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Revised July 2020
Dear Loudoun Medical Reserve Corps Members,

We are pleased that you have chosen to become a part of the Loudoun Medical Reserve Corps (MRC). On behalf of the Loudoun MRC and the Loudoun Health District (also known as the Loudoun County Health Department), we welcome you and thank you for joining our team.

Our members play an important role in strengthening public health, emergency response, and community resilience in Loudoun County. We recognize that each of you has unique skills and abilities to contribute to this end. Therefore, our goal is to engage you through training, collaboration, and volunteer opportunities that leverage and build upon your talents. We hope to learn from you and work together to improve the health, safety, and preparedness of our community.

We also hope that this Member Handbook will provide you with useful information to help make the most of your experience as a MRC member. It describes the benefits of volunteering with the Loudoun MRC, in addition to the policies and procedures that provide a framework for the services we provide to the community. Please take time to review the contents of the Member Handbook and refer back to it whenever questions arise. Additionally, please feel free to contact us for additional information or to pass along comments and suggestions.

Once again, we are glad to have you on our team. Welcome to the Loudoun MRC!

Kind regards,

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Revised July 2020
ACKNOWLEDGEMENTS

The content of this Member Handbook is based on information gathered from Medical Reserve Corps units across the United States and various public sources of information on disaster response, public health, and other pertinent topics. This Handbook serves as a guide for Loudoun MRC members and is reviewed and updated on a regular basis.

PURPOSE OF THE HANDBOOK

1) The Member Handbook establishes the necessary organizational, operational, and administrative procedures for the effective operation of the Loudoun Medical Reserve Corps.

2) The Handbook provides guidance to Loudoun Medical Reserve Corps members for the effective and appropriate engagement of volunteers in public health emergency operations and routine public health activities.

3) The Handbook enhances the community’s knowledge of the Loudoun Medical Reserve Corps and describes the process established to activate the unit and utilize its personnel and resources for public health emergency operations and public health activities.

ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tr>
<td>ASPR</td>
<td>Assistant Secretary for Preparedness and Response</td>
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<tr>
<td>CERT</td>
<td>Community Emergency Response Team</td>
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<tr>
<td>DCVMRC</td>
<td>Division of the Civilian Volunteer Medical Reserve Corps</td>
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<tr>
<td>DHS</td>
<td>US Department of Homeland Security</td>
</tr>
<tr>
<td>EP&amp;R</td>
<td>Emergency Preparedness and Response</td>
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<tr>
<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
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<tr>
<td>HHS</td>
<td>US Department of Health and Human Services</td>
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<tr>
<td>HIPAA</td>
<td>Health Insurance Portability and Accountability Act</td>
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<tr>
<td>ICS</td>
<td>Incident Command System</td>
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<tr>
<td>MRC</td>
<td>Medical Reserve Corps</td>
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<tr>
<td>NIMS</td>
<td>National Incident Management System</td>
</tr>
<tr>
<td>OASH</td>
<td>Office of the Assistant Secretary for Health</td>
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<tr>
<td>PHI</td>
<td>Protected Health Information</td>
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<tr>
<td>PIO</td>
<td>Public Information Officer</td>
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<tr>
<td>POD</td>
<td>Point of Dispensing/Distribution</td>
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<tr>
<td>VDH</td>
<td>Virginia Department of Health</td>
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<tr>
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<td>Virginia Volunteer Health System</td>
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**MEDICAL RESERVE CORPS OVERVIEW**

**WHY WAS THE MEDICAL RESERVE CORPS CREATED?**

The September 11, 2001 terrorist attacks highlighted a significant need for trained medical and other personnel, including non-medical personnel, to assist with emergency operations. Many individuals sought to support emergency relief efforts during that time, but there was no organized approach to channel their efforts. Today, the MRC program provides the structure necessary to deploy medical and non-medical public health volunteers in response to an emergency including H1N1 and COVID-19. The MRC is comprised of volunteers nationwide who are ready to respond to public health emergencies, both natural and man-made, and to assist communities with ongoing initiatives to protect and promote health. A map showing all MRC units in the nation can be found at [https://mrc.hhs.gov/HomePage](https://mrc.hhs.gov/HomePage).

**WHAT DOES THE NAME MEDICAL RESERVE CORPS MEAN TO OUR COMMUNITY?**

Each community is different, and these differences may require alternative approaches to public health and emergency response; however, all communities can benefit from a similar understanding of the MRC. The terms “medical” and “reserve” indicate that trained personnel are available to respond to emergencies that require support of the community’s health and medical resources. The “medical” in Medical Reserve Corps does not limit MRC units to medical professionals; individuals without medical training can and do fill essential roles. “Corps” refers to an organized body of individuals with a similar function. In Loudoun, the MRC is a group of medical and non-medical volunteers trained and ready to support public health during emergencies, as well as through routine community and health department activities.

**WHO DIRECTS THE LOUDOUN MRC?**

The Loudoun MRC is a part of and under the direction of the Loudoun County Health Department. Our unit is led by our MRC Coordinator, who matches community needs—for emergency response, health department needs and public health initiatives—with volunteer capabilities. Our MRC Coordinator reports to the Loudoun Emergency Planner and the Director of the Loudoun Health District (also known as the Loudoun County Health Department). Our coordinator in general is also responsible for building partnerships, ensuring the sustainability of the local unit, and managing volunteer resources. In addition, the Loudoun MRC Advisory Board was established as an advisory body to the Loudoun Health District and it provides recommendations to the Health Director with regard to the policies, affairs and property of the Loudoun MRC. The Advisory Board consists of members appointed by the Director including MRC members, Health District employees and others.

In Virginia, our State MRC Coordinator is located in the Virginia Department of Health’s Office of Emergency Preparedness and is responsible for the public health and emergency coordination of VA MRC units, the administration of the Virginia Volunteer Health System, grant management and promotion of the VA MRC program.

At the national level, The Division of the Civilian Volunteer Medical Reserve Corps (DCVMRC) is the national program office of the MRC and is housed within the Office of the Assistant Secretary for Preparedness and Response (ASPR), U.S. Department of Health and Human Services (HHS). The DCVMRC supports the MRC network by providing technical assistance, coordination, communications, strategy and policy development, grants and contract oversight, training and other associated services. It functions as a clearinghouse for information and best practices to
help communities establish, implement, and maintain MRC units in order to achieve their local visions for public health and emergency preparedness.

—Adapted from Medical Reserve Corps Web site
February 28, 2019

WHICH GROUPS ARE THE MRC AFFILIATED WITH?

MRC units often collaborate with partner programs such as Community Emergency Response Team (CERT), Neighborhood Watch, the Red Cross, local hospitals and Volunteers in Police Service to protect, prepare, and serve their communities more effectively.

PRIORITIES FOR PUBLIC HEALTH

These priorities will align with the prevention and wellness goals set out in the government’s Healthy People 2020 initiative (www.healthypeople.gov), which sets health targets for the population. These priorities include increasing the quality of life (including years of healthy life) for all Americans; eliminating health disparities; promoting healthy development and healthy behaviors across life stages and creating social and physical environments that promote good health.

The Surgeon General has outlined priorities for the health of individuals and the nation as a whole. The overarching goal is to improve health literacy, and in support of this, work towards increasing disease prevention, eliminating health disparities, and improving public health preparedness. To learn more about the public health priorities of the Surgeon General, please visit www.surgeongeneral.gov.

LOUDOUN MEDICAL RESERVE CORPS

ABOUT THE LOUDOUN MRC

Established in 2003, the Loudoun MRC program seeks to improve the health and safety of communities across the Loudoun County and to ensure that the County is equipped with sufficient medical and non-medical volunteers to support the existing public health infrastructure during both public health emergencies and routine community activities.

CURRENT MEMBERSHIP

As of 2020, Loudoun MRC membership fluctuates around 2000 registered members. Our members come from diverse backgrounds and have varying levels of education and training. About 25% of our members come from professional medical backgrounds, while about 75% of our members are non-medical volunteers.

