

Tristate Medical Reserve Corps (Ohio Chapter)  
Volunteer Handbook



*Volunteers Building Strong, Healthy and Prepared Communities*

**Tristate  
Medical Reserve Corps  
(Ohio Chapter)**

**Volunteer Handbook**

## Why You?

We move about our day without much thought as to what would happen in the event of a public emergency. We go to work. Kids go to school. We go about our daily lives. But what if that routine was disrupted? What would happen in your community if some disaster or crisis affected some or all of the activities that are a part of daily life? What if it threatened the health of you and those who you care about?

The Tristate Medical Reserve Corps (TMRC) partners with numerous public agencies and offices in an effort to address just such situations. Plans are developed, exercised, evaluated and revised. Materials are purchased to allow for a response to local needs. Dedicated area personnel work to secure resources they believe would be key to response and recovery efforts associated with natural or man-made disasters. Steps are taken to educate the public in preparedness. Local, state and federal officials routinely collaborate in order to further the cause of preparedness for our community.

But even with all these efforts, the final key to success is you. Little of these plans can be fully implemented without a strong and dedicated force of volunteers. Among such groups, the Tristate Medical Reserve Corps is vital. By joining the TMRC, you help ensure that the public health agencies who will respond to emergencies can effectively address the health and welfare of our community. Volunteer professionals in the medical or public health field will use their talents to address patient needs when the traditional infrastructure may be overwhelmed. Supporting personnel will perform crucial ancillary services to keep the system working. This means your family, friends, neighbors and community will have the resources needed to help them in times of disaster.

Please use this handbook for general information, guidelines, and policies related to MRC membership. Should you have any questions after reading, please contact your local Medical Reserve Corps Unit Coordinator.

Welcome to the TMRC and thank you for your willingness to volunteer your time and skills. Your local health department and the emergency management community thank you for your time and dedication to service.

Sincerely,

TMRC Executive Steering Committee

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## Program Overview

### Citizen Corps



In his 2002 State of the Union Address, President Bush called on all Americans to make a lifetime commitment of at least 4,000 hours—the equivalent of two years of their working lives—to serve their communities, the nation and the world. President Bush announced the creation of USA Freedom Corps to help Americans answer his call to service and to foster a culture of service, citizenship and responsibility.

Following 9/11/2001, people in every corner of the country asked, "What can I do?" and "How can I help?" Citizen Corps was created to build a culture of preparedness by fostering collaboration among government and civic leaders to achieve broader participation in disaster preparedness and response. The mission of Citizen Corps is to harness the power of every individual through education, training, and volunteer service to make communities safer, stronger, and better prepared to respond to the threats of terrorism, crime, public health issues, and disasters of all kinds. Citizen Corps is coordinated nationally by the Department of Homeland Security's (DHS) Federal Emergency Management Agency (FEMA).

In 2009, President Obama renewed the call to volunteer with the *United We Serve* campaign. He stressed that as Americans we have a unique opportunity to come together and help solve our nation's most pressing needs. In this spirit, President Obama announced the nationwide service initiative - **United We Serve** - as the beginning of a sustained, collaborative, and focused effort to meet community needs and make service a way of life for all Americans.

Joining Citizen Corps is one of the ways in which Americans can step up to service. Please visit <http://www.citizencorps.gov> for more information. The Citizen Corps Partner Programs listed below give citizens the opportunity to get involved. Citizen Corps' five federally funded partner programs, of which Medical Reserve Corps is one, help build capacity for first responders through the use of volunteers.

## **Citizen Corps Partner Programs**



### **Community Emergency Response Team (CERT) Program**

The CERT Program educates people about disaster preparedness and trains them in basic disaster response skills, such as fire safety, light search and rescue, and disaster medical operations. The program is administered by FEMA.



### **Fire Corps**

The Fire Corps promotes the use of citizen advocates to enhance the capacity of resource-constrained fire and rescue departments at all levels: volunteer, combination, career. Citizen advocates can assist local fire departments in a range of activities including fire safety outreach, youth programs, and administrative support. Fire Corps is funded through DHS and is managed through a partnership between the National Volunteer Fire Council, the International Association of Fire Fighters, and the International Association of Fire Chiefs.



### **National Neighborhood Watch Program**

The National Neighborhood Watch Program housed within the National Sheriff's Association, has worked to unite law enforcement agencies, private organizations, and individual citizens in a nation-wide effort to reduce crime and improve local communities. The program has expanded beyond their traditional crime prevention role to help neighborhoods focus on disaster preparedness, emergency response, and terrorism awareness.

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### Medical Reserve Corps

The MRC Program strengthens communities by helping medical, public health, and other volunteers offer their expertise throughout the year as well as during local emergencies and other times of community need. MRC volunteers work in coordination with existing local emergency response programs and supplement existing community public health initiatives, such as outreach and prevention, immunization programs, blood drives, case management, care planning, and other efforts. MRC program is administered by the Department of Health and Human Services (HHS).



### Volunteers in Police Service

VIPS works to enhance the capacity of state and local law enforcement to utilize volunteers. VIPS serves as a gateway to resources and information for and about law enforcement volunteer programs. Funded by the Department of Justice (DOJ), VIPS is managed and implemented by the International Association of Chiefs of Police.



### Corporation for National & Community Service (CNCS)

CNCS is a federal agency that operates nationwide service programs such as AmeriCorps, Senior Corps, and Learn and Serve America.

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## **Medical Reserve Corps**

The Medical Reserve Corps is a specialized partner program under the Citizen Corps umbrella. The MRC Program is housed under the Partner Readiness and Emergency Programs (PREP) Division within the Office of Emergency Management, Assistant Secretary for Preparedness and Response (ASPR), U.S. Department of Health and Human Services (HHS). For general program information, please visit <http://www.medicalreservecorps.gov>.

The Medical Reserve Corps (MRC) is a national network of engaged local volunteers. MRC volunteers are organized and trained to strengthen public health, reduce vulnerability and disaster risk, build resiliency and adaptive capacity, and improve community preparedness, response, and recovery capabilities.

### **MRC Core Values**

**Community:** Honor the community-based nature of the MRC and recognize its spirit of volunteerism.

**Action:** Seek opportunities to develop meaningful initiatives that support community medical and public health volunteerism and service.

