



Northern New Hampshire



medical  
reserve  
corps

# Volunteer Manual

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## **1.1 WELCOME**

Welcome to the Northern New Hampshire Medical Reserve Corps (MRC) Unit at North Country Health Consortium (NCHC). We appreciate your desire to become a volunteer.

Volunteers are an important asset and part of our organization. It is the policy of NCHC to offer opportunities to qualified volunteers ages 18 and over for specified tasks and duties. MRC volunteers create efficiencies for the organization, North Country Public Health Network (PHN), and its partnering agencies to improve emergency preparedness, response, and services to the communities of the North Country. Volunteers are intended to supplement and support staff, initiatives, and programs at NCHC, the North Country PHN, and partnering agencies of NCHC and the PHN.

We believe that each volunteer contributes to our growth, achievements, and service to the public health region. We hope you will take pride in being a member of our team.

North Country Health Consortium expects the highest standard of ethical conduct and fair dealing from each volunteer, and all others associated with the organization. Our reputation is an asset, and we must continuously earn the trust, confidence, and respect of our partners, clients, and community.

This handbook describes your responsibilities as a North Country Health Consortium/Medical Reserve Corps volunteer. The terms North Country Health Consortium, "NCHC," and "organization" are used interchangeably in this document.

Because the handbook provides answers to many questions about NCHC, volunteers should familiarize themselves with the contents of this handbook before beginning MRC volunteer service. We hope that your experience here will be challenging, enjoyable, and rewarding.

This document replaces all previous versions of the volunteer handbook.

## **1.2 HISTORY AND PURPOSE**

Mission: "North Country Health Consortium leads innovative collaboration to improve the health status of the region."

Vision: "A strong public health system through which all residents of Northern New Hampshire have the opportunity to access and enjoy health and wellness."

North Country Health Consortium (NCHC) is a rural health network, created in 1997, as a vehicle for addressing common issues through collaboration among health and human service providers serving Northern New Hampshire. NCHC is engaged in activities for:

- Solving common problems and facilitating regional solutions
- Creating and facilitating services and programs to improve population health status
- Health professional training, continuing education, and management services to encourage sustainability of the healthcare infrastructure
- Increasing capacity for local public health essential services
- Increasing access to healthcare for underserved and underinsured residents of Northern New Hampshire

North Country Health Consortium offers many programs and works with partners throughout Northern New Hampshire. To learn more, please visit our website at [NCHCNH.org](http://NCHCNH.org)

Mailing Address and Administrative Office:

North Country Health Consortium  
262 Cottage Street, Suite 230  
Littleton, NH 03561  
Office hours: 8 am-4:30 pm, Monday-Friday  
**(603)259-3700**

### **1.3 BECOMING an MRC VOLUNTEER AT NCHC**

All potential MRC volunteers must complete a volunteer application on the NH Responds website: [www.nhresponds.org](http://www.nhresponds.org). Professional licensing credentials are verified through the NH Responds site and volunteer information is saved in the NH Responds database. Volunteers must undergo a criminal background check, which is completed once the volunteer applicant has signed and returned the *consent for criminal record check* form to the MRC volunteer manager. The volunteer application will be reviewed and if there is a fit for the volunteer's skill set and availability of volunteer positions in the MRC, the volunteer may be invited for a screening and/or placement interview(s). The volunteer will be asked to sign and return the *Acknowledgement of Volunteer Handbook* form at the back of the handbook, then complete a provided HIPPA training, and review the MRC Volunteer Orientation video.

### **1.4 TRAINING**

In accordance with the North Country Public Health Network's Regional Public Health Emergency Annex, MRC volunteers are expected to complete the following Federal Emergency Management Agency (FEMA) National

Incident Management System (NIMS) trainings in addition to the volunteer orientation:

- IS-100.b: Introduction to the Incident Command System
- IS-700.a: National Incident Management System, An Introduction
- IS-800.b: National Response Framework, An Introduction.

