



*medical
reserve
corps*

Macon County

**CVC (Community
Volunteer Corps)**

Volunteer Handbook

Revised August 2017

Macon County CVC Volunteer Handbook



DEPARTMENT OF HEALTH & HUMAN SERVICES

Office of the Secretary

Office of the Assistant Secretary for
Preparedness & Response
Washington, D.C. 20201

Dear MRC Volunteer,

Welcome to the Medical Reserve Corps (MRC), and thank you for your service. As Director of the Medical Reserve Corps Program, in the Office of the Assistant Secretary for Preparedness and Response, one of my critical duties is to support local efforts to grow and sustain MRC units and to promote community resiliency.

The MRC has a significant role in helping us to meet national-level priorities. Through your contributions, the MRC network is able to strengthen the public health infrastructure of our nation, one community at a time.

As an MRC volunteer, your service augments local public health initiatives, which is exactly where we need your skills and energy. Healthier individuals – and ultimately healthier communities – are better able to withstand and bounce back from disaster. They are less susceptible to the consequences of disaster. Strong public health is one of your community's greatest assets.

You also provide assistance and depth to your existing local emergency teams. The first response to a disaster is always a local response. To achieve the best success, MRC units must forge partnerships with a number of local agencies and organizations (i.e. fire, law enforcement, American Red Cross) and health practitioners – groups that traditionally have not worked together. Everyone must be aware of the possible threats and be trained to meet them together.

I applaud your service, patriotism, and volunteerism. All of us have a role to play in helping America meet its challenges. I look forward to working with you for a healthier, stronger, and more resilient Nation.

Sincerely yours,

Robert J. Tosatto, RPh, MPH, MBA
Captain, USPHS
Director, Medical Reserve Corps

Welcome

Dear CVC Volunteer,

On behalf of the Macon County CVC, welcome and thank you for joining our volunteer team.

Hundreds of volunteers donated their time and talents last year to help local citizens in major emergencies and/or disasters. We continue to need volunteers to accomplish all of our goals. Thank you so much for making the Macon Co CVC part of your volunteer activities.

This handbook was created to give you pertinent information that will maximize your volunteer experience. Please take the time to read through it and refer back as questions arise. The orientation program also provides valuable information and will offer an opportunity to ask questions and meet other CVC volunteers.

Messages for the CVC volunteer coordinator can be left at (660) 385-4711.

Once again, welcome to the Macon County CVC!

Sincerely,

Cheryl Blaise

CVC Coordinator
Macon County Health Dept.

Tom Ford

CVC Assistant Coordinator
Macon County CVC

Mike Chambers

Administrator
Macon County Health Dept.

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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 should not be considered complete. Each position has policies and procedures specific to the function you will perform.

You will learn much of the information regarding your responsibilities on the job. If you have any questions along the way, contact us at (660) 385-4711.

Please take the time to read this handbook carefully. Then, keep it as a reference source to use when you have questions or concerns.

We wish you a rewarding experience as a Macon County CVC volunteer.

History of Citizen Corps/CVC

Uniting Communities - Preparing the Nation

In his 2002 State of the Union Message, President Bush called on all Americans to make a lifetime commitment to serve their communities, the nation and the world. President Bush announced the creation of **USA Freedom Corps** to help Americans answer his call to service and to foster a culture of service, citizenship and responsibility.

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

The **CVC** partners with the Citizen Corps, which brings together local health professionals and others with relevant health related and other resiliency related skills to volunteer in their community. They will assist local, existing community emergency response systems, as well as provide a group of readily trained and available resources to help our community deal with pressing public health needs and improvements.

Macon County is proud to be one of many Public Health Departments within Missouri and the Nation with an active CVC.

Our partners throughout Macon County and the State of Missouri have the common goal of helping the community prevent, prepare for and respond to crime, disasters, pressing public health needs and emergencies of all kinds.

Volunteers are the key to making our community a safer place to live. We look forward to working with you in this important community effort.

Macon County CVC

Mission of the Macon County Health Department's CVC



The Macon County CVC Mission is to improve the health and safety of the people of Macon County and the region by organizing and training volunteers to assist in a public health crisis and provide support to local response efforts.

The Macon County CVC unit is comprised of medical and non-medical volunteers who can assist our community, as well as neighboring communities, during emergencies, such as an earthquake, influenza epidemic, a chemical spill, or an act of terrorism.

