

Deschutes County Medical Reserve Corps Volunteer Handbook



**HEALTH
SERVICES**

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The Basics

Purpose of the Handbook

The purpose of this handbook is to provide new and existing volunteers with an understanding of the activities and structure of the Deschutes County Medical Reserve Corps (DCMRC).

This resource document can be used to answer any questions or concerns you have, so feel free to use the Table of Contents page at the beginning to locate specific topics of interest. While we strive to ensure accuracy and fully address all topics related to volunteering, this document is not definitive because actual disaster situations will vary based on multiple conditions. It is also important to understand that our local emergency management and county officials have the final say in formulating disaster response policies and procedures.

History

National Medical Reserve Corps

Founded in 2002, the Medical Reserve Corps (MRC) is a national network of volunteers, organized locally to improve the health and safety of their communities. The MRC network comprises approximately 290,976 volunteers in 800 community-based units located throughout the United States and its territories.

MRC volunteers include both public health and medical professionals, as well as non-medical community members, too. MRC units engage these volunteers to strengthen public health, improve emergency response capabilities, and build community resilience. They prepare for and respond to natural disasters, such as wildfires, as well as other emergencies affecting public health, such as disease outbreaks. They frequently contribute to community health activities that promote healthy lifestyles.

The Division of the Civilian Volunteer Medical Reserve Corps, overseen by the Assistant Secretary for Preparedness and Response (ASPR), set nationwide core standards for the MRC, but each local unit also has unique training and participation requirements for volunteers.

Deschutes County Medical Reserve Corps

In response to the COVID-19 pandemic, in 2021, Deschutes County Health Services (DCHS) enlisted the support of medical and non-medical volunteers to serve at the Mass Vaccination Clinic located at the Deschutes County Fairgrounds. Roughly 1,800 volunteers signed up to support COVID-19 vaccine clinic operations, which resulted in the preliminary establishment of a public health reserve corps. After the Mass Vaccination Clinic closed operations in May 2021, the pool of volunteers continued to serve at pop-up vaccine clinics throughout the county. In order to pursue additional funding and resource support for the volunteer reserve corps, DCHS began the process of creating an official MRC Unit. The National MRC Program approved the establishment of the DCMRC on April 3rd, 2023 and welcomed the local unit (#2811) to the National MRC Network.

Mission and Goals of the DCMRC

Mission:

The mission of the DCMRC is to protect the health and safety of our communities through maintaining a pool of medical and non-medical volunteers that are trained, passionate, and ready to respond when health-related crises, emergencies, and/or natural disasters occur. The DCMRC will also work to support public health and behavioral health initiatives throughout the county supporting vulnerable populations.

Goals:

Promote community resiliency by cultivating a robust, well-trained team of volunteers to provide medical, and non-medical, support services for pre-planned events, public health crises, and emergency response activities.

1. Be prepared to respond to community needs that overwhelm existing health services before, during, and following public health crises and emergencies.
2. Establish a framework for training and exercises.
3. Provide organizational structure, administrative oversight, and recruitment tools for volunteers.
4. Facilitate and foster collaboration and a whole community approach to preparedness, response, and recovery for Deschutes County.

5. Provide education and outreach for community-based organizations and Deschutes County residents regarding public health issues, behavioral health issues, and general emergency preparedness.

DCMRC Unit Structure

The DCMRC will be housed and supported by Deschutes County Health Services under the Public Health Emergency Preparedness program. The primary leadership roles within the unit will be:

- **DCMRC Manager**, who will oversee and support the work of the DCMRC Unit Coordinator.
- **DCMRC Unit Coordinator**, who will manage DCMRC deployment, partnerships with community based organizations, and seek additional funding opportunities. This role will also manage general program responsibilities such as recruitment and new member orientation.
- **DCMRC Admin Support Specialist**, who will assist the Unit Manager and Unit Coordinator with volunteer database maintenance, administrative duties, new volunteer onboarding, etc.
- **DCMRC Health Officer**, who will review and approve all medical and safety-related policies and procedures for deployments. This position will review volunteer requests to ensure the specific medical qualifications align with the roles. In an emergency situation, this role will provide on site assurances that specific volunteers are cleared to perform medical tasks; this position holds medical malpractice insurance for liability purposes.

Additional leadership roles will come into place during unit activations, and some of these roles can be filled by Level 1 volunteers.

