit will offer flexibility and allow volunteers to choose their desired level of participation and commitment.

Basic	Participation in Emergency/Disaster activation only. Verification of Credentials required. Completion of BASIC level training needed (refer to training section).
Active	Participation in Emergency/Disaster activation and Community Health Initiatives. Verification of Credentials required. Completion of ACTIVE level training needed.
MRC Coordinators	Participation in Emergency/Disaster activation, Community Health Initiatives, and leadership activities. Attend quarterly meetings as assigned. Completion of LEADER level training needed.

The Capital Region MRC will be incorporated into the local Emergency Operations Plan (EOP) through the Emergency Operations Center (EOC). All emergency and disaster related functions of the MRC would be initiated through the EOC or the Regional Multi Agency Coordinating Entity (MACE). The MRC will enhance and improve the emergency medical response capacity in the community. The program will enhance the region's ability to respond to either a natural hazard, a terrorism event, and is the designated volunteer corps utilized to provide surge capacity during public health emergencies. For example, responses could include staffing mass vaccination or dispensing clinics, Alternate Care Sites, or triage facilities. With advance planning and identification of treatment sites, as well as identifying certified and trained MRC volunteers, a safe, rapid, and effective response will be available in a major emergency or disaster.

MRC Coordinators

In order to maintain the most effective and efficient communication, network between Capital Region MRC staff and the Capital Region MRC volunteers shall be established. Each will be assigned a group of volunteers, which he/she may be asked to contact during activation, drill, or throughout the year to gather information. They are also responsible for conducting meetings where volunteers are able to become familiar with each other and the Capital Region MRC.

General Information



Length of Service

There is no binding agreement regarding a volunteer's length of service with the Capital Region MRC. However, because of the investment of time, training and resources that the MRC will dedicate to each volunteer, it is hoped that prior to joining, potential volunteers consider whether they will be able to fully participate in the MRC program and complete the training plan.

Volunteer Assignments

Assignments will be provided before or during activation. An assignment will outline the general and specific duties that will be expected of the volunteer during a deployment. It should also outline the training requirements needed to carry out assigned duties. If for any reason a volunteer does not feel qualified to carry out a specific task, the MRC Coordinator should be notified immediately.

Assignments will be based on need, interest, training and verification of credentials. The MRC unit will work closely with the local Health Officers, Emergency Managers, and emergency leaders.

Credentialing

Volunteer applications shall be submitted to the Capital Region MRC Coordinators for approval and credential verification. Copies of licenses, certifications, etc. are to be provided to the Coordinators in order to complete the application process. It is the responsibility of the volunteer to provide updated license and/or certification information as changes occur.

Identification

The Capital Region MRC will issue identification badges to each volunteer. An appointment can be made with the MRC Coordinator to have their picture taken. All volunteers must wear their badges and keep them visible during any activation. Badges remain the property of the Capital Region MRC, and must be returned upon termination of volunteer membership.

Volunteer Safety

All volunteers will receive basic orientation (MRC101) that is appropriate to their function in the MRC unit. It is recommended that all volunteers who may be working with patients have current immunizations, including tetanus, influenza, and hepatitis B. Standard Precautions and respiratory hygiene will cover Bloodborne Pathogens and Personal Protective Equipment, and volunteers must be trained in these areas before deployment to a disaster area.

Maintaining Readiness

Regular training exercises are an essential element for ensuring readiness. Being ready to respond in an emergency does not just happen - readiness requires planning, organization, and practice. The Capital Region MRC will have regular meetings, participate in training, and local drills to ensure maximum emergency preparedness.

While understanding that time constraints and scheduling conflicts will arise, it is anticipated that MRC volunteers will follow the basic training plan referred to in this handbook. The training is geared specifically to address emergency situations that our volunteers may encounter when responding to either a man-made or natural disaster, and are designed to build upon the volunteer's existing expertise in their own field.

The Capital Region MRC has joined with the National MRC in promoting some basic, but essential, core competencies that are critical components to having a trained and ready volunteer force. The State of New Hampshire Department of Health and Human Services MRC Coordinator has approved a set of core competencies for all MRC volunteers.

MRC volunteers must have appropriate education, training, and experience to fulfill their role as a volunteer. Not all members of the MRC unit will need the same level of education and training, although there are some common elements. For example, a Nurse who is giving vaccinations at a community clinic requires a different level of training than the support staff handling the registration process.