Benefits to the Community

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

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

An Organized Team Approach

During an emergency, Macon County will activate its Local Emergency Operations Plan (LEOP). This plan defines how emergency personnel (fire, law enforcement, emergency medical services) will respond to and manage the emergency. Spontaneous volunteers may hinder rescue efforts because they may not be familiar with local plans and/or procedures.

By creating a CVC unit that is linked to Macon County Emergency Preparedness, the members of the CVC 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 are a positive support structure for the first responders.

Background

Because of Missouri's geography, the state is frequently visited by natural disasters. Ice storms, tornadoes, severe storms, and flooding are all common occurrences in Missouri. Since 1990, Missouri has received more than 35 federal major disaster declarations. It is the responsibility of the State Emergency Management Agency to work with local governments to ensure that all appropriate information is collected about the impact of disasters on local communities.

During a recent past winter storm emergency medical response systems were critically taxed. Normal 4-to-5 minute response times stretched to an hour or more throughout the community because of the severe winds and snow. Although many of the injuries were not immediately life-threatening, people in the farthest reaches of our county did not have access to or were unable to receive any type of medical treatment in the immediate aftermath of the disaster.



On the evening of April 27, 1899, a tornado passing through Adair County cut a path of destruction three blocks wide, killed 32 people and destroyed hundreds of buildings.

On May 13, 2009, Kirksville was again the victim of a large tornado. A tornado estimated as an EF2 struck the northern edge of Kirksville destroying or severely damaging many homes, several businesses, a car dealership, and at least one factory. Two residents living just outside the city limits were killed by the tornado, and as many as a dozen other area residents were injured.

The 2011 Joplin tornado was a catastrophic EF5-rated multiple vortex tornado that struck Joplin, Missouri, late in the afternoon of Sunday, May 22, 2011. It rapidly intensified and tracked eastward across the city, and then continued eastward across Interstate 44 into rural portions of Jasper County and Newton County. It was the third tornado to strike Joplin since May 1971.

In response to any of these types of disasters, the Macon community desires to be as prepared as possible to help their citizens. The Macon County CVC provides a system to develop and coordinate a response structure of medical and non-medical volunteers in our community.

Macon County CVC will prepare by:

1. Recruiting medical/non medical volunteers who are Macon County community residents. Volunteers are recruited from various walks of life including health disciplines and may include retirees, and active and retired military members.
2. Partnering with the Macon County First Responders, Emergency Management Director (EMD), Emergency Medical Services (EMS) and the public health community to better understand medical and non-medical command and control procedures with pre-positioned sites for volunteers to establish and manage when requested through Emergency Support Function (ESF) 8 under the Macon County Emergency Management Plan (MLEOP).
3. Pre-registering all volunteers as State of Missouri Emergency Workers through Missouri ShowMe Response (this registration may also take care of malpractice/liability issues).
4. Developing an orientation, training and exercise program for volunteers.

Results and Benefits Expected:



Recruitment for the CVC will be community based and volunteer managed. The recruitment process will not be limited to medically trained physicians and nurses. It will include all citizens who wish to volunteer their time and expertise. The CVC offers flexibility and allows volunteers to establish "volunteer time limits". The CVC is designed to use local volunteers and

health professionals within the community and will accommodate the volunteers' schedules to the best of our ability.

