



**West Central Ohio  
Medical Reserve Corps**

**Member Handbook**

**Version 1.2  
Revised December 2022**

**Serving**

**Champaign  
Darke  
Miami  
Preble**

**Clark  
Greene  
Montgomery  
Sidney-Shelby**

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## History

In the wake of the September 11, 2001 terrorist attacks, thousands of Americans responded by volunteering their talents and skills to help others. Many more Americans asked, “What can I do to help?”

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

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 by bringing together local leaders, citizen volunteers and the network of first responder organizations, such as fire departments, police departments and emergency medical personnel.

The Medical Reserve Corps is the component of the Citizen Corps that will bring together local health professionals and others with relevant health-related skills to volunteer in their community. These volunteers will assist local, existing community emergency medical response systems as well as provide a group of readily trained and available resources to help a community deal with pressing public health needs and improvements.

West Central Ohio MRC Programs officially started in 2004.

## Roles

The initiatives in all communities share the common goal of engaging volunteers in helping their communities prevent, prepare for and respond to crime, disasters, pressing public health needs and emergencies of all kinds. The following are examples of duties performed by MRC volunteers in West Central Ohio:

- Completed food history questionnaires during foodborne illness outbreak
- Assisted with LEPC county exercise.
- Flu clinics
- Rabies vaccination clinics
- School Vision/Hearing and BMI screenings
- Guard Care
- Shelter Staffing
- Participates in County Drills/Exercises
- MRC Administrative Duties
- Health Fairs
- Youth Risk Behavior Surveys
- Flood Response
- Participates in County Drills/Exercises
- Assists in HD delivery of mass vaccine clinics - Flu & Tdap.
- Available for shelter staffing
- Nutrition and Fitness Promotion
- Dental Screening
- Immunization Clinics
- Immunization Clinics, Seasonal and Mass, both medical and non-medical positions
- Nutrition and Fitness Promotion at various health fairs
- Mass vaccination clinics
- School vaccination clinics
- Exercise Support staff and victims
- MRC administration duties
- Sheltering staff
- Mass vaccination clinics
- Shelter Support
- CERT/MRC cooperative programs
- Flu clinic's
  1. Vaccinating,
  2. Traffic outside,
  3. People traffic inside,
  4. Registration
  5. Paperwork
- Assist clerical with data entry during clinics and daily activities
- Assist school nurses with hearing and vision screenings

# **West Central Ohio Medical Reserve Corps Mission Statement**

The mission of the West Central Ohio Medical Reserve Corps is to provide medical and non-medical volunteers who can support in the effort to improve the health, safety, and welfare of the community in which they live.

## **Structure of the Medical Reserve Corps**

Each County MRC is organized under their local Health District and in collaboration with their County Emergency Management Agency and the Ohio Citizen Corps Council. The Citizen Corps Council is a component of USA Freedom Corps established by President George W. Bush in 2002. The Medical Reserve Corps Program Office is the national office of the MRC and is housed within the Readiness Division, Office of Emergency Management and Medical Operations, Office of the Assistant Secretary for Preparedness and Response (ASPR), U.S. Department of Health and Human Services (HHS).

## Membership Requirements

MRC members must be at least 18 years of age. United States citizenship is not required, however, proof of valid residence must be presented upon completion of the MRC Application.

Members are required to maintain a valid Ohio Driver's license and proof of automobile insurance if you are serving in a position that requires driving. Otherwise, a valid Ohio photo I.D. is required and remain free of felony and serious misdemeanor convictions. The MRC member must be signed up on Ohio Responds and it is required to update your profile annually.

MRC members ***who are not working in the medical field*** are required to provide references for the MRC's assistance during evaluation. Assignments will be based on range of experience, desired types of assignments, and actual open assignments in the event of deployment.

MRC members ***who are working as medical care personnel*** are required to hold a current license and/or certification to provide medical care and must work within the scope of their licensure. Assignments within the MRC will be made according to a member's current level of licensure/certification and experience. If licensed upon admission to the MRC, members are required, as a minimum, to maintain the level of licensure/certification that qualified them to join the MRC or notify the Coordinator of status change. MRC members are required to provide proof of re-licensure/recertification when credentials expire. The MRC will not pay for re-licensure or recertification fees, although exceptions may be made when certifications are obtained as part of a MRC training course

Members are required to sign a "Code of Conduct" (See Code of Conduct – Page 6) and must abide by it during their service in the MRC.

Members are required to adhere to the policies in this handbook & the policies established by the MRC unit's housing authority. Both during trainings and when mobilized.