The MRC volunteer may be trained to staff mass vaccination or dispensing clinics, staff alternate care sites, provide Public Health surge capacity, assist in sheltering operations, and assist at community sponsored events.

Volunteers can only be as helpful as to the extent that they have prepared their families and homes in advance for emergency situations. Preparedness is each individual's responsibility. Ensuring you are prepared at home and at work will allow you to be ready to respond when you are needed. One of the core competencies offered is in Personal Preparedness and Family Readiness. Other sources of information on preparedness include your local Public Health Department, Department of Emergency Management, www.fema.gov and <http://www.nh.gov/readynh/families/index.htm>. You may also check the website of the Department of Emergency Management, National Medical Reserve Corps, Ready.gov, and the Centers for Disease Control and Prevention (CDC) for additional emergency preparedness information.

Training

Volunteer training is recorded in the MRC database, and will assist in matching volunteers to their assignments/positions. Copies of completion records, certificates, etc. must be forwarded to the MRC Coordinators for proper record keeping.

Under the National MRC structure, three areas known as Core Competency Domains have been identified in order to build conformity in MRC volunteer training capacity.

The three Core Competency Domains are:

1. *Health, Safety, and Personal Preparedness;*
2. *Roles and Responsibilities of Individual Volunteers;*
3. *Public Health Activities and Incident Management.*

The following training plan was created using these core competencies.

Basic Level Training Requirements (to be completed within one year)		
MRC New Volunteer Orientation	MRC 101	*(1009986)
Incident Command Systems	IS100 or HICS	*(1002558)
National Incident Management System (NIMS)	IS700 or NIMS-HICS	*(1002546)
Personal Preparedness & Family Readiness	IS-22 Are you Ready?	*(1008945)
Standard Precautions & Respiratory Hygiene		
HIPAA Awareness		

Active Level Training Requirements		
Prerequisite	Basic Level Training Requirements	
First Aid/CPR	American Red Cross or American Heart Association	
Disaster Behavioral Health	DBHRT Psychological First Aid	
Basic Disaster Life Support (BDLS)	BDLS	
Point of Dispensing (POD) or Mass Dispensing Site	Introduction to POD	*(1013352)

Leader Level Training Requirements		
Prerequisite	Active Level Training Requirements	
ICS for Single Resources and Initial Action Incidents	IS200	*(1005012)
Core Disaster Life Support	CDLS or eCDLS	*(1012300)

*Course ID numbers on www.mrc.train.org

When possible, courses will be held on-site (classroom style) at regular intervals as well as being offered on-line. Notice of scheduled on-site training will be posted on our web-site as well as e-mailed to MRC volunteers. Most required courses can be accessed using www.mrc.train.org. Instructions for using this system are in the next section.

Note to Healthcare Providers:

If you are unable to commit to volunteer with Capital Region MRC or complete the Basic Level training requirements, but wish to be available as a volunteer healthcare professional in the event of a large-scale emergency, please see the following:

If you are a doctor or healthcare professional, the New Hampshire Emergency System for Advance Registration of Volunteer Healthcare Professionals (ESAR-VHP) is asking for your help. Please visit iCanHelp.NH.gov today and add your name to the list of volunteer healthcare professionals ESAR-VHP can count on in the event something catastrophic does occur in New Hampshire.

WWW.MRC.TRAIN.ORG

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

To begin:

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

"My Learning Record" contains the following options:

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

To search for courses:

- If you know the Course ID, you can type it into the Course ID field in the bottom right hand corner of the screen labeled Search by Course ID.
Or, click on the "Course Search" option at the top of the screen. Here several different search options are available. Some allow you to enter your search criteria, while others contain pre-formulated search criteria.
- The Capital Region MRC will provide the course name and number of any recommended or required training in order to assist in navigating the system.

To register for courses:

Once a desired course is located, choose it by clicking on the title. This will open the course description page, where you can learn how to register for that particular course. Some training requires additional registration outside of the MRC.TRAIN website. Follow the on-screen instructions.

The Capital Region MRC will hold training each year in the use of the MRC.TRAIN tool. Upcoming trainings will be announced through e-mail notices, and website postings.