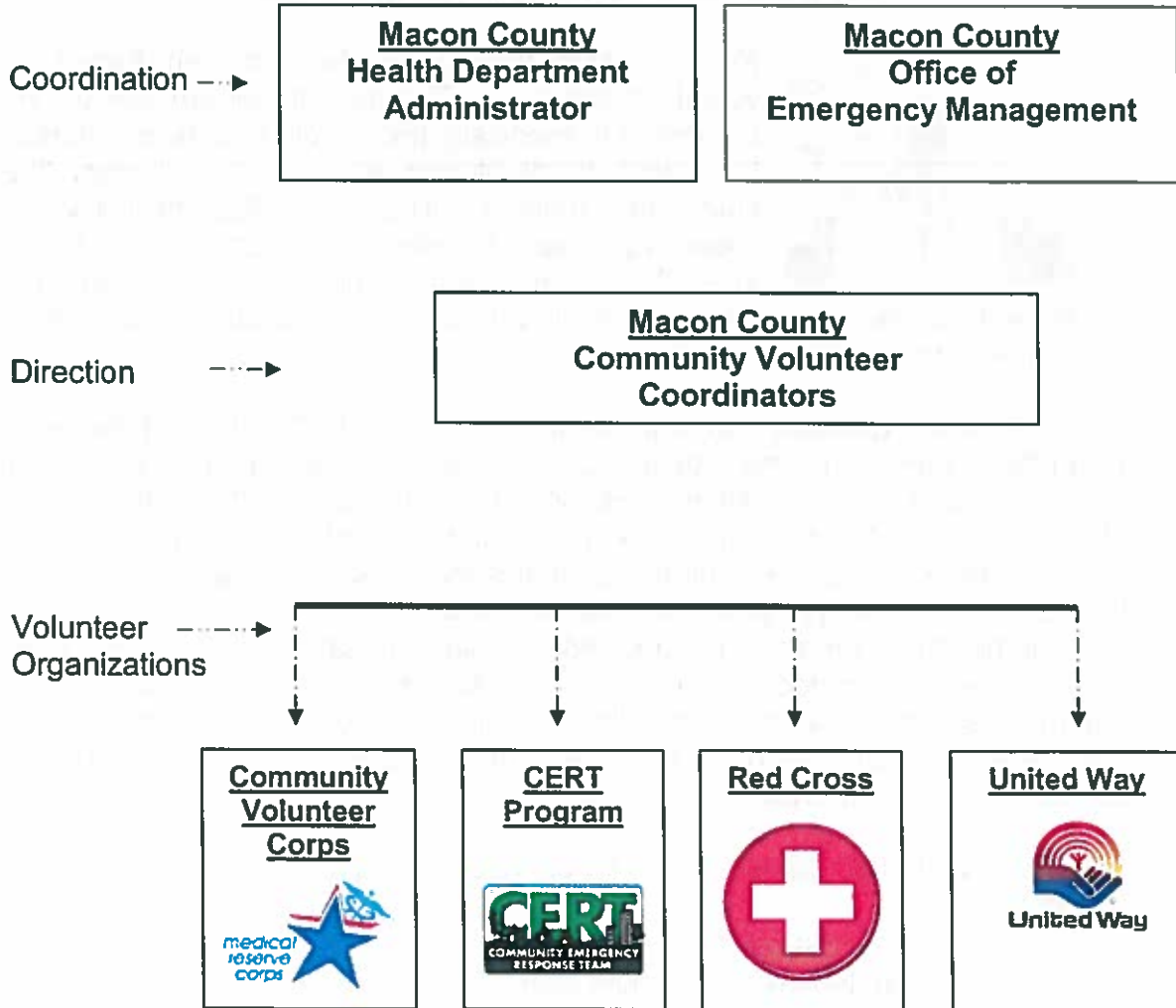
The CVC is incorporated into both the Macon County LEOP (Local Emergency Operations Plan) and the Macon County Health Department's LEOP. All emergency and disaster related functions of the CVC will be initiated through the Macon County Health Department per standard protocols. The CVC will enhance and improve the emergency medical/non-medical response capacity in the community. The program will enhance Macon County's ability to respond to a public health emergency; natural and manmade hazard; or a terrorism event and be the designated volunteer corps utilized to manage: public health emergencies, mass vaccination clinics, distribution of the strategic national pharmaceutical stockpile, plus the overflow treatment areas and field hospitals as needed in a terrorism event or disaster.

Safe, rapid and effective service will be provided during a major emergency or disaster with:

- Careful planning
- Predetermined treatment sites
- Pre-identified, certified, and trained volunteers.

The chart on the following page shows how the CVC fits into the overall organizational structure of Macon County.

Macon County ORGANIZATIONAL CHART



The CVC will work with and/or under the direction of the Macon County Department of Emergency Management's Unified Command through the management of the Macon County Health Department during a major disaster.

Typically, the Macon County Emergency Operations Center, through the health department, will activate the CVC in times of disaster where necessary.

General Information

Volunteer Assignments

Volunteer applications and interviews are arranged and authorized by the CVC Volunteer Coordinator.

The Volunteer Coordinator may assign volunteer positions in advance of emergencies and public health activities. Position descriptions will outline general and specific duties that you could be expected to perform. They may also outline the training required in order to carry out your assigned duties. CVC volunteers may be asked to report to a specific geographic location in an emergency to await deployment and/or receive just-in-time training.