**Resourcefulness:** Maximize the potential to learn, and leverage relationships and assets to the fullest extent.

**Teamwork:** Embrace collaboration and work collectively to achieve the mission.

**Diversity:** Accept and respect the cultural identity of all.



## **Tristate Medical Reserve Corps**

The Tristate Medical Reserve Corps is a coalition of members from local MRC units in the Greater Cincinnati region, including units from Kentucky and Indiana. In total there are 14 MRC units covering 20 counties in the tristate area. The mission of TMRC is to provide an organized, trained, and effective pool of volunteers for our regional community that is capable of enhancing and supporting existing public health and healthcare resources.

At the local level, each MRC unit is led by an MRC Unit Coordinator, who matches community needs—for emergency medical response and public health initiatives—with volunteer capabilities. Local coordinators are also responsible for building partnerships, ensuring the sustainability of the local unit, and managing the volunteer resources. See a list of Ohio TMRC Unit Coordinators and their contact information in Appendix A of this handbook.

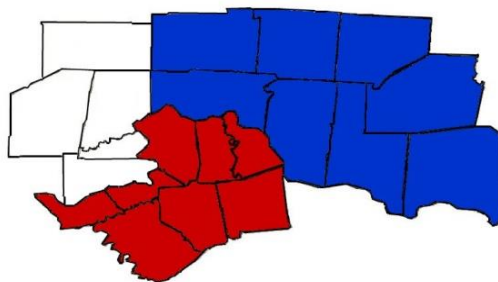
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A multi-disciplinary group of planners, known as the TMRC Executive Steering Committee, largely made up of the regions MRC Coordinators, has been established to address the recruitment, training, retention, and response of volunteers across the tristate region. Management and regional coordination of the TMRC ESC is facilitated and led by the Cincinnati Health Department through the Cities Readiness Initiative (CRI) grant and the role of the Regional Director of the Tristate Medical Reserve Corps.

In Ohio, Kentucky and Indiana, the TMRC is comprised of medical and non-medical volunteers who are willing to donate their time and expertise to supplement existing public health and local resources during times of emergencies. The community recognizes MRC volunteers as responsible, trustworthy resources in a time of disaster.

MRC volunteers may include physicians, nurses, pharmacists, dentists, psychologists, emergency medical technicians, paramedics, veterinarians, chiropractors, medical office staff, social service personnel and many others who can fill key health and medical positions. Personnel will also be needed to perform in supportive roles such as spiritual/mental health, logistics/supply inventory, communication, administrative, security, traffic control, site preparation, information technology and more.

Most MRC units are sponsored by local health departments. In Southwest Ohio there are active MRC units in the following eight counties: Adams, Brown, Butler, Clermont, Clinton, Hamilton/Cincinnati, Highland, and Warren. All of these local units work cooperatively under the umbrella of the Ohio Chapter of the Tristate Medical Reserve Corps (TMRC). The TMRC also includes multi-county chapters from both Northern Kentucky and Southeast Indiana. The following map shows all of the participating counties under the umbrella of the TMRC where blue represents the counties in the Ohio chapter, red represents the counties in the Kentucky chapter and white the counties in the Indiana chapter. Although 20 counties are working cooperatively as the TMRC, each state has unique requirements of its volunteers such that a single volunteer handbook does not fit all chapters. This handbook is specifically for the Ohio MRC units of the Tristate Medical Reserve Corps.





## **Role of TMRC Volunteers in Disasters**

TMRC volunteers may be activated to support and provide assistance to local public health departments in their response to an emergency or disaster in our community. The role and expectations will vary depending on the needs of the community.

The TMRC accepts both medical and non-medical volunteers. A volunteer's background and skills will determine in what role he or she serves. Medical professionals with a professional license or certification to practice, such as registered nurses, medical doctors, or paramedics will serve in roles in line with their license and professional experience. The role of the non-medical volunteer will be to support and advance the overall mission of the response and their job function will be determined by their experience and skill set.

Major emergencies can overwhelm the capabilities of first responders, particularly during the first 12-72 hours. Medical and other health volunteers can provide an important "surge" capacity during this critical period.

Possible types of "front-line" medical and public health volunteers include:

- Physicians
- Physician Assistants
- Nurses
- Pharmacists
- Dentists
- Dental Assistants
- Veterinarians
- Emergency Medical Technician (EMT)
- Public health workers
- Epidemiologists
- Mental Health Practitioners
- Paramedics

Individuals with a non-medical or healthcare background typically serve their community by assisting with administrative and other essential support functions. Possible types of administrative and support volunteers include:

- Administrators/Business managers
- Administrative Assistants/Office Support Staff
- Drivers
- Chaplains
- Educators
- Volunteer Management
- Supply/Logistics managers
- Interpreters
- Amateur Radio Operators

Specific public health response areas you may be asked to assist with in an emergency include but may not be limited to the following:

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- **Supporting the receipt and distribution of emergency supplies (Strategic National Stockpile).** The Center for Disease Control and Prevention's (CDC) Strategic National Stockpile (SNS) has large quantities of medicine and medical supplies to protect the American public if there is a public health emergency severe enough that local supplies are insufficient. Once federal and local authorities agree that the SNS is needed, medications and/or medical supplies can be delivered to any state in the country within 12 hours. MRC volunteers may be asked to assist in receiving, storing, and distributing the medicine and/or medical supplies, also known as Medical Countermeasures (MCM).
- **Community mass medication dispensing (Points of Dispensing).** A point of dispensing site, or POD, is a large scale operation designed to enable the public health agency to rapidly administer vaccinations or dispense medications to a large number of residents in a very short timeframe. PODs are activated to prevent illness, the spread of disease and to save lives. TMRC volunteers may assist in various roles at the PODs including but not limited to registration, screening and dispensing.
- **Shelter Operations.** As a partner with the American Red Cross, MRC can be a valuable asset in mass care during times of disaster where large numbers of citizens are displaced from their homes. In 2010, FEMA issued guidance on meeting the functional needs of individuals residing within general population shelters. The focus of functional needs support is to enable individuals to maintain their independence in a general population shelter. MRC personnel can be used to support this capability.
- **Alternative Care Center (ACC) Operations.** In times of medical surge, the ACC may be activated to address a variety of needs. TMRC volunteers may assist with ACC set-up and activation as well as providing supplemental staffing.
- **Public health outreach during a public health emergency.** During an emergency any number of needs may arise requiring additional hands. Volunteers may be contacted to help with medical needs shelters, hotline/call center staffing, community outreach teams or other duties needed for a specific emergency.