Funding

Volunteer time is uncompensated. However, the Capital Area Public Health Region in conjunction with local and State Departments of Emergency Management and the State Public Health Department will seek grant funding for supplies and other support during a disaster, which may include:

- Education and training
- Protective equipment and clothing
- Supplies (gloves, syringes, splints, etc.)
- Food and shelter
- Communication equipment (two-way radios).

Emblem/Logo

The MRC logo is a legally protected service mark and trademark registered with the U.S. Patent and Trademark Office and is exclusively held by the U.S. Department of Health and Human Services. As owner of the MRC marks, logos, and banners, the U.S. Department of Health and Human Services is legally responsible for protecting its trademark, in all of its various forms and from any intentional and unintentional misuse. Specific prior approval must be obtained in writing for each individual use of the MRC logo by applying to the Medical Reserve Corps.

Anyone who receives permission to use the MRC logo incurs an obligation and fiduciary duty to maintain the integrity and consistency of the logo, marks, or banners. Use of the MRC logo without approval or in an inappropriate manner may result in legal action.

Web Site

The Capital Region MRC is on the web! Go to our web site at www.CapitalAreaPrepares.com for updates, training, and other important information.

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

Communication

All volunteers will be able to access the website as members of the Capital Region MRC. Updates, training announcements and community activities will keep you up-to-date on what's happening in the volunteer program.

Participation in Non-Emergency Events

MRC volunteers may be notified in advance, when any community event may require the need for volunteers. We also may serve local public health departments in providing immunizations. MRC volunteers will have the opportunity to decline this type of involvement on their application form, and it will in no way impact their inclusion during an emergency event.

Capital Region MRC Program's Responsibilities to the Volunteer

The Capital Region MRC Program will provide in-person and access to on-line training opportunities for all interested MRC volunteers.

The Capital Region MRC Program will provide appropriate equipment and supplies as needed for the volunteer, including a Capital Region MRC Volunteer Identification Badge, MRC Logo Sticker, and T-shirt.

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

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

Liability

The Volunteer Protection Act

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

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

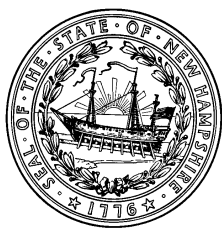
Under the VPA, a volunteer of a nonprofit organization or governmental entity is immune from liability for harm caused by an act or omission of the volunteer on behalf of the organization or entity if: (1) the act or omission was within the scope of the volunteer's responsibilities in the organization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

New Hampshire Liability Legislation

New Hampshire HB 618 (providing limited immunity to volunteers mobilized under governmental direction) and New Hampshire RSA 508:17 and 17a, (providing similar immunity to volunteers working without reimbursement in a variety of settings).

Volunteer Liability and Worker's Compensation

The Capital Region MRC recognizes the current state statutes regarding volunteer liability and worker's compensation. For details, refer to the following pages of the New Hampshire Department of Health and Human Services and New Hampshire Department of Safety *Frequently Asked Questions on Volunteer Worker's Compensation & Volunteer Liability*.



**New Hampshire Department of Health and Human Services
New Hampshire Department of Safety
November 2009**

**Frequently Asked Questions on Volunteer Worker's Compensation &
Volunteer Liability**

In New Hampshire, there are several state laws that address when personal or professional liability protection and worker's compensation coverage are provided to responders. These provisions differ, based on the type of emergency, how or by whom a person is activated, and the person's actions. These FAQs are intended to provide an overview of these issues, and do not represent legal advice.

When I respond to.....

A Governor-declared State of Emergency

How am I covered for liability and worker's compensation when the Governor has declared a state of emergency?

When you are working in your regular job under the direction of your employer, even if you are at a different location, and being paid by your employer, your employer's liability and worker's compensation coverage will apply. However, if the state or local EMD asks and your employer requests that you assist the state or a local EMD in responding to the emergency (even if your employer continues to pay you), you and your employer are provided immunity from liability and workers' compensation while you are responding to the emergency under RSA 21-P:41 unless your acts constitute willful or wanton misconduct. When you are activated by the State or a local emergency manager director (EMD) and are working without pay as a volunteer, then you will be covered for worker's compensation as a volunteer by the State and also provided immunity from liability under a state law (RSA 21-P:41) unless your acts constitute willful or wanton misconduct.