These self-paced trainings are available for volunteers to complete at any time at [www.train.org](http://www.train.org) and may be periodically offered by the Public Health Network as live, virtual, or in-person courses. The train.org website also offers a wide variety of additional trainings from the Centers for Disease Control and Prevention (CDC) and FEMA. Volunteers are welcome to pursue additional trainings they find relevant, or that may be useful to them in their volunteer, professional, or personal experiences.

There may be additional, event-specific trainings that volunteers will be asked to complete depending on the type of public health response or the circumstances that lead to a volunteer deployment.

## **1.5 ATTENDANCE**

Every volunteer is important. Volunteers are expected to meet their commitments to their chosen scheduled service hours and notify the volunteer manager of absences in advance of the volunteer deployment event.

## **1.6 CONFLICTS OF INTEREST**

North Country Health Consortium and Medical Reserve Corps expects all volunteers to conduct themselves and organization business in a manner that reflects the highest standards of ethical conduct, and in accordance with all federal, state, and local laws and regulations. This includes avoiding actual and potential conflicts of interests.

An actual or potential conflict of interest occurs when a volunteer is in a position to influence a decision that may result in a personal gain for that volunteer or their relative due to NCHC's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage.

## **1.7 NON- DISCLOSURE**

Any information that a volunteer learns about NCHC, the Public Health Network, MRC, its volunteers, employees, trustees, members, or donors, which is not otherwise publicly available, as a result of volunteering for

NCHC and MRC constitutes confidential information. Volunteers may not disclose confidential information to anyone who is not employed by the North Country Health Consortium or to other persons employed by NCHC who do not need to know such information to assist in rendering services.

The protection of privileged and confidential information is vital to the interests and the success of the North Country Health Consortium and MRC. The disclosure, distribution, electronic transmission, or copying of the organization's confidential information is prohibited. Such information includes but is not limited to the following: compensation data, program and financial information, including information related to donors/funders, and pending projects and proposals.

Any volunteer who discloses confidential information of the organization will be subject to disciplinary action (including possible termination), even if they do not actually benefit from the disclosure of such information.

Discussions involving sensitive information should always be held in confidential settings to safeguard the confidentiality of the information. Conversations regarding confidential information generally should not be conducted in public areas, elevators, restrooms, restaurants, or other places where they might be overheard.

## **1.8 PERFORMANCE EVALUATION**

The volunteer manager, supervisors, and volunteers are encouraged to discuss performance and goals on an informal, day-to-day basis. After action discussions, or hot washes, are performed after most missions to support evaluation and quality improvement of the MRC unit's mission response. Volunteers are expected to participate in these sessions to contribute to the ongoing improvement of the unit. Special performance appraisals may occur when the supervisor determines that a volunteer's performance is either much superior to what was expected or for unsatisfactory performance.

Volunteer job descriptions and deployment mission-specific job action sheets are considered working documents and may be updated more frequently if duties and responsibilities are substantially changed during the year or activation period.

## **1.9 TIMEKEEPING**

NCHC will record volunteer hours worked using the web-based platform signupgenius.com. This record is important to NCHC and the MRC because each volunteer's time has a dollar value (set by the Federal government) that can be used to leverage grant funds in the future for MRC activities

and training, and for the activities of our partner agencies promoting public health and safety in the community. Recording time contributed by the volunteer also gives NCHC and the MRC a way to recognize those who provide outstanding service. For volunteer safety, volunteers will be asked to sign in and out of volunteer events to confirm their presence at and departure from events.

## **1.10 DRUG FREE WORKPLACE**

North Country Health Consortium is a drug-free workplace that does not tolerate the presence of illegal drugs or the illegal use of legal drugs in our workplace or at volunteer sites. The use, possession, distribution, or sale of controlled substances, such as drugs or alcohol or being under the influence of such controlled substances, is strictly prohibited while on duty or on the organization's premises, worksites, or volunteer sites. If you need to take a prescription drug that affects your ability to perform your duties, including medical marijuana as a holder of a medical marijuana registration card pursuant to New Hampshire law, you are required to discuss possible accommodations with the volunteer manager. Violation of this policy will result in disciplinary action, up to and including termination.