## TMRC Membership Policies and Procedures



### **Application/Volunteer Registration**

Membership is open to medical professionals and other volunteers who can support the mission of the TMRC. The Ohio Department of Health is the coordinating agency for Ohio Medical Reserve Corps, a volunteer program of Ohio Citizen Corps. To apply for membership, volunteers must first register in the **Ohio Responds** database:

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

**Ohio Responds** is a web-based volunteer registry system used to register MRC volunteers throughout the state interested in offering assistance during public health emergencies or disasters. The website is shared by the Ohio Emergency Management Agency (Ohio EMA) and the Ohio Department of Health (ODH).

You may contact any of the TMRC Unit Coordinators for any questions on this process.

### **Ohio Responds Requirements to Register**

1. Must be 18 years or older
2. Must complete an approved training PRIOR to registering.
3. Must comply with any other additional training requirements of the Group(s) you join.
4. Must complete all required fields when filling out your volunteer profile.
5. Must ensure your profile is up to date at all times (contact information, professional license, etc).

The following outlines the membership process for TMRC volunteers:

- Complete application/registration in *Ohio Responds* at <https://www.ohioresponds.odh.ohio.gov/>. **Please complete the *My Profile* section of the application until 100% of your profile is complete** including:
  - Identity
  - Contact
    - If you wish to be contacted by either cell phone or text please enter your information twice: once as “mobile phone” and once as “SMS/Text Message”.
  - Occupations:

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- Complete all Professional License information if applicable.
- **In a disaster response it is imperative to assign disaster jobs/roles to volunteers that align with their skills and abilities. Many times requests for volunteers are targeted to a specific skill set; therefore it is a priority to complete the Occupations, Training, and Skills and Certifications sections of the profile.**
- For those volunteers with no access to the internet, your local public health department can assist you with registration.
- After registering, applicants are automatically assigned to the MRC unit associated with their county of residence. Volunteers will be asked to keep contact information current on *Ohio Responds* as this will be the primary means of communication and activation of volunteers for a disaster response.
- Complete the new volunteer *Introduction to the TMRC* training session via online or classroom. The online orientation can be accessed on our website at the following address: [www.swoph.org/training.htm](http://www.swoph.org/training.htm)
- Complete the New Volunteer Orientation Post Test located on the training page listed above.
- Meet/contact your local MRC Coordinator and/or designee to finalize processing (ID Badge)
- Review the TMRC Volunteer Handbook policies and procedures.
- Complete/Sign a Code of Conduct/Confidentiality Agreement/Handbook Acknowledgment in the back of this handbook.

### **Confidentiality**

During a volunteer's involvement with the TMRC, he/she may be privy to sensitive confidential information. Protected health, confidential and sensitive information is either information that is protected by law or is of such a personal nature that it is not treated as public record and must be safeguarded. TMRC volunteers agree to abide by the terms of confidentiality as stated below and certify their agreement to these terms by volunteering in the *Ohio Responds* database.

All information that may lead to the identification of an individual must be protected as Protected Health Information (PHI). This includes information that can be linked to a specific person through name, identifying number such as social security number, address or phone number. Information may be in the form of a person's medical records, excerpts from the medical record or conversations that identify an individual. All are considered confidential.

The identities of individuals a volunteer may see and specific information a volunteer may learn from conversations or observations while responding as a TMRC volunteer may be confidential. Volunteers understand that accessing or releasing confidential information and/or records or causing confidential information and/or records to be accessed or released to them or another individual without proper authorization would constitute a violation of the confidentiality agreement. This may subject the volunteer to civil and criminal liability for disclosure of confidential information to unauthorized person.

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 outlines these privacy standards. For more information please review the HIPAA Privacy rule at the following website: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/index.html>.

You may also complete the online MRC TRAIN course [HIPAA: An Overview](#).

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## Volunteer Credentialing

All volunteers must provide identification verification through a valid driver's license or other state issued photo ID. All volunteers that have completed the above steps will schedule an appointment with their MRC Coordinator to complete the identification verification process and obtain a TMRC identification badge. The TMRC badges have color-coded backgrounds to indicate a medical or non-medical volunteer where orange signifies a medically licensed volunteer and green signifies non-medical. TMRC ID badges must be worn at all times and be clearly visible at all TMRC responses or activities. See samples below:



## License Verification

Prior to any disaster response, verification of healthcare licensure will be conducted. All licensed volunteers must upload their license information in *Ohio Responds* upon registration, including license type, license/certification number, expiration date, and status. **This information must be kept updated.** Upon expiration of licensure, *Ohio Responds* will send an email notification to the volunteer reminding the volunteer to update the information.

## Code of Conduct

All volunteers shall understand and agree to meet the standards of conduct of the Tristate Medical Reserve Corps. These standards address ethical conduct while acting in the role of a volunteer, as well as safe work practices and respect for others. The TMRC Code of Conduct is included on page 31 at the back of this handbook.

## Liability Coverage

By registering in the *Ohio Responds* database you are provided liability coverage for duties you perform as a TMRC volunteer assigned to a declared emergency response or approved exercise by your County TMRC Unit Leader, TMRC Coordinator or the state MRC leaders. **The state of Ohio does not currently provide Workers Compensation coverage for MRC volunteers.**

You may review the *Ohio Responds* Limited Liability Protection policy in Appendix F.

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### **Information Security/Privacy Policy**

Under Ohio law, information related to a registered volunteer's personal information is not public record. Your participation in the TMRC and all of the information you supply when registering in the state database is defined in state law as NOT public information and therefore not applicable to public records requests. All of your personal information is protected. Only you, your local volunteer program administrator, specified staff at the ODH and Ohio EMA and the vendor contracted to maintain the site and its services will have access to the data. You may review Ohio Responds Terms and Conditions and Privacy Policy on *Ohio Responds* upon registering.

However, by agreeing to participate in the Tristate Medical Reserve Corps you agree to let TMRC leaders and state MRC leaders use any photographs that might be taken during a response or an exercise to document, present and promote the actions of the TMRC.