A Commissioner-declared Public Health or Safety Incident

How am I covered for liability and worker's compensation when the Commissioner of the NH Department of Health and Human Services (DHHS) or the Commissioner of the Department of Safety (DOS) has declared a public health or public safety incident?

Under a state law (RSA 508:17-a) that is specific to New Hampshire, either the

Commissioner of the DHHS or DOS has the authority to respectively declare a public health or public safety incident. Such incidents are defined as situations that do not rise to the level of a state of emergency. Under this law, the Commissioner of DHHS or DOS must designate in writing that an individual is acting as an agent of the state. After that occurs, if you are working in your regular job (even if you are at a different location) and being paid by your employer as part of your job, your employer's liability and worker's compensation coverage would apply. When you are working without pay as a volunteer under the direction of the state, you would be covered for worker's compensation as a volunteer by the State and are provided immunity from liability and defense by the State under this statute unless your acts constitute willful or wanton misconduct. Further, this statute states that no disciplinary action can be taken by a licensing board against a licensed health care provider acting as an agent or a volunteer to DHHS or DOS.

No Governor-declared or Commissioner-declared State of Emergency or Public Health Incident

How am I covered for liability and worker's compensation when I volunteer for a local community emergency or an event to provide a first aid station, health screening, etc., and it is not during a state of emergency or a public health or safety incident?

Any worker's compensation or liability coverage would have to be provided by the sponsors of the event or perhaps a municipality. You would not be covered by the State of New Hampshire. However,

1. If you are acting as a member of a NH local citizens corps council program (e.g. Medical Reserve Corps (MRC) or Citizens Emergency Response Team (CERT) that has been organized, recruited, trained, supervised, and activated by an authorized official or a political subdivision (e.g. municipality), you are eligible for workman's compensation coverage under RSA 281-A:2 VII (8), provided that the political subdivision has purchased coverage.
2. If you are a registered volunteer for a nonprofit organization or government entity, acting in good faith within the scope of your function and duties and without willful or wanton misconduct, you are provided immunity from liability. (RSA 508-170)

Am I covered for worker's compensation when I am participating in a training or emergency exercise?

When you are working in your regular job (even if you are at a different location) and being paid by your employer as part of your job, your employer's liability and worker's compensation coverage will apply. However, if your employer requests that you participate in a state organized emergency training or exercise, you and your employer

are provided immunity from liability while you are participating in the training or exercise under RSA 21-P:41 unless your acts constitute willful or wanton misconduct. When you are participating without pay as a volunteer, and the exercise is mandated by the state, then you would be covered for worker's compensation as a volunteer under a state law (RSA 21-P:41) unless your acts constitute willful or wanton misconduct. When the training or exercise is mandated or sponsored by an entity other than the state, the sponsors or local government will decide how coverage might be provided.

How am I covered when I am deployed to another state?

How coverage is provided depends on what entity activates you. When the federal government activates you, the federal government would provide coverage. At this time there are currently no agreements in place to send New Hampshire private assets (i.e., non-governmental workers) out of state through the Emergency Management Assistance Compact (EMAC).

Are there additional protections for healthcare workers involved with H1N1 vaccinations?

The Public Readiness and Emergency Preparedness Act or PREP Act is a federal law that authorizes the Secretary of Health and Human Services to issue a declaration to provide tort liability immunity (except for willful misconduct) to individuals and organizations involved in the development, manufacture, distribution, administration and use of countermeasures against pandemics, epidemics and diseases and health threats caused by chemical, biological, radiological, or nuclear agents of terrorism.

The H1N1 vaccine declaration provides tort liability immunity to a group named "program planners." Program planners include State and local governments, Tribes, other entities that supervise or administer a vaccination program, establish requirements, provide policy guidance, supply technical or scientific advice or assistance, or provide a facility to administer the vaccine. Program planners can include private sector individuals and organizations, community groups, schools, or businesses.

The H1N1 vaccine declaration also provides tort liability immunity to a group named "qualified persons." Qualified persons include healthcare professionals or others authorized under State law to prescribe, administer, and dispense vaccines.

