

Johnson County MRC

Volunteer Handbook

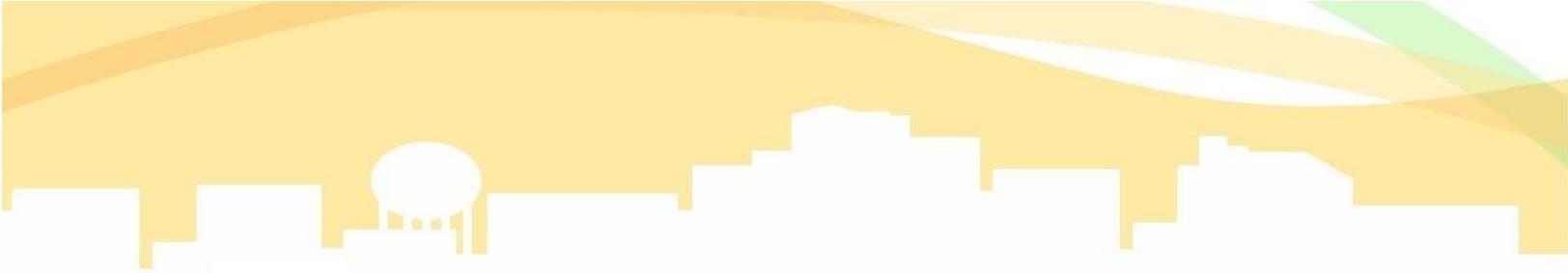
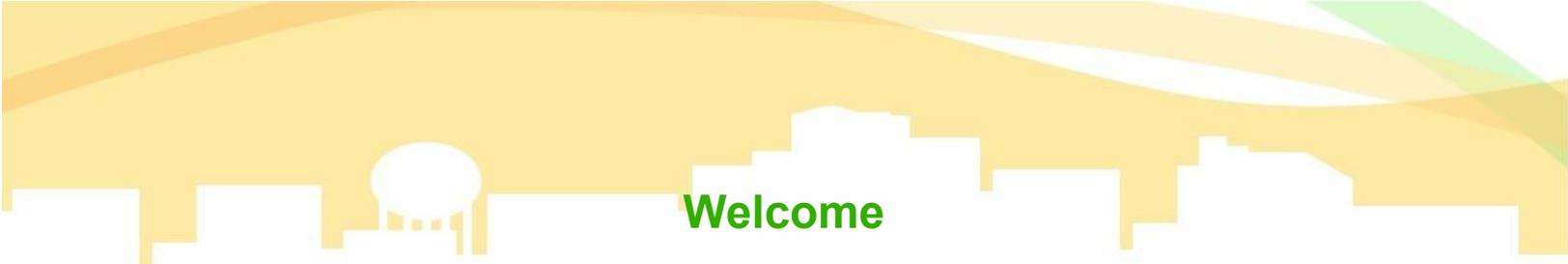


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Welcome

Dear Johnson County Medical Reserve Corps Volunteer,

On behalf of the Medical Reserve Corps (MRC) and Johnson County Public Health (JCPH), we welcome and thank you for joining the Johnson County MRC.

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

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

MRC Unit Coordinator
Johnson County Medical Reserve Corps
855 S. Dubuque St.
Iowa City, IA 52240

History of Medical Reserve Corps

Uniting Communities – Preparing the Nation

In his 2002 State of the Union Address, President Bush called on all Americans to commit at least 4,000 hours over their lifetime—the equivalent of 2 years—to serve their communities, the nation, and the world. To help Americans answer his call to service, President Bush announced the creation of USA Freedom Corps, an initiative focused on fostering a culture of service, citizenship, and responsibility through volunteerism. Several programs produced from the USA Freedom Corps include AmeriCorps, Senior Corps, Peace Corps, and the Medical Reserve Corps.

At the national level, the MRC Program Office functions as a hub for community information and "best practices". The Office offers technical assistance, educational resources, as well as regional liaisons to build regional and national relationships.

The Johnson County MRC is proud to be one of the few MRC units in the state of Iowa.

Our partner organizations throughout the region share the common goal of protecting and serving the community by preventing, preparing, and responding to emergent public health needs.