The MRC does not discriminate with regard to race, gender, ethnicity, or physical capability. MRC members may, however, be assigned responsibilities that are appropriate given their race, gender, ethnicity, or physical capabilities.

Members are required, within reason, to participate in meetings, exercises and actual mobilizations. Members who miss an inordinate number of meetings, exercises or events may be dismissed from the MRC or placed at a lower response level. A yearly refresher course may be required.

## Code of Conduct and Confidentiality

**Code of Conduct:** The purpose of this code is to establish standards of conduct for all volunteers by identifying those acts or actions that are compatible with the best interest of the individuals served by this agency. Failure to comply with these standards could result in your dismissal from the MRC.

- I will treat all individuals served by this agency with the same care and compassion.
- I will not accept either directly or indirectly, any gift, gratuity, or anything of value from clients served by this agency.
- I will not discuss controversial topics such as, religious beliefs, political views, nor offer medical advice outside of my role.
- I will not report for duty while under the influence of an intoxicant or controlled substance, nor will I consume any such substance during working hours.
- I shall be neat and clean, and dress in a manor appropriate to the nature of my assignment.
- I understand that smoking is not permitted in buildings, or on the grounds of buildings operated by this agency.
- I understand that this agency will not provide a locked spot for valuables, such as purses, and is not responsible for loss or theft of personal items.
- I understand that it is against the policy of this agency, and illegal under state and federal law for any volunteer, male or female, to sexually harass another volunteer.
- Accurately recording time worked is the responsibility of every volunteer. I agree to sign in and sign out for every volunteer shift.
- I will exercise care and follow all operating instructions, safety standards, and guidelines when using equipment, machines, tools, etc, that belong to this agency or belong to the facility being used by this agency. If any equipment, machines, tools or medical supplies appear to be damaged, defective, or in need of repair, I will notify the supervisor immediately.

### Confidentiality Statement:

In the course of volunteering with this agency, I recognize that it is my responsibility to maintain the confidentiality of all information that identifies a client, or discloses any information about the client; and to comply with the Health Insurance Portability and Accountability Act (HIPAA) standards.

I agree that I will not share any information I may obtain in verbal or written form. I also agree that I will not share any client information even if the information is available through other means. I further acknowledge that the confidentiality policy applies after termination as a volunteer with this agency.

## MRC Meetings and Trainings

The Medical Reserve Corps has several training opportunities. The Ohio Medical Reserve Corps has recommended courses and optional courses. Required trainings may vary by county. Membership meetings will be held at the coordinators discretion. Check with your coordinator to see what is available in your area. Additional trainings vary per county. Members may attend trainings in surrounding counties.

### Trainings

#### Recommended Trainings:

1. Introduction to Medical Reserve Corps – learn basic function and mission of the MRC. After completion of the course and proof of licensure, members will be issued an MRC ID badge. Every county will require a MRC badge.
2. Communicable Diseases – learn about common diseases that are easily spread.
3. Family Readiness – learn how to prepare your family for a disaster.
4. Psychological First Aid – learn how to deal with the emotional aspects of a disaster. In-class or on-line
5. Incident Command Structure/National Incident Management System (ICS/NIMS) 100 and 700 – learn command structure to be used in a disaster. In-class or on-line ([www.fema.gov](http://www.fema.gov))
6. Other classes as designated by the County MRC Coordinator.

#### Other learning opportunities:

7. Volunteer Reception Center Training – learn how volunteers will be mobilized during a disaster
8. Points of Dispensing (POD) Training – learn how medications or vaccinations will be given to a large number of people at once
9. Basic Disaster Life Support/Advanced Disaster Life Support (BDLS/ADLS) – medical personnel can learn the altered standard of care during a disaster. Cost associated with course.
10. Needs of Children in Disasters – learn how to address the special needs of children during a disaster. Cost associated with course
11. Pandemic Influenza Training – learn how, when, where to respond in a pandemic
12. CPR/First Aid – learn how to administer basic first aid and cardio-pulmonary resuscitation
13. Blood Borne Pathogens – learn the risk of exposure and how to use personal protective equipment

## MRC Member Standards

Members must be appropriately trained and licensed or certified for the duties to which they will be assigned as part of the MRC. The Coordinator will maintain files on each member and is responsible for periodic audits to ensure licenses and certifications remain current.

The Coordinator may encourage members to be vaccinated against Hepatitis B and have had a Tetanus booster within the last 10 years. Documentation of waiver for vaccination may be needed. The coordinator may encourage members to have a current (within 12 months) negative TB test or documentation of a past positive and treatment regimen. Follow up will be on a case-by-case basis.

MRC volunteers maybe accepted by coordinators outside of their county.