### **Volunteer Dismissal**

Tristate Medical Reserve Corps asks volunteers to abide by the TMRC Code of Conduct in all interactions with the organization, fellow volunteers, or the community. See Appendix G. However, if it is deemed that the volunteer has violated the Code of Conduct, that volunteer may be dismissed from volunteer service. A volunteer may be dismissed from service in the TMRC for behavior deemed detrimental to the goals and mission of the TMRC which may include, but is not limited to, the following:

1. Violation of Confidentiality
2. Violation of the TMRC Code of Conduct
3. Criminal conduct
4. Misrepresentation of qualifications, licenses, or training
5. Failure to perform job duties
6. Failure to pass a background check\*

\*Currently the State of Ohio does not conduct routine background checks on Ohio MRC volunteers. However, there is a possibility of the implementation of criminal background checks in the near future. Please be advised that you may be asked to complete and submit to a background check as a condition of continuing as a volunteer with MRC. In lieu of background checks, at this time, the Ohio Chapter of TMRC will conduct checks of the National Sex Offender Registry Public Website (NSOPW).

### **Inactivation/Archival of Volunteer Records**

Part of the Terms of Service for the Ohio Responds Registry includes that the volunteer agrees to provide accurate and complete registration information and agrees to keep such information current. In addition the volunteer agrees to provide accurate, non-misleading, and complete information in all areas of the registry and to maintain and update such information in order to maintain its honesty, accuracy, and completeness. **In order to keep volunteer information as current as possible it is recommended that the volunteer access *Ohio Responds* and review their profile for accuracy at least annually.**

**If no activity is seen in the volunteers profile for greater than one year, the MRC Unit Coordinator may contact the volunteer to request a profile review and/or update. A volunteers' registry profile may be inactivated or archived for one of two reasons:**

1. **The volunteer requests inactivation of the account and removal from the MRC volunteer registry.**

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- 2. No update of the volunteer's profile or volunteer access of Ohio Responds within 60 days of notification by the MRC Unit Coordinator that a profile update is needed.**

## **Volunteer Training Program**

Emergency preparedness and response training is the focus of the training program. The first step is to take the online “Orientation to TMRC” training and complete the post-test provided on our website: [www.swoph.org/training.htm](http://www.swoph.org/training.htm). The orientation course describes the following elements:

- Introduces MRC volunteers to activation, reporting and deactivation procedures.
- Describes the role of the local MRC unit in a public health event or emergency response.
- Helps MRC members identify limits to their own skills, knowledge and abilities as they pertain to TMRC roles
- The core competencies expected from all volunteers
- Introduction to the Incident Command System.

The [National MRC network](#), along with the [National Association of City & County Health Officials](#) (NACCHO) and the [National Center for Disaster Medicine & Public Health](#) (NCDMPH) have recently developed a core set of competencies for MRC volunteers that align with the *Competencies for Disaster Medicine and Public Health* (DMPH). NCDMPH collaboratively developed the DMPH Competencies in 2012 with a multidisciplinary group. MRC training is aligned with these competencies.

All volunteers are encouraged, through training, to, at a minimum, be able to meet the eleven competencies described in the Fact Sheet found in Appendix B.

The vast majority of training that is available for TMRC volunteers is provided at no cost to TMRC volunteers.



MRC TRAIN is an online learning management system (LMS) available at no cost to the volunteer to assist public health professionals and volunteers in preparing for a public health emergency. **Some courses have continuing education credit available!**

There are many courses offered on MRC TRAIN that will assist and support the volunteer in their attempt to fulfill the MRC Core Competency requirements as well as classroom-based training offered by individual MRC units. **See Appendix D for a list of suggested courses to complete in order to meet and address the MRC Core Competencies.**

***Once MRC TRAIN courses are completed they will appear within 24 hours in your Ohio Responds profile. However, your TRAIN username must be entered into your Ohio Responds profile under the “IDENTITY” tab under Training Provider Information.***

Please register all other completed training courses in *Ohio Responds* under the “My Profile” tab: Training. Note: Course completion certificates can also be uploaded into Ohio Responds in your profile.

Create an account on MRC-TRAIN by logging on to the following website: <https://www.mrc.train.org> and complete the online tutorial: ***MRC TRAIN 101 for Volunteers*** on the MRC TRAIN home page.



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**See Appendix C for instructions on registering for a MRC TRAIN course.**

Tristate Medical Reserve Corps also offers an annual disaster volunteer training summit every spring to all disaster volunteers. Volunteers will be notified of classroom (on-site) training opportunities as they become available in the region.

### **TMRC Training Matrix**

The TMRC Training Matrix was created to assist the volunteer in choosing what courses may be beneficial and of interest. It lists which courses are for the general volunteer as well as those specialized courses for healthcare professionals. Each course listed shows which MRC Core Competencies are applicable to that course as well as whether continuing education is available. The training matrix is available for review on our website: <http://www.swoph.org/training.htm>.

## **Opportunities for Active Participation**

- **Exercises.** Exercises are a great way to practice skills, meet new people, and support and augment the preparedness of the region. They promote teamwork, and most importantly, improve incident response. MRC volunteers may have the opportunity to participate in exercises. The TMRC Coordinator will notify volunteers of exercise opportunities when they become available. Exercises may include the following:
  - Call / e-mail drills — Coordinated to check volunteer availability at a specific time through e-mail or team call down.
  - Tabletop exercises — Designed to elicit constructive discussion as participants respond to situations as presented in the role they would serve in.
  - Functional exercises — Focus on the response elicited by the participants functioning in their emergency roles and involve single or multiple agencies.
  - Full-scale exercises — Designed to evaluate the operational capabilities of regional emergency response simulating actual disaster conditions. These exercises require the mobilization and actual movement of emergency personnel, equipment and resources.
- **Updates.** Volunteers will be updated through email via *Ohio Responds* regarding TMRC news or activities as well as Ohio MRC program updates regarding training and educational opportunities, and individual and family preparedness tools.

## **Volunteer Operations**

### **Volunteer Alert/Activation**

A volunteer **may not** respond to an incident without being activated. Volunteers will typically be activated by the MRC Coordinator or other authorized persons using the ***Ohio Responds*** notification system based out of Columbus, Ohio. Your caller ID will indicate a 614 area code. In some situations volunteers may be activated using a southwest Ohio region callout system in which case your caller ID will generally indicate a local area code.