The DCMRC Program

Scope of Participation

Volunteers will primarily be utilized locally, but there might also be opportunities to support within the region or throughout the state. Assignments can range from a few hours to multiple days, depending on the situation. As a volunteer, you will always be informed of the scope of the mission and have the right to accept or decline the assignment.

Volunteers will also have opportunities to participate in trainings, exercises, and drills, in order to develop practical knowledge about the kinds of scenarios you may face in a disaster or emergency.

As a Deschutes County Medical Reserve Corps member, you can expect to receive monthly email communications, at a minimum, as well as additional communications whenever activations are required.

Volunteer Expectations

1. Volunteers are expected to perform their duties and assignments as assigned by the Site Supervisor in an orderly and efficient manner.
 - Immediately notify your Site Supervisor if for any reason you are unable to perform the functions and/or carry out the assignment so that the Site Supervisor can release and replace that position. Volunteers must also immediately notify the DCMRC Coordinator and request official deactivation or reassignment.
 - Report immediately to their Site Supervisor any condition that might be unsafe or hazardous.
 - Report any injuries immediately to the Site Supervisor.
 - Continue with their assigned responsibilities until properly relieved or replaced.
 - Indicate to their site supervisors if they must leave due to emergency or personal reasons. However, if you sign up for a shift, you are expected to commit to the time you are signed up for.
2. Volunteers must wear the Deschutes County Medical Reserve Corps-issued uniforms at all times during an activation and/or exercise unless otherwise directed by the Deschutes County Medical Reserve Corps Coordinator (or designee).

- The uniform consists of a yellow safety vest and a badge/lanyard.
- If you have not yet received a uniform, please contact: mrc@deschutes.org

Please note that all uniforms (vests and badges) are the property of the Deschutes County Medical Reserve Corps unit. Uniforms must be returned to the DCMRC Coordinator if any of the following occur:

- You leave or resign from the Deschutes County Medical Reserve Corps unit.
- Inappropriate, unsanctioned, or unauthorized use of the uniforms.

3. Volunteers must clock in and out for each shift with VicNet, which allows for proper tracking of volunteer service. Volunteer service hours can be manually added to the system, however using VicNet relieves the additional workload of having to manually add hours. Training hours that relate to DCMRC service also count as volunteer hours. While the DCMRC Unit Coordinator is responsible for tracking volunteer activities and the hours associated with them, however it is important for you to commit to auditing your account quarterly and reporting any discrepancies in activity and/or volunteer hours to the DCMRC Unit Coordinator. Volunteer hours are often reported to both local, state, and national partners so it is important to keep an accurate count for the DCMRC to demonstrate its level of impact in the community, as well as advocate for additional funding and resources.

Volunteer Management Platforms

There are two websites that you will need to become familiar with as a DCMRC member.

The first is the State Emergency Registry of Volunteers in Oregon (SERV-OR). It is a state requirement for MRC unit members to have a profile through this platform.

- You will need to create an account and register as a volunteer with the Deschutes County MRC unit.
 - For volunteers that are active medical professionals, you can also choose to become a member of the State Managed Volunteer pool if you'd like.
- SERV-OR will verify the status of your license (if applicable).

How to Register in SERV-OR

1. Go to the SERV-OR website (<https://www.serv-or.org>)
2. Click "Register Now"
3. Read the instructions at the top of the Registration window and complete each section:
 - Organizations
 - Click "Add Organizations"
 - Click the plus sign (+) next to Medical Reserve Corps Units
 - Check the box next to Deschutes County and click "Select."
 - If you would like to be included in statewide volunteer and training opportunities, click the plus sign next to the State Managed Volunteer Pool; however only medical professionals with an active license can be accepted in the State Managed Volunteer Pool.
 - If you have a compelling reason to join a second MRC, you must identify one as your primary unit then receive permission from the Unit Administrators of both organizations to be a member of both units.
 - Account Information
 - Follow on-screen instructions to select a user name, password, and security question.
 - Terms of Service and Privacy Policy
 - Read the statements and indicate your agreement by checking the boxes.
 - Name and Address
 - Follow on-screen instructions to enter this information. Use standard capitalization (avoid all caps or all lowercase).
 - Contact Information
 - Follow on-screen instructions. Make sure you provide an email address and phone number that you check regularly.
 - Click "Add Another Contact Method" (bottom right corner of the Contact Method box) to provide more than one phone number.
 - Please note that selecting "Mobile Phone" will result in a voice call to that number. If you would like to receive text message

notification, you must select “SMS/Text Msg” from the Contact Method menu.