Johnson County Medical Reserve Corps

Mission of the Johnson County Medical Reserve Corps

The Johnson County MRC is a group of volunteers that are able to assist Johnson County's health care system by providing additional staff during emergency operations and preparedness activities. The MRC achieves this mission by recruiting and training medical and non-medical volunteers over the age of 18, and organizing the unit to effectively supplement Johnson County's health care system.

Benefits to the Community

The Johnson County MRC benefits the community by supporting the local health care system, through both emergency preparedness and response. MRC volunteers are able to care for themselves, their families, and others during times of crisis, which allows first responders to focus their efforts on the most critical, life-threatening situations. When called upon, MRC volunteers are able to partake in MRC unit operations. Through adequate training and planning, MRC volunteers will provide a safe, rapid, and effective response in local emergencies, disasters, and general community events.

Background

The Johnson County MRC was formed in July of 2010 and currently hosted within Johnson County Public Health. Since the formation of the MRC, the unit has proudly been integrated into various sections of the Johnson County Emergency Operations Plan and conducted a wide variety of preparedness and response activities, such as vaccination clinics, severe weather debris cleanup, sheltering operations, first aid stations, and more.

The Johnson County MRC has developed its unit by:

- 1) Recruiting medical and non-medical volunteers from local hospitals, EMS, public health, and the community
- 2) Utilizing the state i-SERV volunteer registry, which contains volunteer profile information, including credentials, contact information, etc.; and
- 3) Developing comprehensive orientation and training plans for volunteers



General Information

Length of Service

There is no binding agreement regarding a volunteer's length of service with the Johnson County MRC. Volunteers can choose their desired level of participation and commitment.

Position Descriptions

Position descriptions or job action sheets will be provided before or during activation. Your position description or job action sheet outlines the general and specific duties that you will be expected to perform. It should include if any essential trainings are required to carry out assigned duties.

Volunteer Assignments

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

Volunteer Resources

Volunteer time is uncompensated. Resources available for use, however, will be provided by the Johnson County MRC unit. This includes, but is not limited to:

- Education and training
- Personal protective equipment (PPE)
- MRC identifiable equipment
- Food and shelter
- Communication equipment



Volunteer Safety

Safety is the most important aspect of any MRC activity, emergency or non-emergency. All volunteers will receive safety training that is appropriate to their function in the MRC unit. Volunteers must execute their duties in a safe manner and never intentionally risk personal or unit safety to accomplish a task.

Identification

The Johnson County MRC will issue identification badges to each volunteer. An appointment can be made with the MRC Unit Coordinator to have a picture taken or one can be emailed. All volunteers must wear their badges and keep them visible during any activation, including community events. Badges remain the property of the Johnson County MRC and must be returned to the Johnson County MRC upon termination of volunteer privileges.

Volunteers will also be issued a blue MRC vest that must be worn during activations when requested.

Personal Health

It is recommended that any volunteer who may have direct contact with patients be up to date on current immunizations.

Protective Equipment

Personal protective equipment (PPE) will be provided as appropriate for the nature of the activity. This equipment may include, but is not limited to, gloves, face masks, eye protection, and other personal protective items.

Site Safety

Volunteers should report any unsafe conditions immediately to their designated supervisor or MRC Unit Coordinator and avoid the hazard until further notice. Volunteers should not leave the site without first notifying their designated supervisor or the MRC Unit Coordinator.

Maintaining Readiness

Regular training and exercises are essential for ensuring readiness for emergencies. Being ready to respond to an emergency does not happen overnight; readiness requires planning, organization, and practice. The Johnson County MRC will participate in trainings and exercises to ensure maximum emergency preparedness.

Understanding that time constraints and scheduling conflicts may arise, it is strongly encouraged that volunteers will take advantage of training and exercise opportunities as they occur. These trainings and exercises are geared specifically to address emergency situations that an MRC volunteer may encounter and are designed to build upon the volunteer's existing expertise in their own field.

Personal 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. Your local Department of Emergency Management has information available that can help you prepare for all hazards. You may also check the websites of [FEMA](#), [Ready.gov](#), and the [CDC](#) for additional emergency preparedness information.