- In an **emergency activation**, the call out system will use land line phone, cell phone, text and/or e-mail to contact you. Please follow the directions provided on the call or email. Please note that all calls will be accompanied by an email or a posting on the web site so that you can retrieve the directions provided at a time when you have paper and pencil at hand. If you are driving or involved with some other activity that does not allow you to respond immediately you will have additional opportunities when you are through with your activity.
- In a **non-emergency activation** such as a notification drill, all or some of the modes of contact available may be attempted.
- Volunteer Activation Exercises – Volunteer activation is regularly exercised. Currently we are conducting notification/activation drills at least annually. An email notice, up to one week ahead of the drill notifying the volunteers of an upcoming exercise, will be sent to all registered volunteers. Detailed instructions will be provided during each exercise and you are asked to take whatever action is requested during the exercise. This is typically calling back to a toll-free number, choosing a numeric response code, or responding to an email. In some situations no action is necessary and this will be indicated in the notification. As with actual call-outs, an email and web posting will accompany the exercise so you can check the message content if you are receiving the call at an inopportune time.

At the time of the activation, the TMRC volunteer will be provided:

- General situation / event information and response
- Type of duties / roles that are needed
- Timeframe and duration in which they are needed
- Check in location (Be sure to bring your TMRC badge when you check in)

**You are not permitted to self-deploy at any time.**

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### **Declining an Assignment**

Follow instructions during volunteer activation for declining an assignment. No response may be needed. FOLLOW ACTIVATION INSTRUCTIONS and respond appropriate to your situation. During a notification drill please respond to the notification whether you are available or not given the appropriate choices so that we may confirm messages are being delivered.

**A volunteer under the influence of alcohol or impaired by medication or other substances must decline an assignment.**

### **Accepting an Assignment / Accountability**

TMRC volunteers MUST:

- Have a personal and/or family disaster plan and activate their plan before responding.
- Ensure that family and home is secure before responding.
- Bring photo identification including your TMRC ID badge and any necessary personal items. See Appendix D for a list of suggested personal items to be placed in a volunteer “go bag”.
- Wear comfortable clothing, long pants, and closed-toe shoes.
- Report to the designated check-in location, staging area, or Volunteer Reception Center as directed.
- Report as scheduled once an assignment is accepted. Do not accept the assignment if you are not able to respond.
- Attend the just-in-time training at the check-in location. The just-in-time training will detail the roles and responsibilities of the position the volunteer has been assigned, the necessary safety and personal protective procedures as well as details regarding chain of command and to whom the volunteer reports.
- If you ever feel uncomfortable with an assigned task, notify your assigned supervisor.
- Volunteers must not provide any information to the media nor answer any media questions while on assignment. If approached by a member of the media while acting in the capacity of a volunteer, please direct the media to a supervisor.

**PLEASE NOTE: Volunteers are not considered on assignment until officially checked in.** This is important and potentially impacts the worker liability coverage. This is discussed in more detail in the risk management section.

### **Deactivation/Out-Processing of Volunteers / Leaving an Incident**

Volunteers will receive notice of deactivation from their supervisor. Should a volunteer need to leave an incident or exercise prior to being deactivated, it is the volunteer’s responsibility to notify their supervisor. Prior to leaving an incident or following deactivation, volunteers should ensure that all equipment is returned to the appropriate agencies and appropriate exit procedures have been completed.

### **Post-Incident Evaluation**

The purpose of the post-incident evaluation is to improve future response by evaluating what worked, what didn’t work and what needs improvement. After an incident, the lead agency should provide a formal / informal critique of the incident. This evaluation is conducted by a lead response agency following any incident or exercise and includes:

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- Review of the incident and the operational plan
- Evaluation of the volunteer response to the incident
- Evaluation of the volunteer and first responder agency roles

After an incident or exercise you may be asked for input concerning your experience. If you have not been contacted and have information you would like to share please feel free to contact your MRC Unit Coordinator. Based on the results of the evaluation, corrective action will be implemented as appropriate. Corrective action may include altering training requirements, providing further volunteer training, revising standard operating guidelines, implementing changes to improve communication and / or addressing equipment failures / needs.

### **Deployment Outside of Your Community**

The TMRC's primary role is in its own community. TMRC volunteers who are willing, able and have identified a response area outside of their local counties may have the opportunity to serve other communities in Ohio or in another state if a large scale emergency occurs. Activation of volunteers would occur in the same manner as a local response. The decision to activate TMRC volunteers will only be made after verification of the appropriateness of the deployment and safety of volunteers to the affected areas is assured.

## **Risk Management**

### **Worker Safety/Infection Control and Prevention**

#### **TMRC Volunteers MUST:**

Wear appropriate personal protective equipment (PPE) and follow standard infection control procedures during all hours of volunteer activation. The types of PPE and infection control measures will be incident specific and may include: hard hats, gloves, safety goggles and masks. At the time of activation, volunteers will be given appropriate equipment and instructed on its proper use. Follow instructions as provided in the incident-specific safety briefing.

- Maintain standard precautions:
  - Hand Hygiene (Hand-Washing/Hand Sanitizer)
  - PPE (as applicable):
    - Gloves
    - Gowns
    - Facemasks
    - Goggles/Face Shields
    - N95/Respirators
  - Respiratory Hygiene and Cough Etiquette
    - Cover nose/mouth when coughing/sneezing
    - Dispose of used tissue in waste receptacle
    - Perform hand hygiene after contact with respiratory secretions and contaminated objects.

### **Volunteer Risk**

The TMRC intends to minimize and prevent risks to volunteers. Attempts to reduce risks to volunteers include training, education and use of standard precautions. Volunteers will be matched according to positions for which they have the skills and qualifications.

Some unanticipated risks may be present both during a public health emergency and during non-emergency work. TMRC volunteers agree to assume their own risk as a volunteer. Any incidents, accidents, or injuries should be reported to their MRC Coordinator immediately. **The state of Ohio does not currently provide Workers Compensation coverage for MRC volunteers and therefore any cost related to injuries sustained on an MRC response or exercise will be the responsibility of the volunteer.**

As previously stated, by registering in the *Ohio Responds* database you are provided liability coverage for duties you perform as a TMRC volunteer assigned to a declared emergency response or approved exercise by your County TMRC Unit Leader, TMRC Coordinator or the state MRC leaders. This liability coverage is described in Ohio Revised Code 5502.281.