- If entering more than one contact method, you can change the order of contact by using the arrows in the upper right corner of the Contact Method box. Make sure that the number you’d like us to contact first is listed first.
 - Complete the rest of the information on this screen as indicated in the instructions. Click “Next.” This will complete the first step – basic account access.
4. You will receive an acknowledgment via email that your SERV-OR account has been created. Click the hyperlink for “Profile Summary” to continue entering necessary information.
- At this point, the DCMRC Unit Coordinator will be notified of your SERV-OR application. You still need to complete your profile, as outlined below. The DCMRC Unit Coordinator will be in touch regarding the next steps for onboarding to the unit.
5. The Profile Summary gives you quick access to different parts of your record. Areas listed in red need attention. It is a good idea to click on each part of the summary, even if it is listed in green, because there may be important information that you can provide in that section. Once you complete a section, click “Save” in the bottom right corner of the screen. Then click Summary to return to the summary page and review other areas of your profile.
- Identity: Review your name and address, enter your date of birth and gender, and enter your driver’s license information (click “Edit Information” at the top of the page).
 - Deployment Preferences: Click “Edit Information” at the top of the page to enter your preferences for deployment – whether you are willing to serve in a local, state, or national disaster, and the length of time you are willing to deploy. You will also be prompted to enter whether you have any other prior commitments.
 - Contact: Click here to enter your emergency contact person’s name and phone number.

- Occupations: Very important!! You must go to this page to enter your applicable license number and expiration date. Click Occupations, then click the hyperlinked profession name and click “Edit Information.” Enter the information requested. Your application is incomplete until you enter your license number and expiration date.
- Training: You do not need to enter anything here at the time of registration.
- Skills and certifications: Please take a close look at the list of certifications and skills, and note whether you have an instructor certification in any areas. There may be opportunities to volunteer as an instructor, and having your qualifications noted in SERV-OR will be a huge help to us. On this page you can also note other languages spoken and if you have had prior deployment experience.
- Medical History: Indicate whether you are physically able to deploy, any allergies you have, and your immunization status.
- Background Check: You do not need to enter any information here. Your licensing board’s background check will be used to determine your eligibility.

The second is the Volgistics platform, which is the primary website the DCMRC will utilize to post volunteer opportunities and where you will sign up for shifts.

How to Register in Volgistics:

Note: When logging in for the first time, volunteers will be provided a temporary password and must reset and create a new password.

Volgistics Login Information:

Login Name: **volunteer’s e-mail they are receiving information through**

Temporary Password: **Password1**

Volunteers should review [this video](#) when logging into Volgistics (also known as VicNet) and accessing their account for the first time.

Once complete, volunteers can access their VicNet account by clicking [here](#).

There are additional videos for volunteers to explore that help explain different aspects of Volgistics, including how to sign up for a scheduled vaccine event, and how to cancel their scheduled shift. These videos can be found below:

- Volgistics: [Profile Tab](#)
- Volgistics: [Extra Information on Tabs](#)
- Volgistics: [Scheduling - Signing Up](#)
- Volgistics: [Scheduling - Cancellation](#)

The Volgistics system will automatically send a confirmation email two days before the first scheduled shift, which includes additional information about volunteering.

If you are signing up for a shift less than 48 hours before the event, please contact the DCMRC Unit Coordinator so they can directly send the additional volunteer information needed.

Code of Conduct

As a volunteer, you are entitled to professional and respectful treatment from the DCMRC, its community partners, and county agencies. The DCMRC will keep your registration information private and will be respectful of your time and skills.

The DCMRC is a good faith agreement. Although we may make multiple requests for your time, especially during disasters and emergencies, you are never obligated to respond. The DCMRC understands that you have other obligations that come first.

You will never be penalized by or removed from the DCMRC because you could not respond to a disaster or emergency. In return, we expect that you always abide by the Code of Conduct.