OBJECTIVES

The specific objectives of the Loudoun MRC are to:

• Provide public health support during local emergencies and disasters and participate in ongoing public health activities in our community
• Ensure that the unit is integrated into community response plans and preparedness efforts
• Deliver a comprehensive training program for members that meets the needs of the community during an emergency and the personal expectations of the volunteer
• Support the community in emergency response and recovery efforts, thereby enhancing the capacity of local response agencies
• Promote community involvement through public education and awareness campaigns that support public health and preparedness initiatives
• Collaborate with County and community organizations, including Volunteer Loudoun, Fire and Rescue, MHSADS, our local hospitals and the American Red Cross
• Improve volunteer communication through the use of social media, e-mail, and mass notification systems

MRC MEMBER BENEFITS

• Knowledge that you’re helping to improve the health and safety of your community
• Satisfaction from serving your community in times of emergency
• Free training opportunities such as CPR/First Aid and family preparedness
• Priority prophylaxis for you and your family, if applicable and permissible, when volunteering during a declared emergency
• Opportunities to provide input and initiate public health service projects within your area of expertise and interest

GUIDING PRINCIPLES

The Loudoun MRC program operates according to the following principles:
• We treat all members, clients, staff, volunteers, and partners with respect and dignity in all situations.
• We respect the fact that our members are donating their time and expertise for the overall health and well-being of the community.
• We provide training and volunteer opportunities that we believe will enhance members’ experience and support our unit’s objectives.
• We will communicate clearly and consistently with our members.
• We will encourage and value input from our members.
• We acknowledge that participation in MRC trainings, events, and deployments is voluntary and that our members have the option to refuse assignments for any reason.
• We will never ask a member to perform tasks beyond the scope of his/her licensure, credentials, training, or level of comfort, nor knowingly place a member at risk.
• We will consistently seek the inclusion of members from across a variety of demographic groups, backgrounds, professions, and affiliations.
ABOUT THE LOUDOUN HEALTH DISTRICT

The Loudoun Health District, part of the Virginia Department of Health (VDH), sponsors the Loudoun MRC program. The Loudoun Health District provides a wide range of health care services and works to ensure the health and well-being of Loudoun County residents.

The Loudoun MRC is organized under the Emergency Preparedness & Response (EP&R) section within the Health District.

The Loudoun MRC is one of a number of units that comprise the statewide network of Virginia MRC units. The State Volunteer Coordinator, located in Virginia Department of Health’s Office of Emergency Preparedness, provides advice and guidance to MRC units across the Commonwealth. To learn more about other Virginia MRC units visit www.vamrc.org.

Our closest MRC neighbors in Virginia are the Arlington, Fairfax, Alexandria, and Prince William MRC units.

MRC VOLUNTEER STANDARDS

ELIGIBILITY

- Members must be at least sixteen years of age. Applicants who are sixteen and seventeen must have permission from their parent or guardian.
- United States citizenship is not required.
- Members must remain free of most felony and serious misdemeanor convictions.
- Members are not required to hold any prior training or certifications.
- Members must register in the Virginia Volunteer Health System (VVHS) (see below) and maintain their online volunteer profiles.
- Members must agree to abide by the Loudoun MRC Code of Conduct, Liability and HIPAA Policy (Appendix A).
- Members must agree to abide by and sign the Confidentiality Agreement (Appendix B).
- Members are required to complete an MRC orientation session and background check. Completion of IS 700 and IS 100 classes is strongly encouraged. Members should also remain aware of all-hazards planning and preparedness efforts in their community.
- Members should be able to assist in case of a health emergency.
- If available, members should participate in MRC meetings, outreach activities, trainings, exercises, and mobilizations when requested.

MEDICAL VOLUNTEERS

Loudoun MRC medical volunteers are required to hold an active license or certification to practice in the Commonwealth of Virginia and must work strictly within their legally defined scope of practice. If you hold a license or certification upon admission to the MRC or obtain one after becoming an MRC member, you must update this information in your VVHS profile and notify the MRC Coordinator by email. In addition, if requested you must provide a copy to the MRC Coordinator or their designee. Medical volunteers are required to update their VVHS profile and/or provide proof of re-licensure or re-certification when their credentials expire. The Loudoun MRC does not pay for re-licensing/re-certification fees.
If you have an inactive or out-of-state medical license/credential, or if you do not work in the medical field, you are eligible to serve as a Loudoun MRC non-medical volunteer. If you hold an inactive or out-of-state license/credential, we strongly encourage you to enter your license/credential number in your online volunteer profile. If an emergency is of sufficient magnitude, the governor may waive certain requirements to authorize retired and out-of-state medical professionals to perform various clinical functions.

**NON-MEDICAL VOLUNTEERS**

Non-medical volunteers are not required to have any specific certifications or backgrounds to become LMRC members.

**RECRUITMENT**

The Loudoun MRC engages in active and ongoing recruitment efforts. Throughout the year, we participate in community events and programs that provide an opportunity to recruit individual members. We also receive volunteer referrals from Volunteer Loudoun and other agencies. Finally, Loudoun MRC participates in online recruitment campaigns and the use of web and social media.

We encourage our members to assist with recruitment by asking appropriate individuals within their personal, professional and social networks to consider joining the Loudoun MRC and to assist us in arranging a presentation at any social and civic organizations to which they belong. Please contact the MRC Coordinator with any recruiting opportunities you may have or in which you may wish to engage.

**BECOMING AN ACTIVE VOLUNTEER**

Completion of the steps outlined below will put you on track toward becoming active with the Loudoun MRC. In choosing to become a Loudoun MRC member, you agree to support the community’s public health preparedness, response, and recovery efforts when requested if you are available. We encourage you to discuss your participation in the Loudoun MRC program with your family and employer to make them aware of your volunteer commitment during an emergency. Please remember that in a true health emergency, schools and offices may be closed and day to day activities may be cancelled.

**1. CREATE A VIRGINIA VOLUNTEER HEALTH SYSTEM (VVHS) ACCOUNT**

When you signed up to become a member of the Loudoun MRC, you likely did so by creating an online account and completing profile information through the Virginia Volunteer Health System (VVHS) (https://vvhs.vamrc.org/). Alternatively, a VVHS account was set up for you. In either case you received an email with additional instructions.

VVHS is a web-based system, administered by VDH, used to register, credential, track, and communicate with volunteers interested in assisting with health-related activities during emergencies. It is important to keep your contact information and details about any professional licensure you hold up to date in VVHS. See Appendix C for a guide to creating and maintaining your VVHS profile. In addition, please notify the MRC coordinator if any of your information changes as we also maintain a local database in addition to VVHS.
2. TRAIN VIRGINIA ACCOUNT

All MRC members have been set up with a Train Virginia account [http://va.train.org]. Please do not set up a new account - click on “Can’t log on” to retrieve your log in info. See Appendix D for further information.

3. ATTEND ORIENTATION AND IS 700/100

It is important for all members to attend a Loudoun MRC volunteer orientation and complete the IS (ICS) 700 and 100 classes. The orientation class provides an overview of the MRC program, including Loudoun MRC policies & procedures, and covers a variety of emergency preparedness topics. The IS classes provide an overview of the National Incident Management System (NIMS) and the Incident Command System (ICS) which are used by the MRC and the Loudoun Health District.

Orientation is available both live and on-line. The live class (approximately 2 hours) is offered periodically and notification of class dates is made by email. The on-line orientation is available on our members’ page. The link to our members’ page is located on the left on www.loudoun.gov/mrc. Once you have completed the orientation and post-test, the MRC coordinator will be notified.

2) The IS 700 and 100 classes are available online from VA Train at [http://va.train.org](http://va.train.org) (preferred) or from FEMA at [http://training.fema.gov/IS/NIMS.asp](http://training.fema.gov/IS/NIMS.asp). All MRC members have been set up with a Train Virginia account. Please do not set up a new account - click on “Can’t log on” to retrieve your log in info.