### Family Readiness

In order to respond to an event, you and your family must be prepared for a disaster. This includes having a family communication plan, evacuation plan, food, and water. Trainings will be provided to you. For additional ideas of things you can do, feel free to contact your local coordinator.

Suggested Resources for Readiness preparation are listed below:

American Red Cross: [www.redcross.org](http://www.redcross.org)

Ohio Department of Health [www.odh.gov](http://www.odh.gov)

Ready.GOV– <http://www.ready.gov/>

CDC– <http://emergency.cdc.gov/>

FEMA– <http://www.fema.gov/>

American Red Cross– <http://www.redcross.org/prepare>

Ohio Responds Volunteer Registry: <https://www.ohioresponds.odh.ohio.gov/>

Administration for Strategic Preparedness Response:  
<https://aspr.hhs.gov/Pages/Home.aspx>

Ohio.Train.org: <https://oh.train.org/>

Ohio Responds: <https://www.ohioresponds.odh.ohio.gov/>

## Legal and Liability Coverage

### **LIMITED LIABILITY PROTECTION**

Ohio Revised Code Section 121 404 was repealed effective on July 3, 2012. This change was the result of Ohio EMA and the Ohio Department of Health (ODH) taking over management and administration of the Ohio Responds volunteer database from the Ohio Community Services Council. Ohio Revised Code Sections 5502.281 and 3701.04 now take the place of Section 121.404 and have essentially the same language. These statutes require that the Ohio Department of Health (ODH) and the Ohio Emergency Management Agency (OEMA) jointly share the responsibilities of the statutes. The limited liability protection for registered volunteers during an emergency declared by the state or political subdivision or in disaster-related exercises, testing or other training activities) remains the same.

#### **ORC 3701.04 (B)**

The director (of health), in accordance with Chapter 119 of the Revised Code, shall adopt rules jointly with the executive director of the emergency management agency to do both of the following, as required by section 5502.281 of the Revised Code:

- (1) Advise, assist, consult with and cooperate with agencies and political subdivisions of this state to establish and maintain a statewide system for recruiting, registering, training and deploying volunteers reasonably necessary to respond to an emergency declared by the state or a political subdivision;
- (2) Establish fees, procedures, standards and requirements necessary for recruiting, registering, training and deploying the volunteers.

#### **ORC 5502.281 (A)**

The executive director of the emergency management agency, jointly with the director of health shall do both of the following:

- (1) Advise, assist, consult with, and cooperate with agencies and political subdivisions of this state to establish and maintain a statewide system for recruiting, registering, training, and deploying the types of volunteers reasonably necessary to respond to an emergency declared by the state or a political subdivision;

(2) Establish fees, procedures, standards, and requirements necessary for recruiting, registering, training, and deploying the volunteers as required under this section.

...

(C) A volunteer registered under this section is not liable in damages to any person or government entity in tort or other civil action, including an action upon a medical, dental, chiropractic, optometric, or other health-related claim or veterinary claim, for injury, death, or loss to person or property that may arise from an act or omission of that volunteer. This division applies to a registered volunteer while providing services within the scope of the volunteer's responsibilities during an emergency declared by the state or political subdivision or in disaster-related exercises, testing, or other training activities, if the volunteer's act or omission does not constitute willful or wanton misconduct.

(D) As used in this section:

(1) "Registered volunteer" means any individual registered as a volunteer pursuant to procedures established under this section and who serve without pay or other consideration, other than the reasonable reimbursement or allowance for expenses actually incurred or the provision of incidental benefits related to the volunteer's service, such as meals, lodging, and childcare.

(2) "Political subdivision" means a county, township, or municipal corporation in this state.

# Procedures for Deployment and Deactivation

In the event of a public health or medical emergency, MRC members will likely be activated through a five phase system. The MRC coordinators will use the OHIO Responds System to activate and inform MRC volunteers. The phases of MRC Activation are as follows:

- Phase 1: Alert
- Phase 2: Activate
- Phase 3: Operations
- Phase 4: Deactivation
- Phase 5: Debrief

## **Phase 1: MRC Alert Notification**

During this phase, if time allows, the MRC Coordinator will alert the MRC members about the status of a disaster situation, most likely by e-mail, phone, or mass media. This will give the volunteer a sense of what has occurred and the likelihood of their future involvement in the response. If an emergency develops quickly, Phase 1 may be skipped and phase 2 initiated first. Notification via media release to respond to the Volunteer Reception Center (VRC).

## **Phase 2: Activation**

Waiting for the activation call ensures that they receive the appropriate information about where to report and receive event-specific training. When volunteers come to the Volunteer Reception Center you will receive information about the situation, help that is requested and appropriate gear to have. MRC badge needs to be displayed.