Core Values

The core values of the Deschutes County Medical Reserve Corps align with those of Deschutes County Health Services:

- We are honest, fair, and respectful of others.
- We respect the rights of individuals to privacy, confidentiality, self-determination, and autonomy.
- We treat all people with kindness, warmth, and dignity.
- We uphold patients' rights, advocate for their rights, and support them in advocating for their own rights.
- We are committed to diversity, equity, and providing a healthy, inclusive, and productive environment for volunteers.
- We strive to maintain cultural and linguistic competency that effectively reflects the needs and differences of all individuals, based on their race, sex, age, physical or mental status, sexual orientation, gender identity, abilities, immigration status, and ethnic or cultural heritage.

DCMRC members will NEVER:

1. Self-deploy during a response or to an event.
2. Bring family, friends, or anyone else to an event that has not registered as a DCMRC volunteer.

3. Publicly utilize DCMRC affiliation in connection with the promotion of any political organization, religious matter, or position on any issue not in conformity with the official positions of the DCMRC.
4. Use DCMRC activities to recruit patients or clients.
5. Act in a disruptive manner or in a manner that is dangerous to self or others, including acts or threats of violence.
6. Accept bribes or gratuities, lie, cheat, or steal.
7. Engage in discrimination based on age, gender, religion, race, or sexual orientation.
8. Engage in sexual abuse or harassment.
9. Consume alcoholic beverages, use any illegal drug or marijuana, or abuse any prescription medication while on duty or when there is an expectation of returning to duty shortly.
10. Knowingly have any discussions with any media source(s) during an activation and/or exercise without prior approval and supervision of the DCMRC Program.
11. Take photographs, audio, or video at any event or deployment without proper authorization of the DCMRC program.
12. Wear their DCMRC uniforms when not engaged in DCMRC activities.
13. Represent themselves as fully licensed or certified when the applicable license or certification has lapsed or is incomplete.
14. Act in a manner unbecoming of a DCMRC member (shouting, being belligerent, speaking negatively of others etc.).

Health, Safety, and Security

The DCMRC is committed to the health, safety, and security of its volunteers. Most volunteer opportunities listed on the Volgistics platform will include any safety information you may need to know before going. Most of the deployments will also provide a safety briefing and any necessary personal protective equipment (PPE).

If you feel unsafe for any reason, inform your site supervisor of your concerns, and please report any incidents or feedback to the DCMRC Program at mrc@deschutes.org.

We encourage you to contact us if you feel there are supplies we can provide, or strategies we can take to mitigate any health and safety risks at the sites you are supporting.

How to Report Violations of the DCMRC Code of Conduct

Describe the violation, including dates, locations, statements, and parties involved in the incident. Please contact the DCMRC Unit Coordinator at mrc@deschutes.org.

- If the Complainant cannot remember exact dates, include approximate dates to the best of the Complainant's recollection.

All complaints will be reviewed by the DCMRC Coordinator, who will take corrective action. Depending upon the seriousness of the offense, a volunteer may be placed on probation or separated from the DCMRC.

Volunteer Policies

Contact Information

To ensure that you can be reached promptly during an emergency, you are responsible for keeping your contact information updated. Any changes to name and/or phone numbers, email addresses, or mailing addresses should be updated in both Volgistics and SERV-OR.

Verification of Licensure

All MRC unit members are responsible for keeping their respective licenses and certifications current. You should notify the DCMRC Coordinator of any changes to your licensure/certification. Licenses and certifications will be regularly verified through SERV-OR to ensure active status and good standing.

DCMRC members must also have a valid Oregon license, however out of state licenses may be accepted, depending on the circumstances.

Liability and Legal Protections

As it pertains to medical/general liability coverage, DCMRC volunteers will be covered under Deschutes County's general liability insurance program. To be covered, volunteers must be working within the scope of their volunteer duties. The insurance program is not contingent on location, and as long as DCMRC members are working under the direction of a Deschutes County staff person, they will be covered. DCMRC

members are not required to carry personal medical liability insurance; however, they are encouraged to do so if they so personally choose.

As it pertains to personal injury and workers' compensation, at no time are DCMRC volunteers covered under Deschutes County's worker's compensation program. If the DCMRC member is volunteering as part of a state declared emergency or state public health emergency, the State Office of Emergency Management is required to provide workers' compensation coverage (ORS 401.368). In other situations (where it is not a state declared emergency), Deschutes County has a Volunteer Insurance policy that provides limited supplemental/secondary coverage for personal medical costs; however, the DCMRC volunteer's medical insurance is primary.