Training

The Johnson County MRC Training Plan is based on a tiered approach comprised of three levels: Level 1, Level 2, Level 3. All volunteers begin at Level 1 and can advance levels by completing additional trainings. Completion of these trainings will assist in matching volunteers to their assignments or positions. To become an MRC Team Leader, you must be a Level 3 Volunteer. The Johnson County MRC Training Plan consists of six courses, five of which are available online through the MRC TRAIN platform.

MRC TRAIN

MRC TRAIN is a learning management platform used for MRC-sponsored training courses. If you have an existing MRC TRAIN account, you will automatically be added to the Johnson County MRC Training Plan. If not, please create an MRC TRAIN account. ([instructions](#))

Volunteer Training Plan Tiers

Level 1:

- ▶ Watch Johnson County MRC Orientation Video
- ▶ Watch Johnson County HIPAA Video
- ▶ Review Johnson County MRC Volunteer Handbook
- ▶ Review Johnson County MRC Policy and Procedure Manual

Level 2:

- ▶ Until Help Arrives ([instructions](#))
- ▶ Disaster Health Core Curriculum: Competency 3: Situational Awareness ([instructions](#))
- ▶ Cultural Awareness: Introduction to Cultural Competency and Humility ([instructions](#))

Level 3:

- ▶ NIMS and ICS: A Primer for Staff and Volunteers ([instructions](#))
- ▶ Psychological First Aid: A Minnesota Community Supported Model ([instructions](#))
- ▶ CPR/AED/First Aid



Volunteer Notification and Activation

Notification

i-SERV is the communication system for Johnson County MRC, capable of sending notifications via email, text, or phone call. Volunteers are required to keep their i-SERV profile and contact information up to date. Volunteers will be notified in advance when any training, exercise, or community event requires medical or non-medical volunteers.

Activation of the Johnson County MRC

If an emergency requires the activation of the Johnson County MRC, volunteers will receive an email, text, or phone call from the MRC Unit Coordinator or their designee through the i-SERV system.

Volunteers are not required to deploy when the MRC is activated. Volunteers who choose to deploy should follow instructions from the MRC Unit Coordinator or their designee regarding when and where to report. Volunteers must bring their Johnson County MRC identification badge and vest.

At the site, volunteers will receive their assignment, the name of their designated supervisor, and any other necessary equipment and information.

****VOLUNTEERS WILL NOT SELF-ACTIVATE****

Online Scheduling

The Johnson County MRC frequently uses Qualtrics and SignUpGenius to coordinate scheduling. Volunteers should be comfortable with these online scheduling platforms to select shifts.

Liability and Risk Management

State and federal statutes generally protect health and medical volunteers from personal liability provided certain conditions are met:

- 1) Volunteers are acting within the scope of assigned responsibilities
- 2) Volunteers are properly licensed, certified, or authorized by appropriate authorities to perform those responsibilities
- 3) All activities are performed within the scope of the assignment and in good faith
- 4) Any harm that is caused is not the result of willful or criminal conduct, willful or wanton neglect of duty, reckless misconduct, or a conscious and flagrant indifference to the rights or safety of the person who is harmed

****VOLUNTEERS MUST BE ACTIVATED BY THE MRC TO RECEIVE LIABILITY PROTECTION AND COVERAGE****

For more information, please refer to the [Policy and Procedure Manual](#).

Personal Responsibilities of MRC Volunteers

MRC volunteers must be knowledgeable and comply with all applicable responsibilities and requirements outlined in the following policies and procedures.

- 1) Ask questions as needed. It is the responsibility and right of any MRC volunteer to ask clarifying questions on any policy, mission, task, or any other relevant MRC procedures or caveats.
- 2) MRC volunteers must notify the MRC Unit Coordinator or their designated supervisor if they have been using any medical prescription or drug that has the potential to render them impaired, unfit, or unable to carry out their emergency assignment.
- 3) When reporting to the scene, MRC volunteers must inform the MRC Unit Coordinator or their designated supervisor whether they are mentally or physically unfit for their assigned duties. MRC volunteers who report as unfit for their assigned duties may