-- Please follow the links for IS-700.b and IS-100.c. The VA Train course number for IS-700.b is 1078831 ([https://www.train.org/virginia/course/1078831/](https://www.train.org/virginia/course/1078831/)) and for IS-100.c is 1078825 ([https://www.train.org/virginia/course/1078825/](https://www.train.org/virginia/course/1078825/)). You can also click on course search and then by Course ID.

Once you complete the IS class you will get a completion certificate by email. **If you take these or other classes (such as IS 800 or 200) online (or have already taken them elsewhere) please forward the email (or send a copy of the completion certificate) to the MRC Coordinator so you get credited for the class and keep the original for yourself.** The MRC Coordinator must get a copy of the completion certificate in order to give you credit for the class.

4. COMPLETE BACKGROUND AND REFERENCE CHECKS

The Loudoun MRC conducts background investigations that include criminal history record, sex offender and crimes against minors. Depending on your volunteer assignment, a federal fingerprint background investigation may be conducted. Disqualifying convictions include, but are not limited to, the following: sexual offenses, violent activity, HIPAA violations, and inappropriate relationships with patients. At his/her own discretion, the MRC Coordinator, in consultation with the Health Director, will evaluate convictions on a case-by-case basis. One you are accepted as an MRC member you will receive instructions regarding completion of the background check.

Additionally, the MRC Coordinator may check references for any MRC member who wishes to serve in a leadership capacity. References may be personal or professional; however, if requested references should be able to attest to your skills, qualifications, and personal attributes.
## Volunteer Levels

The Loudoun MRC recognizes that members differ in many regards, including age, interests, professional training, life experiences, and levels of obligation to other volunteer or paid positions. One goal of the MRC program is to create an atmosphere that works well for all members and ensures that the Loudoun County is prepared in the event of a large-scale public health emergency. The tiered system of volunteering facilitates that goal (the MRC Coordinator or Health Director may vary or amend participation requirements as needed):

### Level 4:
The level 4 member is registered in VVHS, but has not completed the Loudoun MRC orientation. In the event of an MRC activation, members will be offered “just-in-time” training to meet basic unit requirements; however, the scope of Level 4 volunteer activities while deployed may be limited. Depending on the event, level 4 members may be able to participate in certain MRC activities. Please note that if you receive an email about an activation or activity, you are likely eligible to participate in it.

### Level 3:
The level 3 member has completed basic unit requirements and is eligible to participate in all MRC sponsored programs, drills, events, and training opportunities. At a minimum, level 3 members have attended Loudoun MRC Orientation and signed the Loudoun Confidentiality Agreement in addition to all minimum requirements for level 4.

### Level 2:
The level 2 member is eligible for a leadership role, is active in MRC functions and may be assigned specific roles include leadership roles. At a minimum, level 2 members must complete IS-100, IS-700 and Loudoun POD Leadership Team Training in addition to all minimum requirements for level 3 and 4, and exhibit the MRC core competencies through their service and training. Level 2 members may also choose to complete more advanced pre-event training (e.g., CPR, Psychological First Aid, IS-300, IS-400, IS-800 etc.). Level 2 members are strongly encouraged to take IS 200 and 800.

### Level 1:
The Health Director, at his discretion, may choose to assign member to be a level 1 volunteer. Level 1 members has completed advanced training as determined by the health director. At a minimum, level 1 members must complete all minimum requirements for levels 2, 3, and 4 and have completed additional training as set forth by the Loudoun Health District. They may also choose to attend additional leadership trainings, seminars, or conferences. Currently the LMRC does not generally use this level.

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**Figure 1. Loudoun MRC Member Levels**

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<thead>
<tr>
<th>Level</th>
<th>Requirements</th>
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| 1     | - Has met level 2 requirements  
       | - Has completed additional training as set forth by the  
       |   Loudoun Health District |
| 2     | - Has met level 3 requirements  
       | - Has completed IS-100 and 700, Loudoun POD Management  
       |   Team training and may have completed other training |
| 3     | - Has competed basic requirements including Loudoun MRC  
       |   orientation and signed the confidentiality agreement  
       | - Eligible to participate in all MRC activities |
| 4     | - Registered in the Virginia Volunteer Health System (VVHS)  
       | - Has not attended MRC Orientation and/or has not signed the  
       |   confidentiality agreement  
       | - May be eligible to participate in some MRC activities |
VOLUNTEER CONDUCT

As a member of the Loudoun MRC, you should understand your responsibilities as well as the unit’s definition of appropriate behavior. In general, the Loudoun MRC program expects that members will comply with the following standards of behavior:

- Adherence to all local, state, and federal laws at all times
- Adherence to applicable safety standards
- Professional behavior and adherence to the volunteer code of conduct
- Professional appearance while participating in any MRC-related activity
- Adherence to the chain of command, both within the local MRC unit and any Incident Command System established during an emergency
- Clear display of current identification and unit affiliation while on duty

The complete Loudoun MRC Code of Conduct, Liability and HIPAA Policy is included with this Handbook as Appendix A.

SCOPE OF VOLUNTEER ACTIVITY

Virginia law determines the scope of clinical work for medical volunteers; however, the state may lift some restrictions on scopes of practice in the event of a public health emergency. If the scope of your assigned volunteer activities changes, you will be notified by the Loudoun MRC program and trained accordingly. The status of your professional license/credential may also affect the scope of your volunteer activities. **If your license lapses or credentials change, you must immediately report the changes to the MRC Coordinator, in addition to updating this information in your VVHS profile.**

The type of emergency in which the Loudoun MRC is activated will determine the scope of volunteer activity for volunteers. The MRC Coordinator or the relevant incident command position will assign roles to volunteers based on the needs of the incident. Generally, non-medical volunteers perform support functions rather than clinical functions. **Please note that depending on the needs on the incident, medical volunteers may be placed in non-medical positions.**

It is important that you be familiar with your position description or assigned duty/role and that you perform strictly within the scope of your assignment. If at any time you do not feel qualified or comfortable in performing the position or duties you have been assigned immediately contact the MRC Coordinator or supervisor.

REPRESENTATION OF THE LOUDOUN MRC

Loudoun MRC members should abstain from contacting or communicating with organizations or individuals on behalf of the Loudoun MRC or the Loudoun Health District unless the Health Director, MRC Coordinator or their designee gives express consent for a member to do so. MRC members are prohibited from publicly utilizing their MRC affiliation in connection with the promotion of partisan politics or religious matters. Prior to taking any action or making any statement that might significantly affect or obligate the unit, MRC members must seek consultation with and approval from the MRC Coordinator. These actions may include, but are not limited to, statements to the media, fundraising, coalition or lobbying efforts with other
organizations, or any agreements involving contractual or financial obligations. Loudoun MRC members are authorized to act as representatives of the unit only as specifically authorized by the MRC Coordinator or his designee or as indicated in their position descriptions.

CONFIDENTIALITY

As a Loudoun MRC member, you are responsible for maintaining the confidentiality of all proprietary or privileged information to which you may have access while serving as a volunteer. You must read, understand, and agree to comply with the Loudoun Health District Confidentiality Agreement, included with this Handbook as Appendix B and by the Code of Conduct, Liability and HIPAA Policy in Appendix A.

ATTIRE

Unless otherwise authorized Loudoun MRC members are expected to wear their MRC badge and teal polo shirt whenever serving in a volunteer capacity or engaging in an MRC activity. When you receive your Loudoun MRC badge, you will also receive a lanyard so that you may wear your badge appropriately. The badge must be in plain view. Any member that discontinues his or her affiliation with the Loudoun MRC must return the badge and lanyard to the MRC Coordinator. If you do not have a badge available, you must have a form of picture ID (such as a driver’s license).

During orientation, the Loudoun MRC may also issue a teal MRC shirt to new members. The shirt becomes the property of the volunteer. The Loudoun MRC program expects that members will wear their shirt when deployed in an MRC capacity, such as during community outreach events or when responding to an emergency. Wearing your MRC shirt helps to strengthen the MRC brand and reinforces the professional role that you represent. Slacks, jeans, or work pants are appropriate complements to the MRC shirt. Members are required to wear closed-toe shoes or other appropriately functional footwear whenever volunteering. Please remember that your assignment may be outdoors and in inclement weather.