The declaration also provides tort liability immunity to individuals or organizations that assist public officials with vaccination programs, even if they are not licensed healthcare professionals. Qualified persons also include individuals or organizations (including their officials, agents, employees, contractors and volunteers) that are part of the public health and medical emergency response of the "Authority Having Jurisdiction" for prescribing, administering, delivering, distributing, or dispensing the vaccine following a declaration of emergency issued by a federal, regional, State, or local official. The "Authority Having Jurisdiction" is the public agency or entity or its delegate with legal responsibility and authority to respond to the incident. These qualified persons can include any public or private person, entity, or organization – such as local businesses,

community groups and volunteer groups -- and their officials, agents, employees, contractors and volunteers, assisting in carrying out vaccine programs under agreements, plans, protocols, procedures, policies or other arrangements with any State, local or other public agency or its delegate that has legal responsibility and authority for public health and medical response. The Acting HHS Secretary's April 26, 2009 declaration of nationwide public health emergency caused by H1N1, which was renewed by the HHS Secretary on July 24, can be used by "Authorities Having Jurisdiction" to begin their public health and medical response.¹

¹ From U.S. Department of Health and Human Services website:
<http://www.hhs.gov/disasters/discussion/planners/prepact/prepact-h1n1.html>

Volunteer Rights & Responsibilities

Volunteer Rights and Responsibilities

As a volunteer with the MRC, you will have:

- 1) An orientation;
- 2) A signed application and Criminal Record Check Request completed;
- 3) Photo Identification taken for the Capital Region MRC Badge;
- 4) Assignments that utilize and develop your skills;
- 5) Adequate information and training to carry out your assignments;
- 6) Clear and specific directions;
- 7) Recognition and appreciation for your contribution;
- 8) Opportunities to offer feedback and ask questions;
- 9) Regular feedback on your work;
- 10) Adequate space, equipment and supplies to perform your job;
- 11) The right to know as much about the organization as possible;
- 12) Respect in your work environment.

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

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

Capital Region MRC volunteers must:

- ✓ Be dependable, reliable, businesslike, and abide by the policies of the Capital Region MRC.
- ✓ Adhere at all times to the National Incident Management Systems (NIMS) Incident Command Structure (ICS).

- ✓ Refrain from activating if using any medical prescription or other drug that has the potential to render them impaired, unfit, or unable to carry out their emergency assignment.
- ✓ Refrain for activating if the volunteer has ingested an alcoholic beverage within 12 hours prior to deployment.
- ✓ Dress appropriately for the setting and the task at hand, and wear the proper identification badge, shirt, etc. at all events and activations.
- ✓ Carry out duties in a safe, responsible way.
- ✓ Inform the on-scene authorized official whether they are mentally and physically fit for their assigned duties. MRC volunteers reporting as not fit for currently assigned duties may request a less demanding assignment that is appropriate to their current capabilities.
- ✓ Possess the required liability insurance for any private vehicles, vessels, boats, or aircraft being used in any mission, training event or other authorized activity unless specifically directed otherwise by an authorized official in accordance with current law.
- ✓ Maintain the confidentiality of information revealed to you regarding clients and coworkers.
- ✓ Keep track of the hours you work on the form provided and submit them to the MRC Coordinator.
- ✓ Be amenable to serving all people regardless of race, gender, age, religion, sexual orientation, or disability.
- ✓ Adhere to the guidelines of your job description/scope of practice.
- ✓ Check in and check out with the appropriate on-scene official when deploying to an incident.
- ✓ Offer feedback and suggestions.
- ✓ Be prepared and present at any regularly scheduled meetings or required training.
- ✓ Represent the MRC appropriately in the community by knowing the mission of the Capital Region MRC.

- ✓ Not accept or seek on behalf of themselves or any other person, any financial advantage or gain of other than nominal value that may be offered because of the volunteer's affiliation with the MRC.
- ✓ Not publicly utilize any MRC affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official positions of the MRC.
- ✓ Not knowingly take any action or make any statement intended to influence the conduct of the MRC in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
- ✓ Not operate or act in any manner that is contrary to the best interests of the MRC.

Performance

Volunteers are expected to comply with the policies, procedures, and standards of the MRC, as explained at the beginning of their assignment, at the volunteer orientation, and in the volunteer handbook.

Conflict Resolution

If a MRC Coordinator is "dissatisfied" with a volunteer's performance, the first course of action is to communicate that concern to the volunteer. If they are unable to reach an understanding, the CAPHN Coordinator will attempt to resolve the matter. In most cases, a volunteer will be given sufficient time to respond affirmatively or request reassignment to a more suitable placement. In some cases, however, immediate action may be required depending upon the severity of the issue.