- 
- request a less demanding assignment that is appropriate to their current capabilities.
- 4) Each MRC volunteer must be personally prepared for activation. Do not respond to activation if it's predicted you will not be able to give your full attention, effort, and time to the assigned mission or task.
 - 5) Use PPE as provided. MRC Volunteers are encouraged to bring a personal mask if you would like to exercise additional precautionary measures to any respiratory or environmental hazard.
 - 6) MRC volunteers driving to, from, or during any MRC authorized activity must possess a valid driver's license and required insurance. All MRC volunteers must adhere to all applicable traffic regulations to, from, or during any MRC authorized activity.
 - 7) Use of private vehicles, vessels, boats, or aircraft by MRC volunteers in any mission, training event, or other authorized activity without required liability insurance is prohibited unless specifically directed otherwise by an authorized official in accordance with current law.
 - 8) Each MRC volunteer is responsible for their personal belongings. Be mindful of any valuables taken to an MRC authorized activity, and only bring what is necessary.
 - 9) MRC Volunteers should report any suspicious activity or behavior to the MRC Unit Coordinator or their designated supervisor.
 - 10) MRC volunteers must sign and abide by the Confidentiality Statement provided.
 - 11) MRC volunteers must comply with all other requirements as determined by the authorized official using their services.

Code of Conduct

Introduction

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

Code of Conduct

No Johnson County MRC volunteer shall:

- a. Authorize the use of or use for the benefit or advantage of any person, name, emblem, endorsement, services, or property of the MRC.
- b. Accept or seek on behalf of themselves or any other person, any financial advantage or gain other than nominal value that may be offered because of the volunteer's affiliation with the MRC.
- c. Publicly utilize any MRC affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official positions of the MRC.
- d. Disclose any confidential MRC information that is available solely as a result of the volunteer's affiliation with the Johnson County MRC to any person not authorized to receive such information or use to the disadvantage of the MRC of any such confidential information, without the express authorization of the MRC.
- e. Knowingly take any action or make any statement intended to influence the conduct of the MRC in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
- f. Operate or act in any manner that is contrary to the best interests of the MRC.
- g. Fail to disclose a conflict of interest between the MRC and any organization in which the individual has a financial interest or an affiliation to the MRC Unit Coordinator upon becoming aware of it. In the event that this should occur, the MRC volunteer must absent themselves from the room during deliberations on the matter and refrain from participating in any decisions or voting in connection with the matter.
- h. Knowingly speak with media sources during an activation without prior approval from the MRC Unit Coordinator.

Harassment-Free Environment

Johnson County MRC is committed to providing a work environment free from harassment and discrimination, where all individuals are treated with respect and dignity. Everyone 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 Johnson County 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 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 harassment or discrimination, you should contact the MRC Unit Coordinator or designated supervisor. Any reports of harassment or discrimination will be examined impartially and resolved promptly.

Violence-Free Work Environment

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

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

To ensure a safe working environment, the MRC prohibits all volunteers from carrying handguns, firearms, or weapons of any kind during any assignments, regardless of scope of work, property ownership, or licensure. This policy also prohibits weapons at any MRC sponsored function, such as training, missions, parties, or any other events.

If you feel threatened, you should retreat and request intervention from the MRC Unit Coordinator, designated supervisor, or other available management staff. If you believe violence is imminent, immediately retreat and contact 911.

Drug Free Workplace

The Johnson County MRC is dedicated to a safe, healthy, and drug-free work environment. Participation in any mission, training event, or other authorized activity while under the influence of or while using any narcotics, illegal controlled substances, or alcohol is prohibited. All volunteers are expected to report to duty free from drug and/or alcohol impairment and remain in a condition that enables them to perform their job duties in a safe, efficient, legal, and professional manner. Volunteers who may have an alcohol and/or drug issue are encouraged to voluntarily seek evaluation and treatment that will lead to successful rehabilitation. Volunteers must abide by the provisions of this policy as a condition of volunteer service or will be dismissed from the Johnson County MRC.

Safety

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

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

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

Volunteers are expected to immediately report all work-related accidents, injuries, illnesses, and near-misses to the MRC Unit Coordinator or designated supervisor.