Problem Solving and Conflict Resolution

When conflicts occur, we attempt to resolve these conflicts quickly and to perform our roles in a responsible fashion that avoids or minimizes harm.

In situations where disagreements arise between volunteers, or volunteers and DCHS staff, the parties involved should first try to resolve the disagreement amongst themselves.

- If a third party needs to help facilitate a conflict resolution discussion, inform the DCMRC Unit Coordinator.
- If the DCMRC Unit Coordinator does not believe it is appropriate for them to facilitate the conversation themselves, they will delegate the facilitation role to their supervisor or other appropriate individual.

If the conflict involves a volunteer and the DCMRC Unit Coordinator, the volunteer can reach out to the supervisor of the DCMRC Unit Coordinator directly to request they facilitate a conflict resolution discussion. Contact information can be found in the County Staff Contact Information section of this handbook.

Please respect the privacy and confidentiality of your peers. Under no circumstances should disagreements be made public.

Inactive or Resignation

Temporary Inactivation: If a situation arises that causes you to need to temporarily end your participation in the DCMRC, please contact the DCMRC Unit Coordinator (mrc@deschutes.org) so your Volgistics account can be archived.

Inactive member information will still be available to authorized System Administrators within Volgistics, but you will NOT be contacted about potential emergency activations, deployments, training opportunities, etc. You will have 1 year to decide to change your status to active before your account will be permanently removed. If you decide later to re-join the DCMRC, you will need to reapply.

Resignation: If you want to permanently be removed from the DCMRC, you will need to contact the DCMRC Unit Coordinator by sending them an email.

Disciplinary Practices and Dismissal

Individuals who act contrary to the Volunteer Code of Conduct or the rules and procedures of the Deschutes County Medical Reserve Corps Program (which includes Deschutes County policies) are subject to dismissal from membership. Disasters and emergencies are traumatic events that impact people in many ways, therefore it is critical that DCMRC volunteers are careful to not add to this trauma through any negative actions that impact the people being served.

The standard disciplinary practice is as follows:

Step 1: Verbal warning, with the occurrence documented by the MRC Unit Coordinator and/or Admin Specialist.

Step 2: A written letter warning sent to the volunteer via email, with a copy of the letter added to the volunteer's Volgistics account.

Step 3: Termination/Dismissal

The following is a non-comprehensive list of examples of offenses that would warrant automatic dismissal from the DCMRC:

1. Criminal Acts
2. Insubordination
3. Negligence
4. Theft
5. Destruction of property
6. Slander
7. Under the influence of alcohol or drugs

Operational Information

DCMRC Unit Activation

What is an Activation?

An activation is an official response to a disaster, emergency, or unit request. Activations can be managed solely by the DCMRC Program or within a larger Incident Command System (ICS) that may involve coordination among different agencies and levels of government.

When Do Activations Occur?

Activations occur whenever an agency determines that they should use the ICS to manage their own response to an event. Activations occur in response to many types of incidents, not all which will involve MRC volunteer support.

What Role Does Deschutes County Medical Reserve Corps Play in Activations?

Deschutes County Medical Reserve Corps volunteers provide additional staff for impacted agencies' response efforts. DCMRC volunteers are asked to serve on an as-needed basis. Deschutes County Medical Reserve Corps service will usually be referred to as "deployment."

Is Deschutes County Medical Reserve Corps Used in All Emergencies?

No, the DCMRC is not used in all disasters or emergencies. The decision to deploy Deschutes County Medical Reserve Corps volunteers comes from Deschutes County Health Services and requesting agencies.

Unit Requests for Volunteers

Deployment with any MRC unit is not mandatory. It is the choice of each volunteer to accept or decline a deployment request.

All DCMRC volunteers should fulfill their emergency response obligations to their employers prior to responding as a DCMRC volunteer. In addition, you should always make sure that your families are safe and taken care of before deploying with the DCMRC.

Deployments

How Will The Deschutes County Medical Reserve Corps Be Deployed?

Only the Deschutes County Medical Reserve Corps Unit Coordinator or respective designee can deploy Deschutes County Medical Reserve Corps volunteers. Never self-deploy.

How Do I Respond?