Policies

Harassment-Free Environment Policy



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

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

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

Safety Policy

A healthy and safe work environment is an important part of the MRC. No job is considered to be so important or urgent that volunteers cannot take time to perform their job safely.

During activation, emergency management will assign a safety officer to oversee operations. The safety officer has the authority to order you to stop an activity. All MRC volunteers are required to fully comply with the directions of the safety officer.

The Capital Region MRC has a strong partnership with the NH Disaster Behavioral Health Response Team (DBHRT) to provide on-going support services to volunteers pre-event, during event, and post-event.

During an assignment, a job site orientation will occur regarding all the applicable safety and health rules. If you are unclear about any safety policies and procedures, ask the MRC Coordinator.

As a MRC volunteer, you have a responsibility for your own safety and health. This includes using all required safety devices. You must also notify your Coordinator of any

physical conditions such as drowsiness due to medication, illness or emotional strain, which may affect your performance or safety.

You are expected to immediately report all work-related accidents and/or injuries to your MRC Coordinator.

Electronic Communications Policy

Capital Region MRC electronic communication systems, including telephones, handheld two-way radios, e-mail, voice mail, faxes and Internet, are available to conduct business in a timely manner. All communications are to be professional and appropriate and users are prohibited from using said communications for the solicitations of funds, political messages, harassing messages or personal use. Furthermore, all electronic data are the property of the local jurisdiction and may be considered public records. NO unauthorized pictures can be taken during an event/activation (e.g., use of personal cell phone cameras).

Drug Free Work Environment Policy

The Capital Region MRC is dedicated to a safe, healthy and drug-free work environment. All Capital Region volunteers are expected to report to duty free from drug and/or alcohol impairment and to remain in a condition that enables them to perform their job duties in a safe, efficient, legal and professional manner. Volunteers must abide by the provisions of this policy as a condition of volunteer service.

Violence-Free Work Environment Policy

The Capital Region MRC is committed to our volunteer's safety and health. This policy has been developed to help ensure a safe work environment and to reduce the risk of violence.

The MRC does not tolerate any type of acts or threats of violence committed by or against a volunteer. In order to ensure a safe working environment, the MRC prohibits all persons from carrying a handgun, firearm, or weapon of any kind during training or activation. If a volunteer is threatened while serving as a Capital Region MRC volunteer, he/she should immediately report the event to the Incident Commander or nearest person of authority (Safety Officer, Security/Police, etc.).

Activation Policy

The Capital Region MRC can be fully or partially activated upon:

- A declaration by the governor of New Hampshire indicating that there is a state of emergency, public health or otherwise.
- A declaration by local elected officials.
- Capital Region MRC request by the local emergency management director or MACE manager(s).

As a local emergency support resource, the Capital Region MRC may be activated by:

- Local government elected officials, officials responsible for emergency management or public health, or their designated representatives.
- Local or State Emergency Operations Center (EOC).
- In the event of a national deployment request, the request will be from the US Department of Health and Human Services.

Activation/Notification Procedure

Contact the Capital Region MRC accordingly:

Contact the Capital Area Public Health Coordinator, Leigh A. Cheney:

Cell Phone: 603-630-0705

Office Phone: 603-230-6104

Email: admin@capitalareaprepares.com

In the event Leigh cannot be reached, contact the MRC Co-Coordinators:

Mary Frambach:

Home: 603-736-9295

Cell: 603-496-2926

Email: meframbach@hotmail.com

Diane Viger:

Home: 603-224-4681

Cell: 603-591-4681

Office Phone: 603-271-5300

Email: smile2sun@msn.com or dviger@dhhs.state.nh.us

Requests for volunteer assistance will be processed through the Coordinators or the designated Emergency Management Director:

1. The requestor will contact the MRC Coordinator and/or CAPHN Coordinator and notify them of the request for assistance from the Capital Region MRC. Contact

information should be supplied so that the requestor may be reached for follow-up.

2. The Capital Region MRC Coordinator will contact the original requestor for follow-up.

Local officials requesting the activation of the MRC must provide the following information to the Coordinator or his/her designee:

- 1) The nature and scope of the emergency.
- 2) The location of the emergency.
- 3) The estimated number of patients and their needs and injuries (if applicable).
- 4) The staging area(s) or location(s) to which the Medical Reserve Corps unit is being deployed.
- 5) Specific medical skills and/or resources needed, e.g., physicians, nurses, etc.
- 6) Contact information, including phone number and/or radio frequency of person requesting resources as well as whom the volunteers report to at the responding location.