Electronic Communications

Johnson County MRC's electronic communication systems include cellphones, email, voicemail, internet, faxes, and two-way radios are available to conduct business in a timely manner. All communications are to be professional and appropriate, and users are prohibited from using electronic communications for the solicitations of funds, political messages,

harassment, or personal use. Furthermore, all electronic data are the property of the local jurisdiction and may be considered public records.

Performance

Volunteers are expected to comply with the policies, procedures, and standards of the Johnson County MRC as explained in their volunteer orientation, Volunteer Handbook, and Policy and Procedure Manual, and must demonstrate appropriate behavior at all MRC-related functions.

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

Social Media

The Johnson County MRC asks all volunteers to refrain from posting any content that displays poor representation of the unit, offensive imagery, plagiarized content, or infringes on people's privacy rights. If you wish to post the Medical Reserve Corps brand, imagery, or other representation of the Johnson County MRC, please request approval from the MRC Unit Coordinator and identify the organization appropriately.

Photography

The Johnson County MRC asks all volunteers to respect photography provisions and people's privacy rights. The Johnson County MRC and all volunteers must abide by the Johnson County MRC Confidentiality Statement and Confidentiality Pledge as a condition of volunteer service.

Commitment to Diversity

The Johnson County MRC is committed to being a diverse organization. The MRC seeks to recognize, value, and incorporate diversity in its services, policies, operations, service recipients, and volunteer and paid workforce. Diversity is intersectional and the MRC will address equity in relation to race, ethnicity, sex, gender, sexual orientation, religion, language, economic level, culture, national origin, citizenship, physical ability, physical appearance, age, beliefs, and philosophy of life.

Volunteer Rights & Responsibilities

Volunteer Rights

As a volunteer with the Johnson County MRC, you enjoy certain rights that should be recognized by the MRC Unit Coordinator, MRC unit, and designated supervisors.

- 1) Orientation
- 2) Adequate information and training to carry out your assignments
- 3) Adequate space, equipment, and supplies to perform your job
- 4) Clear and specific directions
- 5) Assignments that utilize and develop your skills
- 6) Request reassignment if you're physically or mentally unfit
- 7) Regular feedback on performance
- 8) Recognition and appreciation for your contribution
- 9) Opportunities to offer feedback and ask questions
- 10) The right to know as much about the organization as possible
- 11) Respect in your workplace

Volunteer Responsibilities

Johnson County MRC volunteers enjoy certain rights when they donate their time, however, must also abide to the specific responsibilities of 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.

- 1) Be dependable, reliable, professional, and abide by the policies of the MRC.
- 2) Fulfill intended commitments or communicate commitment conflicts with the MRC Unit Coordinator or designated supervisor.
- 3) Communicate if you're capable or incapable of carrying out a specific job assignment.
- 4) Work within the guidelines of your job description and accept supervision.
- 5) Carry out duties in a safe, responsible manner.
- 6) Dress appropriately for the setting and the task at hand.
- 7) Maintain the confidentiality of information revealed to you regarding clients and coworkers.
- 8) Keep track of the hours you work on the form provided.
- 9) Be non-discriminatory towards all individuals, within the Johnson County MRC or serving the community.
- 10) Offer feedback and suggestions.
- 11) Attend regularly scheduled meetings.

Appendix A

Recommended Items to Bring when Activated Locally

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

Security Items:

- Johnson County MRC Identification Badge
- Additional form of picture ID

Clothing:

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

- MRC Vest
- 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:

- Cellphone and charger
- Sunglasses
- Nonperishable snacks
- Water
- Sunblock
- Insect repellent
- Lip balm
- Contact lenses, lens cleaner, and eyeglasses/protective case
- Specific medications



Appendix B

CONFIDENTIALITY STATEMENT

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

CONFIDENTIALITY PLEDGE

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

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

Signature

Date



Appendix C

RELEASE FOR PUBLICATION OF PHOTOGRAPH AND/OR VIDEO RECORDING

I certify that I am over 18 years of age, and I hereby grant to the Johnson County Medical Reserve Corps (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 Johnson County MRC, its officials, officers, agents, and employees from any and all rights, claims, and liability I may have related to said photographs and video recordings. I understand that I will not receive compensation from the Johnson County MRC for said photographs and video recordings.

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

Signature

Date