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## Appendix A

### TMRC Unit Coordinators (Ohio)

<b>Adams County</b>	<b>Jared Warner, MEM RS</b> Volunteer Coordinator 937-393-1941 <a href="mailto:Jared.warner@odh.ohio.gov">Jared.warner@odh.ohio.gov</a>
<b>Brown County</b>	<b>Margery Paeltz</b> Emergency Response Coordinator Brown County Health Department 937-378-6892 <a href="mailto:Margery.paeltz@odh.ohio.gov">Margery.paeltz@odh.ohio.gov</a>
<b>Butler County</b>	<b>Sarah Moore</b> Emergency Preparedness Coordinator Butler County Health Department 513-887-5238 <a href="mailto:mooresn@butlercountyohio.org">mooresn@butlercountyohio.org</a>
<b>Clermont County</b>	<b>Maalinii Vijayan</b> Emergency Response Coordinator Clermont County Public Health 512-732-7499 <a href="mailto:mvijayan@clermontcountyohio.gov">mvijayan@clermontcountyohio.gov</a>
<b>Clinton County</b>	<b>Pam Walker-Bauer</b> Health Commissioner Clinton County Health Department 937-382-7251 <a href="mailto:pbauer@clincoh.com">pbauer@clincoh.com</a>
<b>Hamilton County/Cincinnati</b>	<b>Todd Dudley, RS MBA</b> Environmental Safety Specialist Cincinnati Health Department 513-357-7200 <a href="mailto:Todd.dudley@cincinnati-oh.gov">Todd.dudley@cincinnati-oh.gov</a> <b>John Sherrard</b> Emergency Response Coordinator Hamilton County Public Health 513-946-7889 <a href="mailto:John.sherrard@hamilton-co.org">John.sherrard@hamilton-co.org</a>
<b>Highland County</b>	<b>Steve Dillon</b> Volunteer Coordinator 937-393-1941 <a href="mailto:Sdillon1532@gmail.com">Sdillon1532@gmail.com</a>
<b>Warren County</b>	<b>Dustin Ratliff, MPH, REHS, RS</b> Emergency Response Coordinator Warren County Combined Health District 513-695-1228 <a href="mailto:dratliff@wcchd.com">dratliff@wcchd.com</a>

**Appendix B**

**MRC Volunteer Core Competencies Fact  
Sheet**

**March 2015**

# Tristate Medical Reserve Corps (Ohio Chapter) Volunteer Handbook

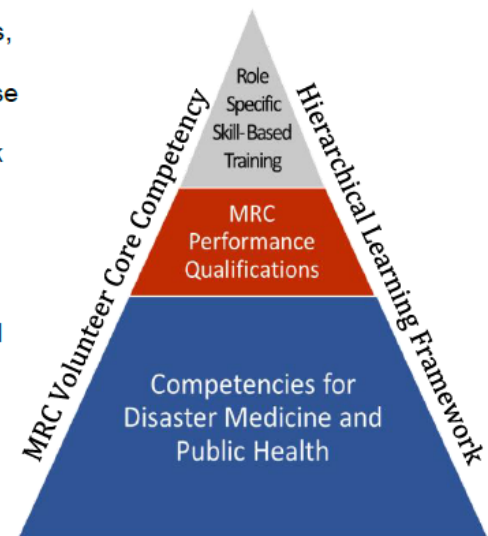


March 2015

Medical Reserve Corps (MRC) members come from a variety of backgrounds and enter the program with varying credentials, capabilities, and professional experience. This diversity is a strength of the program, but also makes standardization across the MRC network difficult. The use of competencies can allow for greater consistency in knowledge and skills of MRC members, as well as the identification of areas where work is needed for an MRC unit to fulfill its mission in the community.

The Competencies for Disaster Medicine and Public Health (DMPH) are widely understood to be the knowledge needed for a health care professional and/or first responder to perform a task in a safe and consistent manner. The DMPH Competencies represent a baseline level of knowledge and skills that all MRC volunteers should have, regardless of their role within the MRC unit. Because the DMPH Competencies establish only a minimum standard, units may choose to expand on the competencies in order to train volunteers at a more advanced level.

Utilizing the Competencies for Disaster Medicine and Public Health as the baseline core competency set for MRC volunteers makes collaboration between MRC units more efficient. By providing a "common language", MRC units can communicate their volunteers' capabilities to each other and to partner organizations.



## COMPETENCIES FOR DISASTER MEDICINE AND PUBLIC HEALTH

We encourage all active members of a Medical Reserve Corps unit, at a minimum, to be able to:

- 1.0 Demonstrate personal and family preparedness for disasters and public health emergencies.
- 2.0 Demonstrate knowledge of one's expected role(s) in organizational and community response plans activated during a disaster or public health emergency.
- 3.0 Demonstrate situational awareness of actual/potential health hazards before, during, and after a disaster or public health emergency.
- 4.0 Communicate effectively with others in a disaster or public health emergency.
- 5.0 Demonstrate knowledge of personal safety measures that can be implemented in a disaster or public health emergency.
- 6.0 Demonstrate knowledge of surge capacity assets consistent with one's role in organizational, agency, and/or community response plans.
- 7.0 Demonstrate knowledge of principles and practices for the clinical management of all ages and populations affected by disasters and public health emergencies, in accordance with professional scope of practice.
- 8.0 Demonstrate knowledge of public health principles and practices for the management of all ages and populations affected by disasters and public health emergencies.
- 9.0 Demonstrate knowledge of ethical principles to protect the health and safety of all ages, populations, and communities affected by a disaster or public health emergency.
- 10.0 Demonstrate knowledge of legal principles to protect the health and safety of all ages, populations, and communities affected by a disaster or public health emergency.
- 11.0 Demonstrate knowledge of short- and long term considerations for recovery of all ages, populations and communities affected by a disaster or public health emergency.





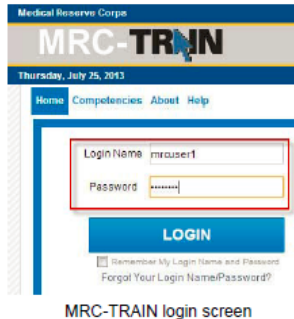
## **Appendix C**

# **MRC TRAIN COURSE REGISTRATION INSTRUCTIONS**

# Course Registration and Completion

## Registering for a Course

1. **Login** to MRC-TRAIN at [www.mrc.train.org](http://www.mrc.train.org)



MRC-TRAIN login screen

2. **Search** for courses by Keyword or Course ID.