During drills, exercises, and deployments, MRC members may be required to wear a vest or cap to reflect their assigned role. If issued, you must return these items to the appropriate staff person after completion of your assignment.

HEALTH & SAFETY

- Stay informed about hazards and emergencies that may affect our area; sign up for Alert Loudoun at www.loudoun.gov/alert.
- Learn how to respond to all types of emergencies.
- Maintain a personal or family emergency plan.
- Keep an emergency go-kit at home and in your vehicle.
- Be sure that the information for your emergency contact person is up to date in VVHS.

SUGGESTED GO-KIT CONTENTS

- Non-perishable food items
- Water
- Change of clothes (season-appropriate)
- Comfortable, protective footwear
- Identification
- Flashlight
- Radio
- Extra batteries
- Cell phone charger
- Medications
- First aid kit
- Personal hygiene items/toiletries
- Whistle
- Dust mask
- Work gloves
- Hat/sunglasses
- Sunscreen
- Insect repellent
- Rain jacket/poncho
- Money
- Important phone numbers
- Copies of important documents
• If you recognize any safety hazards or security issues while you are volunteering, notify your assigned supervisor immediately.

• If you suffer from any medical conditions that could be exacerbated by an emergency or affect your ability to volunteer, let the MRC Coordinator know.

• Learn about the possible emotional and physical impacts of an emergency on you and others. This knowledge will help you to understand and manage your reactions to the event and to work more effectively with others.

• Be sure to take a break whenever you need it and get plenty of rest following your shift.

• Eat nutritious food and stay hydrated.

See Appendix E for information about preparing a family emergency plan.

**PROTECTIVE EQUIPMENT**

Loudoun Health District will provide MRC members with personal protective equipment (PPE) as appropriate based on the nature of the emergency. This equipment may include gloves, masks, eye protection, and other personal protective items.

Members are prohibited from using MRC equipment and supplies for any purposes other than those directly associated with MRC activities or when needed to provide emergency care if an MRC volunteer finds himself or herself in a position to assist at the scene of an accident or illness. In each of these cases, the Loudoun MRC will replace any disposable supplies used.

**DISCIPLINARY PROCEDURES**

The Loudoun MRC program expects that all members will meet standards of professional conduct while performing volunteer duties. If necessary, the MRC Coordinator will initiate action to address inappropriate conduct or performance and to correct behavior that negatively affects the Loudoun MRC, its members, or the Loudoun Health District. The level of disciplinary action will relate to the severity of the inappropriate conduct or behavior (i.e., actions need not occur sequentially). Disciplinary actions may consist of:

1) Informal Counseling
2) Formal Counseling
3) Suspension
4) Dismissal

Any of the following constitute cause for disciplinary action:

- Neglect of duty
- Working outside the scope of clinical licensure/credentials
- Incompetence
- Dishonesty
- Willful disobedience of volunteer standards and the MRC Code of Conduct & Liability Policy
- Engaging in prohibited political activity while on duty
- Misuse of county or state government property
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- Possessing, dispensing, or being under the influence or impaired by alcohol or an illegal substance while on duty
- Commission or conviction of a felony or misdemeanor which would affect the volunteer’s suitability for continued association with the MRC
- Discourteous treatment of staff, fellow volunteers, or clients
- Profane or abusive language
- Breaching client confidentiality
- Unsafe work habits
- Seeking to obtain financial, sexual, or political benefit from another employee, volunteer, or client by the use of force, fear, intimidation, or other means
- Falsifying records
- Any other inappropriate conduct, performance, or behavior that constitutes cause for disciplinary action

Loudoun Health District staff or Incident Command staff supervising an MRC member may initiate informal counseling if necessary; however, any disciplinary action beyond informal counseling will involve the MRC Coordinator or Health Director. Loudoun Health District staff or Incident Command staff supervising an MRC member during an event may suspend a member from participating in that event. In such instance the MRC Coordinator or Health Director will be notified.

VOLUNTEER DISMISSAL

The Loudoun MRC accepts the service of all members with the understanding that such service is at the mutual discretion of the Loudoun MRC and the volunteer. Loudoun MRC members agree that the Loudoun MRC may, at any time, decide to terminate the member’s relationship with the MRC unit. Likewise, a Loudoun MRC member may, at any time, decide to sever his or her relationship with the MRC unit. Notice of such a decision should be communicated to the MRC Coordinator as soon as possible.

Volunteers are required to return their MRC badge and any other MRC-issued supplies or equipment (other than the shirt) upon termination of their affiliation with the Loudoun MRC.

TRAINING

CORE COMPETENCIES

Core competencies represent the baseline knowledge level and skills that all MRC volunteers should have, regardless of their assigned role. These competencies represent a minimum standard that the Loudoun MRC builds upon to train volunteers at advanced levels. The competencies also provide a “common language” between MRC units that enables units to communicate their capacities to one another clearly and efficiently. As a Loudoun MRC volunteer, you should be able to:

1) Describe the procedures and steps necessary to protect your health, safety, and overall well-being and that of your family, the team, and the community
2) Describe your existing personal and family preparedness plan
3) Describe the chain of command [e.g., Incident Command System (ICS), National Incident Management System (NIMS)], how it applies to a given incident, and how the MRC is integrated into the chain of command
4) Describe the MRC’s role in public health and emergency response and how this role applies to a given incident

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5) Describe your communication role and the MRC process for communicating with response partners, media, the public, and others
6) Describe the impact of an event on your mental health and that of responders, the public, and others
7) Demonstrate your ability to follow procedures for assignment, activation, reporting, and deactivation
8) Identify the limits to your own skills, knowledge, and abilities as they pertain to your assigned MRC role

RECOMMENDED TRAINING

Training is an important part of preparing our volunteers to be successful. The training plan for Loudoun MRC members was developed based on the expected competencies of all public health workers, as well as federal and regional requirements. Refer to the “Volunteer Levels” section of this Handbook to determine required training for each volunteer level.

In-Class Examples
- MRC Orientation
- Epidemiology Strike Team
- CPR/First Aid/AED
- Pod Management Team

Some training sessions, such as IS-300, are offered in-class only; however, many training sessions can be completed online. Loudoun MRC volunteers will be notified by emails of in-class training opportunities. We also strongly encourage you to review the online trainings offered through the Federal Emergency Management Agency (FEMA) (http://training.fema.gov) and TRAIN Virginia (https://www.train.org/virginia/welcome) and to register for the courses that interest you most.

Whenever you complete a course where you have registered through TRAIN Virginia, the system will keep a record of your course completion. If you take an in-class or online course remember to provide the MRC Coordinator with a copy of your course completion certificate (keep the original yourself) so that it may be included in your local database and your volunteer level updated accordingly.

If you would like to register for in-class training or complete a course online but require assistance, contact the MRC Coordinator.

Online Examples
- Loudoun MRC Orientation
- Basic ICS courses, IS-100, 200, 700, 800
- IS-242 Effective Communication
- Disaster Behavioral Health Overview (Train ID 1021342)
- VDH’s Role in Emergency Response (Train ID 1018305)
- Mass Dispensing Sites: Primer for Volunteers (Train ID 1046806)
- VDH: An Introduction to Isolation & Quarantine (Train ID 1021694)
JUST-IN-TIME TRAINING
Due to time constraints and the amount of material to cover, it is impossible to train every MRC member in advance for every possible emergency. Therefore, during certain types of emergencies, Loudoun MRC will conduct just-in-time (JIT) training for MRC members. Just-in-time training covers information that is relevant to the current incident. For example, during a response that requires the Loudoun Health District to open points of dispensing (PODs), JIT training will cover specific information about the disease agent, dispensing protocols, the POD command structure, volunteer duties, and guidance for dealing with inquiries from the public or media.

COMMUNICATION

VIRGINIA VOLUNTEER HEALTH SYSTEM (VVHS)
Loudoun MRC uses several routine methods of communication to connect with members; however, the primary method of communication is through email. Loudoun Alerts and the Virginia Volunteer Health System (VVHS). VVHS and Loudoun Alerts enables Loudoun MRC to send out messages to one or dozens of members via email or phone.