## **Phase 3: Operations**

This is the phase of actual volunteer service for those volunteers able to respond to the disaster.

- Will usually be a 8 hour shift
- Security will be provided
- Wear comfortable, non-offensive clothing, long pants, and closed toe shoes
- Backpack or small bag with personal items (e.g. medications, glasses)
- Do not bring valuables
- Volunteers for the MRC may not bring weapons to any event
- During a disaster, if volunteer availability permits, those in the MRC may be asked to serve for more than one shift.

Just-In-Time training will be offered during the operations phase. This will ensure specific procedures are followed and will take place at the job assignment location. Background information on the event or situation will be provided to ensure safety.

Procedures will vary for different types of emergencies, so pre-event training for all volunteers is not practical. Just-In-Time training ensures that specific procedures are fresh in the mind. All MRC volunteers are provided with Just-In-Time training at a centralized location or at the Point of Dispensing (POD) site before assisting in an event. This Just-In Time training serves as an orientation. Training should give the appropriate background needed in order to safely and effectively participate in a response. All emergency responders operate from a centralized command system. For the purposes of volunteer service, each volunteer reports to only one supervisor. All POD volunteers should receive preventative medicine or vaccine if needed (Appendix B – Just-In-Time Training).

**Phase 4: Demobilization**

When the response is slowing and volunteers are not needed to continue operations, there is a plan for sending that person home. Deactivation occurs after the last MRC volunteer shift has ended. It is important that you officially check out after your shift.

**Phase 5: Debrief**

This phase occurs after the disaster is over. MRC leadership will be gathering feedback and information from all volunteers who respond to the event to collect their thoughts on the MRC process, as well as to evaluate what worked and didn't work about the response effort.

Remember your decision to participate in response efforts is voluntary. MRC volunteers are provided with the appropriate training before a response, they are never asked to perform duties they are not licensed or that they feel uncomfortable doing. When you get a request for assistance, evaluate whether you are in a position to help. If you feel that you are able to help, notify your family of your intentions.

## West Central Ohio MRC Coordinators

<p><b>Champaign Health District</b> 1512 S Us Highway 68 Ste Q100, Urbana, Ohio 43078</p>	<p><b>Trisha Foster</b> Emergency Preparedness Coordinator, MRC Coordinator Office: (937) 484-1671 Email: tfoster@champaignhd.com</p>
<p><b>Clark County Combined Health District</b> 529 East Home Road, Springfield, Ohio 45503</p>	<p><b>Sandy Miller</b> MRC Coordinator Office: (937) 390-5600 Email: smiller@ccchd.com</p>
<p><b>Darke County General Health District</b> 300 Garst Avenue, Greenville, Ohio 45331</p>	<p><b>Brittany Weitzel</b> Emergency Preparedness Coordinator, MRC Coordinator Office: (937) 548-4196 ext. 202 Email: brittany.weitzel@darkecountyhealth.org</p>
<p><b>Greene County Public Health</b> 360 Wilson Drive, Xenia, Ohio 45385</p>	<p><b>Don Brannen, PhD</b> Epidemiologist, MRC Coordinator Office: (937) 374-5660 Email: dbrannen@gcph.info</p>
<p><b>Miami County Public Health</b> 510 West Water Street, Suite 130, Troy, Ohio 45373-2985</p>	<p><b>Connor Super</b> Emergency Preparedness Coordinator, MRC Coordinator Office: (937) 573-3515 Email: csuper@miamicountyhealth.net</p>
<p><b>Public Health – Dayton &amp; Montgomery County</b> 117 South Main Street, Dayton, OH 45422-1280</p>	<p><b>Tracy Clare</b> Planning &amp; Exercise Specialist, MRC Coordinator Office: (937) 225-5713 Email: tclare@phdmc.org</p>
<p><b>Preble County Public Health</b> 615 Hillcrest Drive, Eaton, Ohio 45320</p>	<p><b>Steve Pratt</b> Emergency Response Coordinator, MRC Coordinator Office: (937) 472-0087 ext. 207 Email: erc@preblecountyhealth.org</p>
<p><b>Sidney-Shelby County Health Department</b> 202 W. Poplar Street, Sidney, OH 45365</p>	<p>Roberta Mangen Emergency Preparedness Coordinator, MRC Coordinator Office: (937) 498-7958 Email: roberta.mangen@shelbycountyhealthdept.org</p>