### MRC Volunteer's Dashboard

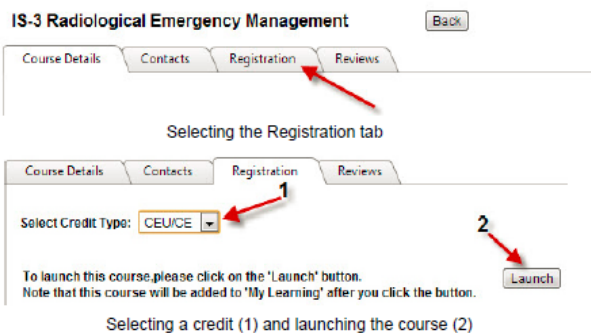
- My Action Items
- My Learning
- My Certificates

Search by Keyword or Course ID

Title	Type	Sponsor/Officer	Rating
IS-3 Radiological Emergency Management	Course	Federal Emergency Management Agency (FEMA) / Emergency Management Institute (EMI)	5 stars

Course search results

3. To register, **click** on the **title**, followed by the **Registration** tab. Next, **select** your **credit** (if applicable) and **click Launch**. The course will open in a new window.



Selecting a credit (1) and launching the course (2)

[OH Home](#) > [Independent Study Program Home](#) > Course Overview - IS-3: Radiological Emergency Management

IS-3: Radiological Emergency Management

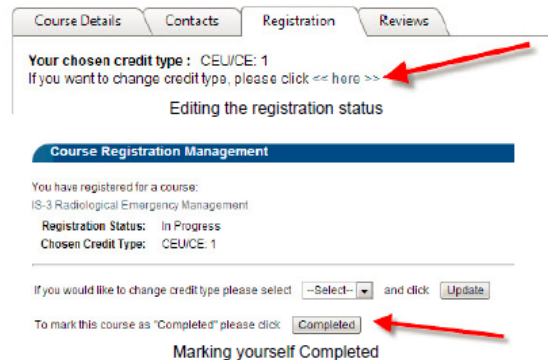
Launching the course on the partner site

## Completing a Course

1. Upon finishing the course, MRC-TRAIN will instruct you to **return** to the Course Details page.

Thank you for launching the course, IS-3 Radiological Emergency Management. Please click [here](#) to return to the course details page.

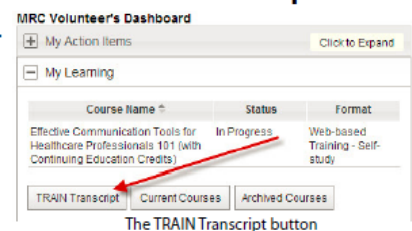
2. To update your course status, **select** the **Registration** tab, then **click** to **edit** your course status. **Select Completed** on the ensuing page.



## Uploading a Certificate

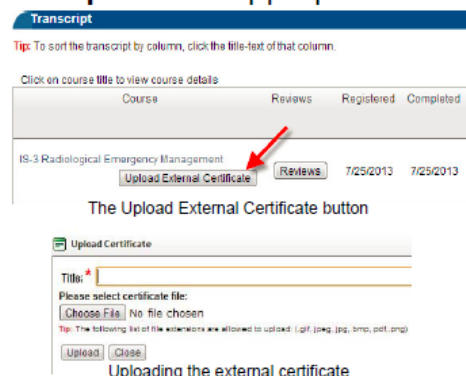
1. On the homepage, **open My Learning** within the dashboard and **select TRAIN Transcript** to see completed courses.

Note: Only courses without TRAIN certificates allow external certificates to be uploaded.



The TRAIN Transcript button

2. **Select "Upload External Certificate"** below the course you wish to attach it to. Follow the prompts to **upload** an appropriate **file**.



The Upload External Certificate button

Uploading the external certificate

3. Once uploaded, the certificate is now stored on MRC-TRAIN and can be viewed through the My Certificates section of the dashboard.

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## Appendix D

### TRISTATE MEDICAL RESERVE CORPS (TMRC) TRAINING Course Recommendations

MRC Core Competencies	TRAIN Course #	Web Links	Date Completed
<b>TMRC Orientation: Core Competencies 1,2</b>			
▪ Onsite orientation offered by local MRC units	NA	<a href="http://www.swoph.org/tristate.htm">http://www.swoph.org/tristate.htm</a>	
▪ TMRC On Line Orientation Module	1009215	<a href="http://www.swoph.org/training.htm">http://www.swoph.org/training.htm</a>	
▪ <a href="#">MRC Volunteer Core Competencies: Introduction &amp; Overview</a> (NACCHO)	1057558	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
<b>Personal and Family Disaster Planning: Core Competency 1</b>			
▪ <a href="#">Your Family Disaster Plan</a>	1029641	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
▪ <a href="#">Are You Ready? An In-Depth Guide to Citizen Preparedness</a> (FEMA)	1014732	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
▪ eCore Disaster Life Support (eCDLS) (NDLS)	1058742	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
<b>MRC Role in Disaster Response: Core Competency 2</b>			
▪ <a href="#">A Citizen's Guide to Disaster Assistance</a> (FEMA)	1011650	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
▪ <a href="#">IS-100: Introduction to Incident Command</a> (FEMA)	1024627	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
<b>Situational Awareness of Health Hazards: Core Competency 3</b>			
▪ <a href="#">Chemical Emergencies and the Role of Public Health</a>	1032732	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
▪ <a href="#">Weapons of Mass Destruction Awareness</a>	1051625	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
<b>Communication: Core Competency 4</b>			
▪ <a href="#">Risk Communication Principles and Challenges</a>	1032225	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
▪ <a href="#">HIPAA: An Overview</a>	1041019	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
▪ Introduction to Amateur(HAM) Radio (Offered locally as needed)	NA	<a href="http://www.swoph.org/tristate.htm">http://www.swoph.org/tristate.htm</a>	
<b>Personal Safety: Core Competency 5</b>			
▪ <a href="#">Occupational Health for Public Health Responders</a>	1046406	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
▪ <a href="#">Personal Protective Equipment</a>	1051588	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
<b>Surge Capacity: Core Competency 6</b>			
• <a href="#">Surge Capacity for Disasters</a>	1008833	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
• <a href="#">Mass Dispensing Overview: An SNS Perspective</a> (CDC)	1054681	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
<b>Clinical Management: Core Competency 7</b>			