You will receive MRC emails from @loudoun.gov, mrc_members@lyris.dundee.net, @vdh.virginia.gov or @vamrc.org. Please make sure to add these your email safe sender so that they not go into spam.

All Loudoun MRC members should complete an online VVHS profile and set up an alerting profile within VVHS so that they can receive messages about upcoming events, volunteer opportunities, emergency information, and MRC activations. Setting up an alerting profile requires you to provide your contact information, including phone numbers and email addresses, and to designate your preferred method of contact. It is important that you keep your contact information current so that we may reach you easily during an emergency if the Loudoun MRC is activated to respond. If your contact information changes, in addition to updating VVHS, please also email the MRC coordinator so that our local database can also be updated.

ACTIVATION

SUPPORT CAPACITY
The Loudoun MRC serves as a local “all-hazards” resource, augmenting, assisting, and supporting the existing local public health system. The unit is organized into pools of members based on their levels of training, interest, and credentials. The MRC Coordinator or their designee assembles and assigns teams during the activation and mobilization phase based on the needs of the response. MRC members will only be assigned tasks or given responsibilities in functional areas for which they are clinically licensed, properly trained, or otherwise equipped.
ACTIVATION PROCEDURES

NON-EMERGENCY ACTIVATION

Loudoun MRC may request members to assist with routine Loudoun Health District functions such as:

- Public awareness campaigns
- Public health education events
- Administrative support for public health programs
- Epidemiological investigations
- Vaccination clinics (back-to-school, seasonal influenza, etc.)
- MRC recruitment tables
- Special projects

When volunteer opportunities arise, the MRC Coordinator will notify members via email. Notification will include a description of the volunteer need, the dates and times of the need, what MRC members will be requested to do, and contact information for the coordinating staff person. MRC members interested in the opportunity should indicate their availability and follow any other instructions contained in the email to confirm participation.

EMERGENCY ACTIVATION

Loudoun MRC members must follow all rules and regulations for the deployment of volunteers. **At no time should you self-deploy without first being activated and dispatched by the MRC Coordinator or authorized Health District staff.** Self-deployment constitutes a breach of the MRC Code of Conduct & Liability Policy, which will result in disciplinary action.

When the Health Director requests or authorizes MRC activation for an emergency, the MRC Coordinator will notify volunteers by VVHS, text, email and/or phone recording and provide the following information:

1. Nature and scope of the event or emergency
2. Estimated numbers and types of volunteers needed
3. Location(s) to which volunteers are to report
4. Sign up instructions

To respond, follow the instructions outlined in the alert. You may be requested to report to a specific location at a designated time. If the activation information is unclear to you, contact the MRC Coordinator or the sender of the activation immediately.

**Periodically (generally quarterly) an Alert Drill is sent to you by the MRC coordinator. When you receive this Alert Drill please follow the instructions therein and respond as if there was a true health emergency. It is critical that you respond to this drill so that we know you are receiving alerts.**
REPORTING FOR DUTY

The Loudoun MRC participates in a wide-range of events and the unit may be activated for different types of public health activities and emergencies, small and large. Consequently, the locations to which you may be asked to report could vary with each activation. For example, we may ask that you report directly to a specific work site for an event. However, during a significant public health emergency, you may be asked to report first to a public health staging area for check-in, just-in-time training, and role assignment before being deployed to the actual incident. Always follow the instructions for reporting as delineated in the alert message you receive.

Whenever reporting for an assignment, remember to bring your MRC badge and shirt! Your MRC badge is required upon check-in and must be worn at all times while on duty. If you do not have a badge an official picture ID (such as a driver’s license) is required. Depending on the scope and expected length of your volunteer shift, you should also consider bringing other needed items such as medications. Please remember that there may not be a secure place to put your belongings so a fanny pack or similar is recommended.

ROLE ASSIGNMENTS

When deployed, MRC members serve alongside staff in a variety of functions. The specific function that an MRC member fulfills can vary with each activation. Role assignments are based on the needs of the event, as well as your credentials and level of training. You will never be assigned to a function beyond the scope of your licensure, skills, or level of comfort.

Before beginning your assignment, you may receive a job action sheet and just-in-time training. A job action sheet is a tool that defines your assigned role and lists the specific tasks that you will be expected to fulfill. Just-in-time training prepares staff and volunteers immediately before beginning their assignments by providing specific incident and job duty information. Just-in-time training is especially helpful if you are activated to fill a role for which you have not previously received training.

During a response that requires the Loudoun Health District to open points of dispensing (PODs), significant support from the Loudoun MRC will be required to staff POD sites. Below is a list and brief descriptions of just some of the roles that MRC members may be asked to fill at a POD:

- **Command and General Staff** – provide overall supervision of POD activities including POD Manager, Logistics Chief, Operations Chief, Liaison Officer and Safety Officer

- **Supervisory Positions** – provide mid-level supervision to various sections/divisions

- **Vaccinator or Medication Dispenser** – administer vaccine or dispense medication to clients based on protocols

- **Logistics Support** – support the Logistics function by inventorying supplies, restocking stations, and requesting additional supplies as needed

- **Greeter** – greet clients upon arrival to the POD and provide them with the appropriate forms; direct clients with special needs to the special assistance area
**Forms Reviewer** – review client forms for completeness, legibility, and any contraindications; direct clients to dispensing stations

**Flow Control/Floater** – maintain orderly client flow through POD; answer client questions about the dispensing process; address special needs

### INCIDENT COMMAND SYSTEM

The Loudoun MRC and Health District operate under the National Incident Management System (NIMS) Incident Command System (ICS) in response to an emergency or disaster. All MRC members should have a basic understanding of ICS, regardless of their role or volunteer level. The use of NIMS/ICS enables the MRC to integrate with the emergency response system used by the Loudoun Health District and local emergency services agencies.

#### NIMS/ICS BASIC CONCEPTS

1. Many emergencies involve response from multiple disciplines and may involve more than one jurisdiction. NIMS/ICS addresses these issues by providing a standardized organizational structure, common terminology, and a flexible management system that is adaptable to multi-agency and multi-jurisdiction responses.

2. ICS provides the flexibility to activate and establish an organizational structure around the functions that need to be performed so that the response to the emergency is efficient and effective.

3. ICS is scalable and can be utilized for any type or size of emergency, ranging from a minor incident involving only a few emergency service agencies, to a major incident involving multiple agencies and/or jurisdictions.
   a. ICS enables agencies throughout the Loudoun County, and at all levels of government, to communicate using common terminology and operating procedures.
   b. ICS enables the timely acquisition of resources during an emergency.

4. ICS organizational structure expands or contracts in a modular fashion based on the type and size of the incident:
   a. The organization's staff is built from the top down.
   b. The specific organizational structure established for any given emergency will be based on the management and resource needs of the incident.

#### BASIC ICS ORGANIZATIONAL STRUCTURE

The basic ICS organizational structure is comprised of five sections: Command, Operations, Planning, Logistics, and Finance/Administration. Each section may contain several units, established as needed. Figure 3 (below) depicts a basic ICS structure.

**Command Staff**

Command Staff positions include the Incident Commander (and Deputy Incident Commander if necessary), Public Information Officer, Safety Officer, and Liaison Officer. Command Staff positions may be established to assign or delegate responsibility for command activities that the Incident Commander cannot perform due to the complexity of the incident or other situational demands.
Command
Command is responsible for overall management of the incident. Generally, the command function may be conducted in one of two ways: Single Command or Unified Command. In a Single Command structure, the Incident Commander is solely responsible for the overall management of an incident. In a Unified Command, all agencies that have a jurisdictional responsibility at a multi-jurisdictional incident contribute to the process of:

- Determining the overall incident objectives
- Selecting strategies
- Ensuring that joint planning for tactical operations is accomplished
- Maximizing the use of all assigned resources
- Developing the overall Incident Action Plan

Incident Commander
The Incident Commander’s function is to assume overall responsibility for the management of the operation. The Incident Commander may be selected on the basis of the greatest jurisdictional involvement in the incident, the number of resources involved in the incident, existing statutory or pre-agreement authority, or mutual knowledge of the individual’s qualification for a specific type of incident.