## **1.11 SMOKE FREE WORKPLACE**

Smoking is not allowed in organization buildings, work areas, or volunteer sites at any time. "Smoking" includes the use of any tobacco products (including chewing tobacco), electronic smoking devices, vaping, and e-cigarettes.

## **1.12 COMMITMENT TO DIVERSITY**

North Country Health Consortium is committed to creating and maintaining a workplace in which all volunteers have an opportunity to participate and contribute to the success of the organization, and are valued for their skills, experience, and unique perspectives. This commitment is embodied in organization policy, the way we do business, and is an important principle of sound organizational management.

## **1.13 WORKPLACE VIOLENCE PREVENTION**

North Country Health Consortium is committed to providing a safe, violence-free workplace for our volunteers. NCHC has a 'zero tolerance' policy for actual or threatened violence against co-workers, visitors,

clients, or any other persons who are either on our premises or have contact with volunteers in the course of their duties. Security and safety in the workplace are every volunteer's responsibility.

Volunteers must refrain from conduct that may be dangerous to others. Firearms, weapons, and other such devices or hazardous substances are prohibited on NCHC premises or volunteer sites. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace, volunteer site, or at organization-sponsored functions.

In situations where a volunteer becomes aware of an imminent act of violence, a threat of imminent violence, or actual violence, emergency assistance must be sought immediately by contacting a supervisor, manager, fellow volunteer or, if appropriate, law enforcement authorities by dialing 911.

All North Country Health Consortium volunteers and employees bear the responsibility of keeping our work environment free from violence or potential violence. Any volunteer who witnesses or is the recipient of violent behavior should promptly inform the volunteer manager, supervisor, or NCHC Human Resources. All threats will be promptly investigated. Any individual engaging in violence against the organization, its volunteers or employees, or its property will be prosecuted to the full extent of the law. Any such act or threatening behavior may result in disciplinary action up to and including termination.

No volunteer will be subject to retaliation, intimidation, or discipline as a result of reporting a threat in good faith under these guidelines.

## **1.14 COMMITMENT TO SAFETY AND SECURITY**

Protecting the safety of our volunteers, employees, clients, and visitors is the most important aspect of operation at NCHC. Our office location has a safety committee that performs monthly facility inspections and reviews safety concerns at each site. Each location also has Emergency Action Plans on site and evacuation maps posted that identify room numbers, evacuation routes, and locations of first aid kits and AEDs. It is the responsibility of the volunteer to become familiar with these plans and maps to be prepared in the event of an emergency. Each NCHC location undergoes routine safety drills for fire, natural disasters, bomb threats, power/utility failures, medical emergencies, and responding to violence.

Any incident involving a volunteer, employee, client, or visitor must be reported. Incidents may include injuries, medication errors, use of seclusion, communicable disease, infection control, aggression, violence,

use and unauthorized possession of weapons, vehicular accidents, wandering, elopement, biohazardous accidents, unauthorized use and possession of legal or illegal substances, abuse, neglect, suicide or attempted suicide, sexual assault, or other events. Incident reporting forms are kept at all NCHC sites in an orange folder near the first aid kit. Instructions on how to submit the report is in the folder.

Incident reporting forms are kept at all volunteer locations in a binder with the volunteer manager. Instructions on how to submit the report is in the folder and on the reporting form.

Incident reporting forms for sponsored events can be obtained from the volunteer sponsor. A copy of an incident report completed at a sponsored event should be provided to the MRC volunteer manager immediately following completion of the incident report.

All volunteers have the opportunity and responsibility to contribute to a safe work environment by using common sense rules and safe practices and notifying management when any health or safety issues are present. All volunteers are encouraged to work together with management to ensure maximum safety for all.

To ensure that North Country Health Consortium maintains a workplace safe and free of violence for all volunteers and employees, the possession or use of dangerous weapons on NCHC property and at volunteer sites, including parking lots or organization vehicles, is prohibited.