- When Deschutes County Medical Reserve Corps is deployed during an emergency, you will be notified by both text message and email notification sent through Volgistics.
- Follow the directions you receive in the notification and sign up for volunteer shifts within Volgistics. If you want clarification about the assignments, or are having difficulty accessing shifts, you may call or email the Deschutes County Medical Reserve Corps Unit at mrc@deschutes.org or 458-292-8347 and we will respond as soon as we are able. Never self-deploy.

Am I Required to Respond?

Deschutes County Medical Reserve Corps membership is a good faith agreement. The Deschutes County Medical Reserve Corps may make multiple requests for your time, but you are not obligated to volunteer. We understand that you will fulfill your obligations to yourself, your family and work before volunteering with us.

What if I think Deschutes County Medical Reserve Corps Should Be Deployed, but I have not Heard Anything?

Deschutes County Medical Reserve Corps is not deployed in every activation. Never self-deploy.

If you are uncertain about the role of the DCMRC in a response, please contact us.

How Long Will I Be Expected to Work?

A normal shift during deployments will vary based on the type of response and/or event. For example, a shift as a vaccinator for a flu clinic could be 3-4 hours, whereas a

shift as an outreach worker at a County Fair could be 1-2 hours. The number of shifts you work will depend on your availability, willingness to respond, and the length of the activation.

You are not obligated to work any number of shifts. You choose your own schedule based upon the volunteer opportunities currently available.

If I Respond, How Will I Be Assigned?

You will be able to select your assignment in the event details within Volgistics. The role you are able to select will be dependent on your training level, as well as relevant licensing/certification requirements. Some positions require general staffing and are not dependent on profession, but some roles (e.g. flu vaccinator) will require specific licenses and skills.

How Will I Know When an Activation is Over?

The end of an activation is called “deactivation.” Deschutes County Medical Reserve Corps will contact you and let you know when deactivation occurs.

What Should I Expect When I Am Deployed?

You will be assigned to a specific service site. When you arrive at your service site, you will meet with the site supervisor. The site supervisor is responsible for:

- Providing training, safety briefings or other relevant information.
- Ensuring you know where to go for your specific role.
- Answering any questions.

Every activation is different, and there is no way to know exactly what you will encounter at your service site while you are deployed. You may always ask your supervisor and colleagues for clarification about your role or contact the DCMRC Unit Coordinator directly.

What If I Am Not Sure About My Role?

Although you already have an advanced skill set, activations may put you in new roles.

- To prepare you, your service site may provide you with Just-in-Time (JIT) training to bring you up to speed on the tasks you will be asked to perform. JIT training is usually concise and specific about the task you need to do while taking into consideration the overall context of the situation.
- Your service site will also do their best to provide you with the tools and equipment required for your role.
- You may ask for clarification about your role and how you are expected to fulfill it any time.
- It is expected that volunteers stay within the assigned duties of their role.

Should I Bring Anything with Me?

- Always wear your DCMRC uniform, as well as weather-appropriate clothing and closed toe shoes.
- You should also bring water and sanitizer for yourself, as service sites might not always have these available, or unless it is communicated beforehand that they will be available.
- If you have special dietary needs, please pack food for yourself, as service sites may not always be able to accommodate you nor may food be provided based on the assignment.

What to Expect After a Deployment?

After deployment, we will ask you to participate in an After Action Report– a special debriefing where responders discuss their experiences and identify current strengths, as well as potential areas of improvement.

The DCMRC will also be sending out an annual survey to all volunteers who were deployed. This will provide our unit leadership with key insights into volunteer experiences.

Fitness for Duty

Some deployments may have working environments that could impose a strain on an individual volunteer. Each incident requires an assessment of conditions to determine its impact on fitness requirements for volunteers.

It is the responsibility of the DCMRC Program to ensure that deployed volunteers have sufficient levels of fitness to perform the duties asked of them. It is also the responsibility of the individual volunteer to provide pertinent and honest information regarding fitness, and disclose whether a particular assignment would pose a challenge.

If fitness problems occur while on assignment, then negative problems may arise both for the volunteer and for the operation as resources divert away from the operation in order to treat the fitness issues of the volunteer.

Training Requirements and Opportunities

All volunteers will be required to complete several, online training courses to ensure they are familiar with basic emergency preparedness concepts. These courses will be accessed through MRC TRAIN.