Public Information Officer (PIO)
The PIO is responsible for developing accurate and complete information regarding incident cause, size, current situation, resources committed, and other matters of general interest. The PIO will normally be the point of contact for the media and other organizations desiring information about the incident. In both Single and Unified Command structures, only one PIO is designated, although assistants from other agencies or departments may be appointed.

Safety Officer
The Safety Officer is responsible for assessing hazardous or unsafe situations and developing measures to ensure the safety of incident personnel. The Safety Officer must have the authority to stop and/or prevent unsafe acts and practices. In both Single and Unified Command structures, only one Safety Officer is designated, although assistants from other agencies or departments may be appointed.

Liaison Officer
The Liaison Officer is the point of contact for assisting and cooperating with agency representatives and stakeholder groups. Only one Liaison Officer will be assigned for each incident, including incidents operating under Unified Command and multi-jurisdictional incidents.

General Staff
The general staff consists of the Operations, Planning, Logistics and Finance/Administration Sections.

Operations
The Operations Section is responsible for the management of all incident tactical operations (i.e., those operations directed at the reduction of immediate hazards, the establishment of control over the situation, and the restoration of normal activities and conditions).
Planning
This section maintains information on the current and forecast situation and on the status of assigned resources. The Planning Section is also responsible for the preparation of Incident Action Plans, which outline the objectives, strategy, organization, and resources necessary to mitigate an incident effectively and cover tactical and support activities for a given operational period. The Planning Section may also be responsible for the collection, evaluation, and dissemination of disaster intelligence.

Logistics
The Logistics Section is responsible for providing all support needs to an incident, including ordering all resources from off-site locations. The Logistics Section provides facilities, transportation, supplies, and equipment maintenance, as well as fueling, feeding, communications, and medical services for staff.

Finance/Administration
The Finance/Administration Section, usually established only in large and complex incidents, is responsible for all financial and cost analysis aspects of an incident. This section also oversees contract negotiations, tracks personnel and equipment time, processes claims for accidents and injuries, and works with the Logistics Section to procure resources.

**Figure 3. Basic ICS Structure**

**LIABILITY PROTECTION**
Activated Loudoun MRC members may fall under the liability and risk management codes of the Commonwealth of Virginia provided that members act within the scope of their training and assignment. Note that in general you may only have coverage if you are performing duties under the direction of the Health District/MRC. Therefore, under no circumstances should you respond or perform any actions that you were not instructed or authorized to do by the Loudoun MRC or Health District. The following is a collection of federal, state, and local laws that may apply to members of the Loudoun MRC. **This list is subject to change at any time and is not intended to be comprehensive nor intended to provide any legal advice.**
**Virginia Code § 2.2-3605, Virginia State Government Volunteers Act**
Gives volunteers in state and local service the protection of the Commonwealth's sovereign immunity to the same extent as paid staff. Volunteers include, but are not limited to, persons who serve in a MRC unit.

**Virginia Code § 8.01-225 through 225.02, Good Samaritan Act**
Exempts from civil damages any person who, in good faith, renders emergency care or assistance, without compensation, to any ill or injured person (i) at the scene of an accident, fire, or any life-threatening emergency; (ii) at a location for screening or stabilization of an emergency medical condition arising from an accident, fire, or any life-threatening emergency; or (iii) en route to any hospital, medical clinic or doctor's office.

Also provides certain liability protections for health care providers and any hospital or other entity that credentials health care providers when a local emergency has been or is subsequently declared and the conditions cause a lack of resources rendering the health care provider unable to provide the level or manner of care that otherwise would have been required in the absence of the emergency.

**Virginia Code § 32.1-48.016, Immunity from Liability**
Any person, including a person who serves in a MRC unit, who, in good faith and in the performance of his/her duties, acts in compliance with this article and the Board of Health's regulations shall not be liable for any civil damages for any act or omission resulting from such actions unless such act or omission was the result of gross negligence or willful misconduct.

**Virginia Code § 44-146.23, Immunity from Liability**
Neither the Commonwealth, nor any political subdivision thereof, nor federal agencies, nor other public or private agencies, nor, except in cases of willful misconduct, public or private employees, nor representatives of any of them, engaged in any emergency services activities while complying with or attempting to comply with this chapter or any rule, regulation, or executive order promulgated pursuant to the provisions of this chapter, shall be liable for the death of, or any injury to, persons or damage to property as a result of such activities. For the purposes of the immunity conferred by this subsection, representatives of public or private employees shall include, but shall not be limited to, volunteers in state and local services who are persons who serve in a MRC unit.

Provides immunity from liability claims arising from administration and use of covered countermeasures to manufacturers, distributors, program planners, and qualified persons involved in the administration and use of a covered countermeasure, as specified in a declaration by the Secretary of the US Department of Health and Human Services, except in cases of willful misconduct.
FREQUENTLY ASKED QUESTIONS

WHO CAN JOIN THE LOUDOUN MRC?

Community members, with or without medical training, who are willing to support routine public health activities and/or serve during public health emergencies are encouraged to join the Loudoun MRC. This includes professionals from all health occupations; nevertheless, many positions in the MRC do not require medical skills. The Loudoun MRC has many non-medical members who fill a variety of functions including supervisory, logistics, training, communication, coordination, education and other roles. Most Loudoun MRC members live or work in Loudoun; however, Loudoun residency is not a requirement. Some of our members live elsewhere and volunteer with the Loudoun MRC because our location is more convenient for them and they are more likely to be available in Loudoun in an emergency. All localities in the National Capital Region currently have MRC units.

CAN I VOLUNTEER IF I'M NOT CURRENTLY LICENSED OR PRACTICING IN THE MEDICAL FIELD?

Yes!! The Loudoun MRC needs both medical and non-medical members. Some of the volunteer positions for members do require medical licensure to protect the member as well as to ensure the best care for those in need of medical attention. There is also a need for unlicensed health professionals and individuals without medical training to fill various roles. The Loudoun MRC offers training in emergency response, public health, and other related fields to all of its members. Currently about 1/4 of Loudoun MRC members are licensed medical volunteers and the remainder are non-medical volunteers.

AM I OBLIGATED TO VOLUNTEER IN AN EMERGENCY?

We strongly prefer that you be available to serve in an emergency as that is a primary role of the MRC. Please remember that in a true emergency schools and businesses may be closed and other activities cancelled so that you may have time available to help.

You are a volunteer, so we understand that you may not be available for every emergency. In addition, we understand that you may have personal circumstances including work, military duty, or family commitments that may prohibit you from volunteering at any given time. The Loudoun MRC participates in numerous non-emergency public health activities, and we encourage you to become involved in this way also.

WHAT LIABILITY PROTECTION IS AVAILABLE FOR VOLUNTEERS?

In 2005, the Virginia General Assembly passed House bill 2520, which amended the immunity provisions of the Virginia State Government Volunteers Act to cover persons who serve in an MRC unit. Other liability protections at the local and state level also may apply to MRC volunteers when serving in an official volunteer capacity. A more detailed summary is contained above in this handbook.

It is important to note that the MRC program should never place you in a position to perform any task or skill that is outside your existing scope of practice, experience, or level of comfort. Volunteers can provide additional protection to themselves by working only within their scope of practice or skill level at all times.
**WILL YOU ASK ME TO VOLUNTEER FOR AN EMERGENCY OUTSIDE OF VIRGINIA?**

No member is ever required to volunteer outside of our jurisdiction - MRC members are considered local assets. A request could be received to deploy local MRC volunteers elsewhere. If this occurs this would be done through a formal process. The MRC Coordinator will relay all volunteer requests and deployment information. Members who then wish to deploy should follow the instructions provided by the MRC Coordinator. Members who wish to deploy outside of Loudoun County within the state and nationally are generally required to have completed NIMS (IS-700) and IS-100 training as well as a background check.