If the Capital Region MRC Coordinator confirms that the assignment is appropriate, the activation process will commence.

In the event of a public health or medical emergency, Capital Region MRC volunteers will initially be notified via e-mail, telephone, or another available and appropriate means of communication. Depending on the situation, members will 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 Capital Region MRC Coordinator.

Deployment Policy

Emergent Management Directors may request deployment by contacting the MRC Coordinator, who shall then follow the activation/notification procedure. Members should *never* self-deploy. Doing so could be grounds for dismissal. No unauthorized person or agency can deploy individual Capital Region MRC Volunteers directly.

It is crucial to work strictly through the Coordinator or their designee 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 assigned at their optimum skill level and preferences.

- Teams of various specialties can be allocated as needed.
- Groups of members who trained together can offer maximum effectiveness.
- Resources are allocated wisely in the event 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.

Self-deployment, and the contacting of individual members apart from established channels, interfere with these desired outcomes and are not acceptable.

In the event that unaffiliated community volunteers respond to the scene to help, they will be directed to the volunteer reception area to be managed effectively according to the Incident Action Plan and/or Incident Commander's instructions.

Deployment Procedure

Emergency Events

1. If available and most appropriate, an e-mail message will be forwarded to Capital Region MRC volunteers. The message should include an activation message (not to be mistaken as a drill/exercise message) and the request for a response regarding availability via e-mail, or most appropriate means. These responses will be tracked by the Capital Region MRC Coordinator.
2. Alternatively, a call tree may be initiated. The Capital Region MRC Coordinator will call with the necessary information.

Health Initiatives/Training Opportunities

1. Health Initiatives include: Health Fairs, First Aid Booths, and Clinics.
2. Training Opportunities include: Presentations, Classes, Conferences, Drills, Exercise.

An e-mail message regarding the event or opportunity will be forwarded to all active Capital Region MRC volunteers. Interested volunteers will be asked to respond to the appropriate person, which may be the Capital Region MRC or an outside affiliate (e.g., Citizen Corps, DHHS, Emergency Management, American Red Cross). If an outside affiliate, it is the responsibility of the volunteer to keep track of time and certificates awarded and forward this information to the Capital Region MRC Coordinator for record keeping purposes.

Demobilization and Debriefing

The Capital Region MRC will support emergency medical, public health or hospital operations for the duration of an incident or as long as their assistance is required. It is possible that some unit personnel and resources may be demobilized before others as their assignments are completed. Unit members will demobilize along with other on-scene personnel and resources, in accordance with the Incident Action Plan and/or the Incident Commander's instructions.

When demobilizing, volunteers should ensure the following actions are accomplished:

- ✓ All assigned activities are completed.
- ✓ Account for equipment.
- ✓ Clean up any debris or trash associated with assignments.
- ✓ Determine whether additional assistance is required.
- ✓ Notify the Incident Commander (or similar hospital or public health agency official if operating within those settings) when departing the site.

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 and can be shared as needed (with the volunteer's name removed for confidentiality, if appropriate) in overall post-event reviews with other agencies.

Opportunities will be made available to meet with mental health professionals, if deployments warrant the need.

A demobilization or stand down notice will be e-mailed to all volunteers who were contacted with the initial notification of activation or subsequent messages.

We gratefully acknowledge that funding for this handbook was provided by National Association of City and County Health Officials and Volunteer New Hampshire.

Appendix A

Recommended Items to Bring with you when activated locally

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

Security Items:

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

Clothing:

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

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

Personal Items:

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

Appendix B

MRC					
Volunteer Time Log					
Name/Title _____				Date: _____	
Date	Time In	Time Out	Total Hours	Mileage	Activity
Total Hours _____		Total Mileage _____		Signature _____	
Logged/Verified _____				Date _____	

Appendix C

Confidentiality Statement

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

CONFIDENTIALITY PLEDGE

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

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

Signature

Date

Appendix D

Release for Publication of Photographs/Video Recordings

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

Name (please print) _____ Date _____

Signature _____

Address _____

Appendix E

Receipt of Handbook

I have received a copy of the Capital Region MRC 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

Notes