The CVC unit works closely with the Macon County Emergency Management Director, Local Fire Departments and other first response emergency leaders because of their ongoing responsibilities and specific expertise.

Identification

The Health Department will ensure that carefully controlled individual photo ID badges are prepared and issued to each volunteer.

Volunteer Safety

All volunteers will receive safety training that is appropriate to their function in the CVC unit, which could be such training as CERT, First Aid and CPR training.

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, training, organizing and practicing.

Macon County CVC will have regular meetings, training opportunities and drills to ensure maximum emergency preparedness.

All CVC volunteers must have the appropriate education, training and experience. All members of the CVC unit are not required to have the same education and training, although there are some common elements.

Macon County CVC Volunteer Handbook

For example, the Macon County CVC unit will be trained and prepared to:

- Manage Neighborhood Distribution Centers (specified locations to support a mass vaccination strategy)
- Manage the distribution of the Strategic National Pharmaceutical Stockpile
- Work in shelters and overflow treatment areas and field hospitals as trained and needed

Preparedness is each individual's responsibility. The CVC will help ensure you are prepared at home and at work so you can be ready to deploy when you are needed.

Training

CVC unit leaders will have a training checklist to ensure that volunteers who are registered can be documented on training they have had and/or need. All CVC volunteer training must include:

- **CVC orientation**
- **CERT Training (strongly recommended)**
- **Mass Prophylaxis**

All registered volunteers are expected to participate in the Orientation course. This program provides a broad overview of the various services and activities of the Macon County CVC at the local and regional level.

Volunteers *expecting to be deployed* are required to complete ICS 100 and NIMS 700 classes. Both of these courses can be done on line and the completion certificate sent to the volunteer coordinator. These can be accessed through the FEMA website.

IS-100 (Introduction to Incident Command)

IS-700 (National Incident Management System)

In-class training may also be available to volunteers; please check with the volunteer coordinator for a schedule.

Funding

Volunteer time is uncompensated.

Macon County Health Department is responsible for supplies and other support during a disaster, which may include:

- Education and training
- Protective equipment and clothing
- Supplies (gloves, syringes, splints, etc.)
- Food and shelter
- Communication equipment (2-way radios, ham radios etc.)

Our Emblem:

The CVC (MRC) is a recognized emblem that must be used in a standard form. There are guidelines that include color, placement, font and size. Uniform T-shirts or vests with this CVC logo may be issued to registered and credentialed CVC volunteers in order to be easily identified in the field.



Web Site

The National CVC is on the web! Go to the web site at www.medicalreservecorps.gov. This site provides information on the national organization and individual units across the county.

The skills and services of each CVC worker are critical to our success and effectiveness. Volunteers and paid staff are colleagues who form a team united by shared goals and values. Like any team, the contributions of each member are unique and crucial

Liability

While Liability is always present there are a few rules/precautions volunteers can and should take to prevent injuries to themselves and others. These will be discussed and presented during meetings/trainings as provided by the Macon County CVC.

Missouri Statutes Torts and Actions for Damages Section 537.118

August 28, 2011

Volunteers, limited personal liability, certain organizations and government entities, exceptions.

537.118. 1. As used in this section, the following terms mean:

- (1) "Nonprofit organization", an entity which operates under the standards of section 501(c) of the Internal Revenue Code of 1986 as amended;
- (2) "Prorated equivalent basis", any other basis for compensation except that used to compensate for expenses actually incurred; and
- (3) "Volunteer", an individual performing service for a nonprofit organization or a governmental entity who is not compensated for his services on a salary or prorated equivalent basis. The term shall not include those covered by section 537.117.

2. Any volunteer of a nonprofit organization or governmental entity shall be immune from personal liability for any act or omission resulting in damage or injury to any person intended to receive benefit from such volunteer's service if:

- (1) The volunteer acted in good faith and within the scope of his official functions and duties with the organization or entity; and
- (2) The damage or injury was not caused by the intentional or malicious conduct or by the negligence of such volunteer.

3. Nothing in this section shall be construed to create or abolish immunity in favor of a nonprofit organization or a governmental entity.