**HOW WILL YOU CONTACT ME IN AN EMERGENCY?**

We will notify you by email, text and/or phone using the contact information you provided. Therefore, it is very important that you keep your contact information current in your VVHS profile and also notify your MRC Coordinator of any changes so that the local MRC database can be kept current as well.

**WHO WILL HAVE ACCESS TO MY PERSONAL INFORMATION?**

The Loudoun MRC Coordinator and back-up, as well as the State MRC Coordinator, have primary access to the personal information you provided in VVHS. The MRC Coordinator and their program assistant, as well as the District Planner have access to the local password protected database. The MRC Coordinator may grant access to other MRC or Health District staff on an as-needed basis. Your personal information may only be used for Loudoun MRC and Loudoun Health District purposes as it relates to your volunteer role.

**IF I HAVE QUESTIONS/CONCERNS ONCE I HAVE VOLUNTEERED, WHOM DO I CONTACT?**

The Loudoun MRC Coordinator, Francis Rath (francis.rath@loudoun.gov or mrc@loudoun.gov) is your primary point of contact. You may also contact the program assistant (Monserrat Hellman at Monserrat.hellman@loudoun.gov) or the Loudoun Health District Director, Dr. David Goodfriend (david.goodfriend@loudoun.gov).
APPENDIX A — CODE OF CONDUCT, LIABILITY AND HIPAA POLICY

LOUDOUN MEDICAL RESERVE CORPS
CODE OF CONDUCT, LIABILITY and HIPAA POLICY

All members of the Loudoun Medical Reserve Corps (MRC) shall meet the following standards of conduct. As a member of the Loudoun MRC, I agree to:

**Ethical Conduct**
- Maintain and abide by the standards of my profession, including licensure, certification and/or training requirements to support my MRC role
- Act in the capacity of a MRC responder and present myself as a MRC member only with prior authorization/deployment by the MRC Coordinator or the Loudoun Health District Director or their designee
- Avoid inappropriate conduct and behavior, including behavior that is dangerous to others or myself (e.g., acts of violence, verbal or physical abuse, harassment)
- Avoid situations that could be interpreted as a conflict of interest
- Abstain from the use of county and state equipment and resources for personal use
- Refrain from transporting, storing, or consuming alcoholic beverages or illegal substances while performing volunteer duties
- Abstain from responding for duty under the influence of alcohol or illegal substances or under the influence of prescription or non-prescription medication that may influence my abilities
- Refrain from accepting or seeking on behalf of myself or any other person, any financial advantage or gain as a result of my affiliation with the MRC
- Abstain from publicly using my MRC affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue
- Avoid knowingly taking any action or making any statement intended to influence the conduct of the MRC in such a way as to confer any special benefit on any person, corporation, or entity in which I have an interest or affiliation
- Abstain from the use of audio or video recording equipment, unless authorized
- Keep contact and credential information current in the Virginia Volunteer Health System (VVHS) and our local database

**Safety**
- Put safety first in all volunteer activities
- Wear my MRC badge when deployed to any MRC or Health District sponsored activity
- Dress for the environment and wear closed toe footwear, if activated to respond
- Respect and use all equipment appropriately
- Promote healthy and safe work practices
- Take care of self and others

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• Report injuries, illnesses, accidents, safety hazards, and suspicious activity to the appropriate staff member

Respect
• Refrain from using and disclosing any protected health information, to which I may have access, to any person not authorized to receive such information
• Avoid commenting with, answering questions from, or divulging information to the media
• Respect the cultures, beliefs, opinions, and decisions of others, although I may not always agree
• Treat others with courtesy, sensitivity, tact, consideration, and humility
• Accept the chain of command and respect others regardless of their position

LIABILITY
Persons who volunteer to serve in the Loudoun MRC could be protected from personal liability through various provisions of local, state, and federal law. Note that in all cases the facts of the situation will determine if liability protections apply. Descriptions of the following local, state, and federal laws that may apply to members of the Loudoun MRC are included in the Loudoun MRC Member Handbook.

- Virginia Code § 2.2-3605, Virginia State Government Volunteers Act
- Virginia Code § 8.01-225 through 225.02, Good Samaritan Act
- Virginia Code § 32.1-48.016, Immunity from Liability
- Virginia Code § 44-146.23, Immunity from Liability

Virginia Medical Reserve Corps volunteers are covered by the Virginia Department of Health’s Risk Management policy for daily public health activities when under the direction of VDH and abiding by VDH volunteer policies (Virginia Code §2.2-1837 and §2.2-1840). This includes limited Tort/Medical Malpractice Liability and medical payment claims. This list is subject to change at any time and is not intended to be comprehensive nor intended to provide any legal advice.

Health Insurance Portability and Accountability Act (HIPAA)

HIPAA protects patient privacy. As a student/volunteer performing duties for the Virginia Department of Health (VDH) and the Loudoun Health District, you will have access to the Protected Health Information (PHI) of our clients. The fact that an individual is or was a client of the Virginia Department of Health or Loudoun Health District is PHI. Federal and state laws, including HIPAA and our policies and procedures, protect the privacy and security of this PHI.

It is illegal for you to use or disclose PHI outside the scope of your volunteer duties. This includes oral, written, or electronic uses and disclosures. The following are guidelines for using public health information:

★ You may use PHI only as necessary to carry out your duties as a volunteer.
★ You may share PHI only with other health care providers for treatment purposes.
★ You may NOT photocopy PHI.
★ You must access only the minimum amount of PHI necessary to care for a patient or to carry out an assignment.
★ You may NOT record PHI (such as patient names, diagnoses, dates of birth, addresses, phone numbers, etc.) except where specifically needed and authorized for your duties.
★ You may only access the PHI of patients for whom you are caring/volunteering when there is a need for the PHI.
★ Be aware of your surroundings when discussing PHI. For example, because others may overhear you, it is inappropriate to discuss PHI in bathrooms, lunch areas or in any other public place.
★ You may not take such PHI home with you. When disposing of any documents with PHI, do NOT put them into a waste can. Instead, place discarded documents with PHI into containers marked for shredding.
★ If you have questions about the use or disclosure of PHI, contact the Health Director, Medical Reserve Corps Coordinator or your supervisor in the ICS chain of command.
APPENDIX B — CONFIDENTIALITY AGREEMENT

CONFIDENTIALITY

VDH
Virginia Department of Health General Confidentiality Agreement

I acknowledge that I have received training on the VDH Confidentiality Policy and Procedures and it is my responsibility to comply with all aspects of the policy and procedures. I acknowledge and understand that I may have access to confidential information, including Protected Health Information (PHI), and Personal Information (PI) regarding employees, clients/patients, or the public. In addition, I acknowledge and understand that I may have access to proprietary or other confidential information or business information belonging to the VDH. Therefore, except as required or permitted by law, I agree that I will not:

- Access or attempt to access confidential data that is unrelated to my job duties at VDH;
- Access or attempt to access Protected Health Information (PHI) beyond my stated authorized HIPAA access level;
- Disclose to any other person, or allow any other person access to, any information related to VDH that is proprietary or confidential and/or pertains to employees, students, clients/patients, or the public. Disclosure of information includes, but is not limited to, verbal discussions, FAX transmissions, electronic mail messages, voice mail communication, written documentation, “loaning” computer access codes, and/or another transmission or sharing of data.
- Disclose Protected Health Information (PHI) in violation of law.

I understand that VDH and its employees, clients/patients, or others may suffer irreparable harm by disclosure of proprietary or confidential information and that VDH may seek legal remedies available to it should such disclosure occur. I understand that violations of this agreement may result in disciplinary action, up to and including, termination of my employment. Further, I understand that I am bound by this agreement after I am no longer an employee, volunteer, contractor, or assignee of VDH.