How to log in to MRC TRAIN

- 1) To begin, go to MRC TRAIN: <https://www.train.org/mrc/login>.
- 2) Click on Training located toward the bottom left of the portal.
- 3) Click on Create an Account.
- 4) Fill in username, password, and other required information, and select "next."
- 5) On the following page, when selecting Region, select Region 10 (X), then select Oregon, then select Deschutes County Medical Reserve Corps. Confirm your selections, and select "Finish Creating Account."

Once you have arrived at the home page...

- 1) Click Training Plans towards the left, and middle portion of the screen
- 2) In the search bar, enter the word "Deschutes" and click search.
- 3) Click on the result titled "Deschutes County Medical Reserve Corps Training Plan - Level 3 Required."
 - a. There will be additional training plans for the DCMRC, both recommended and required for each volunteer level (see table below). All volunteers must complete the Level 3 required courses. Volunteers may choose to complete additional training as they so desire.
- 4) When you click on the course of your choice, click on Actions, and then Launch, located on the right-hand side of the screen.
- 5) When you have completed the course, it will be marked off as completed, although some courses may require you to go back to the course plan and manually check it as complete.

If you have any questions, please contact the DCMRC at mrc@deschutes.org. In addition to these training courses, volunteers will complete a DCMRC Compliance Training (see attachments). Volunteers must return a signed copy of this form to the DCMRC Unit Coordinator at mrc@deschutes.org

In order for volunteers to be ready for deployment, the DCMRC will have a tiered training program that members can complete.

DCMRC Volunteer Tier Levels		
Level	Level Description	Total Estimated Training Time
Level 3	Level 3 Volunteers: <ul style="list-style-type: none"> • Registration Process Completed • Background check passed • Basic training and limited participation in volunteer activities • Once you have completed the required training, you are able to begin volunteering 	6.75 hours
Level 2	Level 2 Volunteers: <ul style="list-style-type: none"> • Meet the standards for Level 3 • Demonstrated experience through trainings/exercises • Demonstrated participation in unit activities and non-emergency events 	7.75 hours (Level 3 hours + 1 hour)
Level 1	Level 1 Volunteers: <ul style="list-style-type: none"> • Meet the standards for Level 2 • Demonstrated extensive experience in emergency activations and/or emergency deployments • Able to hold supervisory and/or leadership positions 	10 hours (Level 2 hours + 2.75 hours)

Additional Info

How to Reach DCMRC Leadership

- Email us at mrc@deschutes.org

Attachments

1. Acknowledgement for receipt of DCMRC Volunteer Handbook
2. DCMRC Compliance Training
3. Photography release form

Revision History

Version	Date	Summary of changes
1	7/14/2023	Document created
2	9/5/2023	Volgistics log in section updated with new home page link and added term VicNet for user familiarity.

Acknowledgement of DCMRC Volunteer Handbook

I have received a copy of the Deschutes County Medical Reserve Corps Volunteer Handbook. I have read and understood the policies and information in it, and agree to abide by these policies during my volunteer term. I am aware that failure to adhere to the policies, procedures, and code of conduct detailed in this handbook may result in disciplinary action.

Please send a signed copy to the DCMRC Unit Coordinator at mrc@deschutes.org.

Printed Name: _____

Date: _____

Signature: _____





Deschutes County Health Services Medical Reserve Corps – Compliance Training

Confidentiality, Privacy, & Health Information Portability & Accountability Act (HIPAA)

- ❖ Deschutes County Health Services is a covered entity under HIPAA. It is important to keep people's health information confidential and secure. This ensures we are following rules and regulations, increases client/public trust, and maintains our agency's integrity.
- ❖ PHI (Protected Health Information) in a nutshell: Individually identifiable information related to past/present/future health condition or provision of healthcare
- ❖ Precautions:
 - Ensure auditory privacy when discussing someone's PHI
Example: Do not discuss PHI with another staff member within earshot of others
 - Keep paper PHI organized and secure
 - Do not post anything on social media that could identify a client
 - Do not share any PHI you may see/hear
Example: Go home and tell family members you helped a lot of people; do NOT share individually identifiable information nor health details
 - Operate within "need to know" – only access/share PHI that is necessary for your DCHS duties
Example: If you are checking forms, don't flip through the stack of previous forms to see if your neighbor was there earlier that day
 - Keep it to "minimum necessary" – only access/share the least amount of PHI you can in order to accomplish the work
Example: If it is relevant that someone has a latex allergy, disclose that, but do not disclose additional unnecessary information that they broke their arm last year
- ❖ If you become aware of any information that may constitute a HIPAA violation/breach, please alert a DCHS staff member immediately.