## Appendix A – Just-In-Time Training

- 1) MRC specific information
  - a. Mobilization and Demobilization
  - b. MRC go kit
  - c. Credentialing
  - d. Volunteer support
- 2) Refresher overview
  - a. Agent specific information refresher
  - b. Infectious disease control refresher
  - c. Blast injury refresher
  - d. Secure site
  - e. Environmental hazard refresher
- 3) Site specific safety concerns
  - a. Site hazards
  - b. First aid
  - c. Emergency exists
  - d. Escape routes
  - e. Shelter in place
  - f. Security
  - g. Secondary meeting site
- 4) Where to report, which site to go to
- 5) Overall operations process
- 6) Communications
- 7) Logistics at the site
  - a. Supplies you should bring
  - b. Supplies available at the site
  - c. time tracking
- 8) Check in and check out procedures
- 9) Criminal-epidemiology investigation
- 10) General medical
  - a. (hygiene)
  - b. IV
  - c. first aid
  - d. Medical waste & disposal at the site
- 11) ICS refresher.
- 12) List of organizational chart: Who answers to whom?
- 13) Scope of duties; Job action sheet overview; Job types available and assignments; Job action sheets.

**Code of Conduct:**

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- I will treat all individuals served by this agency with the same care and compassion.
- I will not accept either directly or indirectly, any gift, gratuity, or anything of value from clients served by this agency.
- I will not discuss controversial topics such as, religious beliefs, political views, nor offer medical advice outside of my role.
- I will not report for duty while under the influence of an intoxicant or controlled substance, nor will I consume any such substance during working hours.
- I shall be neat and clean, and dress in a manor appropriate to the nature of my assignment.
- I understand that smoking is not permitted in buildings, or on the grounds of buildings operated by this agency.
- I understand that this agency will not provide a locked spot for valuables, such as purses, and is not responsible for loss or theft of personal items.
- I understand that it is against the policy of this agency, and illegal under state and federal law for any volunteer, male or female, to sexually harass another volunteer.
- Accurately recording time worked is the responsibility of every volunteer. I agree to sign in and sign out for every volunteer shift.
- I will exercise care and follow all operating instructions, safety standards, and guidelines when using equipment, machines, tools, etc, that belong to this agency or belong to the facility being used by this agency. If any equipment, machines, tools or medical supplies appear to be damaged, defective, or in need of repair, I will notify the supervisor immediately.

**Confidentiality Statement:**

In the course of volunteering with this agency, I recognize that it is my responsibility to maintain the confidentiality of all information that identifies a client, or discloses any information about the client; and to comply with the Health Insurance Portability and Accountability Act (HIPAA) standards.

I agree that I will not share any information I may obtain in verbal or written form. I also agree that I will not share any client information even if the information is available through other means. I further acknowledge that the confidentiality policy applies after termination as a volunteer with this agency.

I, (Print your name)\_\_\_\_\_ have read this document, and agree to provide volunteer services in accordance with these standards.

\_\_\_\_\_

Volunteer Signature

\_\_\_\_\_

Date



## PERSONAL STATEMENT OF UNDERSTANDING

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Name: \_\_\_\_\_

I am  an applicant for  a member of the \_\_\_\_\_ County Medical Reserve Corps (MRC). I understand there are certain conditions I must accept as a member of the MRC.

### 1. Availability

I am available and able to serve on disaster assignments for as long as the need arises. I am also willing to assist with Public Health Initiative assignments as the need arises. The length of these assignments will vary depending on the type of work I am needed for. I understand that these assignments **could** involve high pressure work situations in adverse conditions such as long and irregular hours, erratic and inappropriate food, eating and sleeping conditions; extreme heat, cold or dampness; crowds, noisy environment, and exposure to dust or other allergens.

### 2. Work Performance

I am willing to comply with directives issued by the Medical Reserve Corps. I will uphold and follow the policies outlined in the member handbook and the organizations that support the MRC. I understand that I may be released from an assignment and/or removed from the Medical Reserve Corps for a violation of policy or a personnel/performance issue.

### 3. Insurance Coverage

It is strongly suggested that MRC members ensure they have adequate health insurance to protect themselves against financial loss should an accident or injury require medical care or result in loss of wages.

### 4. Status

I understand that I must keep my Ohio Responds profile up to date at a minimum yearly and attend a refresher classes at least every three years to maintain eligibility for state liability coverage. I understand that I may be asked to undergo a background check and licensure verification initially and throughout my MRC membership.

I verify that within the last year I have not been convicted of a felony or of a misdemeanor resulting in imprisonment. I fully understand the mandatory requirements indicated above and certify that I am able to comply with them. If these statements are found to be incomplete or untrue, I understand that I will be removed from the MRC.

By signing this statement I confirm that I have received the member handbook and agree to abide by the contents therein.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_