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<tr>
<th>Employee Signature</th>
<th>Print Name</th>
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APPENDIX C — USING THE VIRGINIA VOLUNTEER HEALTH SYSTEM (VVHS)

VVHS is a web-based system used to register, credential, track, and communicate with volunteers interested in assisting with public health activities during emergencies. To become a member of the Loudoun MRC, you must complete the VVHS application. Current volunteers are required to keep their VVHS profile up-to-date.

1. If this is your first time using VVHS, keep in mind that the application takes approximately 30 minutes to complete. Before you begin, gather the following documentation for the application:
   - Driver’s license
   - Medical license number (if applicable)
   - Relevant certifications (CPR/AED, first aid, etc.)

2. Go to https://vvhs.vamrc.org/

3. New volunteers, select “Register as a New Volunteer” to begin the registration process.

4. If you are returning to complete an application started during a previous session or are a member and updating your information, please sign in on the right side of the page. If you are updating your information please also email the MRC Coordinator.

5. **If you are an existing volunteer or have started and application please do not register again as a new volunteer.** If you have forgotten your password, please click on “Forgot Your Password” on the right side.

6. If you wish to transfer to another VA MRC unit or rejoin the MRC later please notify the MRC Coordinator, the MRC Coordinator will make changes to your VVHS profile.

7. To unsubscribe from the MRC and VVHS, please contact the MRC Unit Coordinator.

Welcome

The Virginia Volunteer Health System (VVHS) is a web-based, alerting and credentialing system used by local Public Health Units and health districts for the management of medical and support volunteers who desire to support public health emergencies and daily public health activities activities in Virginia.

Register as a New Volunteer

Please sign in if you are an existing member or returning to complete your volunteer application.

Need Help?
- Frequently Asked Questions
- Contact Us

If you are an existing volunteer or have started an application please do not register again as a new volunteer. If you have forgotten your password, please click on “Forgot Your Password”
APPENDIX D — USING TRAIN

Go to [https://va.train.org](https://va.train.org)

All MRC members have been set up with a Train Virginia account. Please do not set up a new account - click on “Can’t log on” to retrieve your log in info. Contact the MRC Coordinator if you are having difficulty.
APPENDIX E – STEPS TO PERSONAL PREPAREDNESS

Disasters can strike quickly and without warning. They may force you to evacuate your neighborhood or require that you shelter in place inside your home. Disasters can also interrupt basic services like water, gas, electricity, and telephones. Local officials and relief workers may not be able to assist everyone who needs help in the aftermath of disaster. Families can cope with disaster by preparing in advance and working together as a team.

Follow the steps listed here to create your family's disaster plan. Knowing what to do is your best protection and your responsibility!

For additional updated information please see https://www.ready.gov/.

Prepare a Plan—prepare your disaster plan and review it with family members and contacts

- Meet with your family to discuss why you need to prepare for disaster. Plan to share responsibilities and work together as a team if a disaster occurs.
- Discuss the types of disasters that are most likely to happen in your community and how you will respond (e.g., evacuate; shelter in place; or drop, cover, and hold on). Explain to children the dangers of fire, severe weather, earthquakes, etc.
- Familiarize yourself with disaster response and recovery services available in your community such as healthcare facilities, CERT, the American Red Cross, etc.
- Familiarize yourself with your work and children’s school emergency plans.

Be Prepared—learn how to respond and prepare your supplies in advance

- Teach children how and when to call 9-1-1 for emergency help.
- Sign up for https://www.loudoun.gov/alert. (Include health department alerts).
- Have a fire extinguisher and know how to use it.
- Install smoke detectors on each level of your home, especially near bedrooms.
- Determine the best escape routes from your home. Know at least two ways out.
- Find the safe places in your home for each type of disaster that would require you to shelter in place.
- Inspect your home at least once a year and fix potential hazards. Hazards are things that could fall, break, or injure someone during a disaster or that could cause a fire.
- Get to know your utilities.
  - Locate the main electric fuse box, water service main, and natural gas main.
  - Ensure that each family member knows how and when to turn off these utilities.
  - Keep necessary tools near gas and water shut-off valves.
- Ensure that you have adequate insurance coverage.
- Take a CPR/First Aid course.
- If applicable, know how you will take care of your pets in the event of a disaster.
- Stock emergency supplies and assemble a disaster supplies kit. Store supplies in a sturdy, easy-to-carry container such as a backpack, duffle bag, or plastic bin. Keep a smaller kit in the trunk of your car. Recommended emergency supplies include:
- A three-day supply of water (one gallon per person per day) and non-perishable food
- One change of clothing and footwear per person (season appropriate)
- A first aid kit that includes your family's prescription medications
- Battery-powered or hand crank radio, flashlight, and extra batteries
- Emergency tools including wrench or pliers to turn off utilities
- Whistle to signal for help
- Dust mask or cotton t-shirt to help filter air
- Plastic sheeting and duct tape to seal windows, doors, etc.
- An extra set of car keys and a credit card, cash (small bills), or traveler's checks
- Personal hygiene items
- Sanitary supplies (disinfectant, moist towelettes, garbage bags, etc.)
- Special items for infants, seniors, or family members with special needs (if applicable)
- Pet supplies (if applicable)
- Important family documents such as health records, birth certificates, passports, and insurance policies (keep in a waterproof container such as a Ziploc bag).
- One blanket or sleeping bag per person
- Rain gear
- Paper and pencil
- Waterproof matches
- Tent
- Maps

Keep in Touch—plan how your family will stay in contact if separated by disaster

- Pick two meeting places: 1) a location a safe distance from your home in case of a sudden emergency, like a fire and 2) outside of your neighborhood in case you cannot return home. Everyone must know the locations of both meeting places.
- Choose an out-of-state friend or family member to be your "check-in contact" for everyone to call. After a disaster, it is often easier to call long distance than to call locally. Family members should call this person and tell them where they are. Everyone must know your check-in contact's phone number.
- Post emergency telephone numbers by phones (i.e., fire, police, poison control, etc.).
- Give everyone in the family a copy of emergency telephone numbers to keep with them and program into cell phones.
- Assign the phone number of your emergency contact to the name “ICE” (In Case of Emergency) on your cell phone to make it easier for emergency responders to reach the right person if you are injured

Practice Your Plan—exercise and evaluate your plan every six months

- Hold emergency drills with all household members at least two times each year.
• Show each family member how and when to turn off the utilities (water, gas, electricity).
• Keep contact information current.
• Update emergency kits to reflect the changing needs of family members (e.g., replace changes of clothes for size or season appropriateness)
• Replace stored water and food supplies.
• Test fire extinguisher(s), smoke detectors, and batteries and recharge, refresh, or replace as needed.

Neighbors Helping Neighbors—working with neighbors can save lives and property
• Meet with your neighbors to plan how the neighborhood could work together until help arrives following a disaster.
• If you are a member of a neighborhood organization, such as a homeowners’ association, introduce disaster preparedness as a new activity.
• Know your neighbors' special skills (e.g., medical, technical) and consider how you could help neighbors who have special needs, such as seniors or neighbors with a disability.
• Make plans for childcare in case parents cannot get home.

If Disaster Strikes
• Remain calm and patient. Put your plan into action.
• Check for injuries. Give first aid and get help for seriously injured people by calling 911.
• Listen to your radio for news and instructions.
• Evacuate immediately using specified travel routes if advised to do so by authorities.
• If evacuating, take your disaster supplies kit and lock your home.
• If instructed to shelter in place, do so immediately.
• Wear protective, seasonally appropriate clothing and sturdy shoes.
• Shut off water, gas, and electricity if you suspect damaged lines or you are instructed to do so. If you turn the gas off, you will need a professional to turn it back on.
• Do not light matches or turn on electrical switches, if you suspect damage to utility lines.
• If you smell gas or suspect a leak, turn off the main gas valve, open windows, and get everyone outside quickly.
• Clean up spilled medicines, bleaches, gasoline, and other flammable liquids immediately.
• Confine or secure your pets.
• Call your long-distance contact. Avoid using the telephone again unless it is a life-threatening emergency.
• Check on your neighbors, especially seniors or neighbors with a disability.
• Make sure you have an adequate water supply in case service interrupted.
• Stay away from downed power lines.