4. The provisions of this section shall apply to all causes of action accruing after August 28, 1989.

NOTE: Please see Liability Wavier

Policies

Harassment-Free Environment Policy

Macon County CVC (CVC) is committed to providing a harassment/discrimination free work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal opportunity and prohibits discriminatory practices, including harassment. It is the policy of the CVC 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. Specifically condemned is the sexual harassment of volunteers and/or employees by other volunteers and/or employees. It is the intent that all Macon County CVC volunteers will work in an environment free from discrimination and/or harassment by another employee, supervisor or another volunteer for any reason.

If you feel you may have been the subject of discrimination or harassment, you should contact your supervisor or the CVC Volunteer Coordinator. Any reports of discrimination or harassment will be examined impartially and resolved promptly.

The CVC takes its responsibility to prevent workplace harassment seriously. To achieve this goal, the CVC presents all new volunteers with this policy during orientation and is included in the volunteer manual.

Safety

Providing a clean, safe and healthful work environment is a goal of the CVC. No job is considered so important or urgent that volunteers cannot take time to perform their job safely. During your job site orientation, your supervisor will discuss all the applicable safety and health rules with you. If you are unclear about any safety policies and procedures, ask your supervisor or volunteer manager. We should make sure to cover safety during the drive-thru

As a CVC volunteer, you have a responsibility for your own safety and health. This includes using all required safety devices. 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.

You are expected to immediately report all volunteer-related accidents, injuries, illnesses and near misses to your supervisor or volunteer manager.

Drug Free Workplace

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

Violence-Free Work Environment Policy

The Macon County CVC is committed to the volunteer's safety and health. This policy has been developed to help ensure a safe workplace and to reduce the risk of violence.

The CVC does not tolerate any type of act or threat of violence committed by or against a volunteer and therefore prohibits workplace violence and the possession of weapons by volunteers on the job and at the worksite

In order to ensure a safe working environment, the CVC prohibits all persons from carrying a handgun, firearm, or weapon of any kind on assignments, regardless of whether the person is licensed to carry the weapon or not. This policy applies to all volunteers, clients, customers and visitors. All volunteers are prohibited from carrying or using a weapon while in the course and scope of performing their assignment. This policy prohibits weapons at any CVC sponsored function, such as training missions, parties, exercises or any other events. The only exceptions to this policy are police officers, private security guards, or military personnel employed by federal or state government, who are engaged in official duties.

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.

Introduction – Code of Conduct

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

Code of Conduct

No volunteer shall:

- a. Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the CVC.
- b. Accept or seek on behalf of himself or any other person, any financial advantage or gain of other than nominal value which may be offered as a result of the volunteer's affiliation with the CVC.
- c. Publicly utilize any CVC 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 Citizen Corps.
- d. Disclose any confidential CVC information that is available solely as a result of the volunteer's affiliation with the CVC to any person not authorized to receive such information, or use to the disadvantage of the CVC any such confidential information, without the express authorization of the CVC.
- e. Knowingly take any action or make any statement intended to influence the conduct of the CVC 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 CVC.

Performance

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

Commitment to Diversity

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

Volunteer Rights & Responsibilities

Volunteer Rights

As a volunteer with the Macon County CVC, you enjoy certain rights that should be recognized by your supervisor and staff.

As a Macon County CVC volunteer member, you should:

- 1) Receive an interview and orientation.
- 2) Be given assignments that utilize and develop your skills.
- 3) Be provided with adequate information and training to carry out your assignments.
- 4) Be given clear and specific directions.
- 5) Receive recognition and appreciation for your contribution.
- 6) Have the opportunity to offer feedback and ask questions.
- 7) Expect regular feedback on your work.
- 8) Have adequate space, equipment and supplies to perform your job.
- 9) Have the right to know as much about the CVC organization as possible.

Volunteer Responsibilities

Volunteers expect and enjoy certain rights when they donate their time. Volunteers, however, have specific responsibilities to the CVC. 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, businesslike, and abide by the policies of the Corps.
- 2) Dress appropriately for the event and task at hand.
- 3) Carry out duties in a safe, responsible way.
- 4) Maintain the confidentiality of information revealed to you regarding clients and coworkers.
- 5) Keep track of the hours you work on the form provided.
- 6) Be non-discriminatory in serving all people regardless of race, gender, age, religion, sexual orientation, or disability.
- 7) Work within the guidelines of your job description and accept supervision.
- 8) Offer feedback and suggestions.
- 9) Be prepared for any regularly scheduled meetings.
- 10) Represent the CVC appropriately and professionally in the community.

Notes