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• <a href="#">Psychological First Aid</a> (NACCHO)	1022214	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
• <a href="#">Nurses on the Front Line</a>	1013008	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
• <a href="#">Disaster Triage for Epidemics</a>	1012019	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
• <a href="#">Caring for Older Adults in Disasters (NCDMPH)</a>	1059666	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
<b>Public Health Principles &amp; Practices:</b> <i>Core Competency 8</i>			
• eCDLS (NDLS)	1058742	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
• <a href="#">Disability and Disaster</a>	1052223	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
• <a href="#">Functional and Access Needs: Preparedness and Recovery Issues</a>	1042176	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
<b>Ethical and Legal Principles :</b> <i>Core Competency 9 &amp; 10</i>			
• eCDLS (NDLS)	1058742	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
• <a href="#">Ethics in a Public Health Emergency</a>	1042278	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
• <a href="#">Ethical and Legal Aspects of Disaster Response</a>	1050141	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
• <a href="#">Legal Aspects of Public Health Emergency Preparedness</a>	1051021	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
• <a href="#">Emergency Management and Compliance with the ADA</a> (FEMA)	1022601	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
<b>Disaster Recovery:</b> <i>Core Competency 11</i>			
• <a href="#">Building Community Resilience to Disasters</a>	1032223	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	
• <a href="#">Long Term Recovery Basics</a>	1052226	<a href="http://www.mrc.train.org">www.mrc.train.org</a>	

**NOTE:** The FEMA courses listed above on MRC TRAIN can also be taken directly through the Emergency Management Institute at <http://training.fema.gov/> and either method will include course completion certificates. The benefit of using MRC TRAIN is that an individual transcript of your completed MRC and FEMA courses will be maintained and is available to print out for your records.

**Additional FEMA Online Courses** - The following online modules provide a broader perspective on the Emergency Support Function #8 (ESF-8) and Emergency Management:

- [FEMA IS-55A Household Hazardous Materials-A Guide for Citizens](#)
- [FEMA IS-230 Fundamentals of Emergency Management](#)
- [FEMA IS 248 Integrated Public Alert and Warning System \(IPAWS\) for the American Public](#)
- [FEMA IS 288 The Role of Voluntary Organizations in Emergency Management](#)
- [FEMA IS 700 National Incident Management System](#)
- [FEMA IS-800.B National Response Framework, an Introduction](#)
- [FEMA IS-808 ESF #8 Public Health and Medical Services](#)

## Appendix E

### **Volunteer “Go Bag” Supplies**

The following items are just a few of the suggested items that may be needed on a disaster response. Gathering some/all of these items in a MRC “go bag” prior to a disaster will go a long way in preparing you to respond to an incident. Remember to also prepare a personal and/or family disaster plan.

- Bottled water
- Flashlight
- Battery-operated radio
- Batteries
- Non-perishable food/snacks (energy/granola bars, power bars)
- Cash (small denominations)/credit card
- Copy of personal identification; insurance cards, photo ID, TMRC ID
- Personal medication that will be needed during the length of shift/response operation including a list of allergies.
- Personal items (eyeglasses, contacts, toothbrush/toothpaste, sunscreen, etc)
- Change of clothes, Outerwear such as rain gear, cap/hat, sturdy shoes
- Work gloves
- Personal first aid kit
- Hand sanitizing gel
- Multi-purpose tool/Pocket knife
- Lip balm
- Matches (in waterproof container)
- Pad of paper/pencil/pens
- Tissue/wipes
- Mylar blanket
- Map of local and/or regional areas
- List of emergency point of contact phone numbers

## **Appendix F**

# **Ohio Responds Limited Liability Protection**

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



## Appendix G

### Tristate Medical Reserve Corps Code of Conduct

#### As a TMRC volunteer I shall:

- Keep contact information current with [Ohio Responds](#)

#### Ethical Conduct

- Maintain and abide by the standards of my profession, including licensure, certification and / or training requirements to support my TMRC role.
- Not act in the capacity of a TMRC responder, nor present myself as a TMRC volunteer, at any given site without prior authorization / deployment from the Tristate Medical Reserve Corps leadership.
- Avoid profane and abusive language and disruptive behavior including behavior that is dangerous to self and others including acts of violence, physical or sexual abuse, or harassment.
  - Avoid situations that could be interpreted as a conflict of interest as a TMRC volunteer.
  - Abstain from the use of county equipment / resources for personal use.
- Abstain from transport, storage and / or consumption of alcoholic beverages and / 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 / non-prescription medication that may influence my ability to fulfill commitments.
  - Abstain from the use of audio or video recording equipment, unless authorized.

#### Safety

- Put safety first in all volunteer activities.
- Respect and use all equipment appropriately.
- Promote healthy and safe work practices.
  - Take care of self and others.
- Report injuries, illnesses, and accidents to the appropriate staff member.
- Dress for the environment. Wear closed toe shoe-wear if activated.

#### Respect

- 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 position.

#### As a MRC volunteer I shall not:

- Comment, answer questions or divulge any information to the media unless authorized by MRC leadership.
- Accept or seek on behalf of myself or any other person, any financial advantage or gain as a result of the volunteer's affiliation with the TMRC.
- Publicly use any TMRC affiliation in connection with the promotion of partisan politics, religious matters or positions on any issue.
- Disclose or use any confidential TMRC information that is available solely as a result of the volunteer's affiliation with the TMRC to any person not authorized to receive such information.
- Knowingly take any action or make any statement intended to influence the conduct of the TMRC in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.



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- Authorize the use of or use for the benefit or advantage of any person, the name, emblem, services, or property of the TMRC, except in conformance with TMRC policy.

I certify that I have reviewed the Tristate Medical Reserve Corps Code of Conduct and that I am willing to conduct myself in accordance with the code.

**Volunteer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Volunteer's Printed Name: \_\_\_\_\_

## Appendix H

### **Acknowledgment and Receipt**

I have received a copy of the Tristate Medical Reserve Corps (Ohio Chapter) Volunteer Handbook.

The Handbook describes important policies and procedures related to volunteer activities when responding as a member of Tristate Medical Reserve Corps.

The handbook outlines the possible roles in which volunteers may serve and the expectations of the volunteer in maintaining current, active membership.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

VOLUNTEER SIGNATURE \_\_\_\_\_

VOLUNTEER NAME (Print) \_\_\_\_\_

DATE OF RECEIPT \_\_\_\_\_