Safety & Reporting

If you become aware of information on any of the following issues, please alert a lead or other DCHS employee immediately.

- ❖ Abuse Reporting:
 - Children, elderly and physically disabled, people with intellectual or developmental disabilities (I/DD), specific adult behavioral health clients
 - Neglect, physical abuse, sexual abuse, abandonment, financial exploitation, verbal abuse, involuntary seclusion, wrongful restraint, self-neglect
- ❖ Incident Reporting: Unintended event that could have an adverse effect (safety)
 - Examples: First aid to staff or client, fall on county property, unsafe condition

- ❖ Grievances/Complaints: Any person accessing our services has the right to file a grievance

Blood-Borne Pathogens (BBP)

- ❖ Potentially infectious materials:
 - The following human body fluids: blood, semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids;
 - Any unfixed tissue or organ (other than intact skin) from a human (living or dead); and
 - HIV-containing cell or tissue cultures, organ cultures, and HIV- or HBV-containing culture medium or other solutions; and blood, organs, or other tissues from experimental animals infected with HIV or HBV.
- ❖ Universal precautions: Treat all human blood and certain body fluids as if infectious
- ❖ Three main risks of exposure to BBP: Needlesticks, contact to mucus membranes (eyes, mouth, nose), open sores, cuts, and/or abrasions (non-intact skin) from contaminated fluids
- ❖ Controls & practices:
 - Safe-needle devices
 - Proper sharps containers
 - Handwashing
 - Limiting eating, drinking, smoking, applying cosmetics/lip balm, and handling contact lenses
 - Proper cleaning and decontamination
 - Use of appropriate personal protective equipment (PPE) as needed
 - Signs, labels, and color-coding
- ❖ If an exposure occurs, this is considered an urgent medical concern.
 - Immediately wash needlestick or cut with soap and water; flush splashes to nose/mouth/skin with water; and/or irrigate eyes with clean water
 - Report to lead or other DCHS staff member

I attest that I have read and understand all of the above information, and agree to abide by the requirements.

Signature: _____ Date: _____

Print Name: _____

Questions? Contact the DCMRC Unit Coordinator at mrc@deschutes.org

Deschutes County Photo and Videotape Release Form

In consideration of my participation in approved activities of Deschutes County or activities related to approved programs of Deschutes County, I hereby authorize and grant permission to Deschutes County to photograph and/or videotape me while participating in approved Deschutes County activities or activities related to approved programs of Deschutes County and to use, produce, reproduce, copy, publish, distribute, exhibit and/or incorporate, alone or together with other materials, in whole or in part, photographs, videotapes, or any other means of reproduction of my image, likeness and/or voice obtained as a result of my participation in approved activities of Deschutes County or activities related to approved programs of Deschutes County.

I hereby agree not to bring, or consent to others bringing, any claim, demand or action against Deschutes County in any way related to the use, production, reproduction, copying, publication, distribution, or exhibition of my image, likeness and/or voice. I hereby release and hold harmless Deschutes County and its elected officials, officers, agents, employees and volunteers, and each of their respective heirs, executors, administrators, successors and assigns, from and against any and all requests or demands for payment or compensation, claims, actions, causes of action, suits, costs, expenses, liabilities and/or damages whatsoever that I have or might have in connection with any use, production, reproduction, copying, publication, distribution or exhibition of my image, likeness and/or voice.

I further waive and relinquish any and all rights I have or might have to inspect or approve any photograph, videotape image, tape recording or other form of reproduction of my image, likeness or voice.

This agreement shall not obligate Deschutes County to use, prepare, produce, exhibit or distribute any photograph, videotape, image, and likeness or voice reproduction.

I further agree that Deschutes County has my consent and permission and the right to assign its rights hereunder, in whole or in part, to any person, firm or corporation.

AGREED TO AND ACCEPTED on (date): _____

Participant's Signature

Witness

Signature of Parent or Guardian
(If Participant is a Minor)

Witness

Print name of Participant: _____

Telephone number of Participant: _____