All North Country Health Consortium volunteers and staff are subject to this provision, including contract workers and temporary employees, as well as visitors and clients on NCHC property. A license to carry the weapon does not supersede organization policy. Any volunteer in violation of this policy will be subject to disciplinary action, up to and including termination.

“Company property” is defined as all organization-owned or leased buildings. This policy applies to all organization-owned or leased vehicles.

“Dangerous weapons” include firearms, explosives, knives, and other weapons that may be considered dangerous or that could cause harm. Volunteers are responsible for ensuring that any item they possess is not prohibited by this policy.

In the event of an emergency, notify the appropriate emergency personnel by dialing 911 to activate medical emergency services.

## **1.15 TRANSPORTING**

Due to legal and safety issues, volunteers are prohibited under any circumstances from transporting individuals receiving services from NCHC, unless otherwise tasked through an emergency response.

### **AUTOMOBILE INSURANCE AND LIABILITY**

Volunteers who opt to participate in volunteer missions requiring driving must show proof a valid, unexpired driver's license as well as proof of automobile insurance.

## **1.16 DRESS CODE**

To present a professional image to our clients and the public, all volunteers are required to wear appropriate clothing at the workplace or volunteer site. By necessity, the dress standards for the organization's offices are somewhat different than for offsite events. For the workplace, business-casual dress is appropriate.

Volunteers should be neatly groomed, and clothes should be clean and in good repair. Leisure clothes, such as shorts, jeans, hooded sweatshirts, flip flops, and other casual items are not acceptable attire for the office.

For off-site events, volunteers are expected to wear clothes appropriate to the assigned work. Volunteers should be sensitive to the location and context of their work and be ready to adjust their attire if the circumstances so warrant.

## **1.17 RELIGIOUS ACCOMODATIONS**

NCHC is dedicated to treating its employees equally and with respect and recognizes the diversity of their religious beliefs. All employees and volunteers may request an accommodation when their religious beliefs cause a deviation from NCHC's dress code or the individual's schedule, basic job duties, or other aspects of employment. Volunteers requesting a workplace attire accommodation based on religious beliefs should be referred to the Executive Director.

NCHC will consider the request but reserves the right to offer its own accommodation to the extent permitted by law. When determining a reasonable accommodation some, but not all, factors considered are cost, the effect an accommodation will have on current established policies, and the burden on operations, including other employees. At no time will NCHC question the validity of a person's beliefs.

## **1.18 VISITORS IN THE WORKPLACE**

To provide for the safety and security of volunteers and the facilities at NCHC, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards volunteer welfare, and avoids potential distractions and disturbances. If an unauthorized individual is observed on NCHC premises, volunteers should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

## **1.19 COMPUTERS, INTERNET, EMAIL AND OTHER RESOURCES**

All use of organization-provided communications systems, including e-mail and internet, should conform to NCHC guidelines/policies on, including but not limited to, Equal Opportunity, Harassment, Confidential Information, and Conflicts of Interest. NCHC systems should not be used to transmit personal comments or statements, or to post information to news groups that may be mistaken as the position of the organization. Similarly, NCHC systems should not be used to solicit or proselytize others for commercial purposes, causes, outside organizations, chain messages, or other non-job-related purposes.

## **1.20 HARASSMENT, BULLYING AND COMPLAINT PROCEDURE**

North Country Health Consortium volunteers are expected to adhere to a set of standards regarding harassment. Harassment includes threats, demands, retaliation, or other conduct, whether verbal, non-verbal, physical, or visual that results in a hostile environment.

Sexual and other unlawful harassment is a violation of Title VII of the Civil Rights Act of 1964 (Title VII), as amended, as well as many state laws. Harassment based on a characteristic protected by law, such as race, color, ancestry, national origin, gender, sex, sexual orientation, gender identity, marital status, pregnancy, religion, age, physical and mental disability, veteran status, or other characteristic protected by state or federal law, is prohibited.

Sexual harassment includes any unwelcome sexual advances, requests for

sexual favors, or other verbal or physical conduct of a sexual nature. Any volunteer found to have engaged in harassment will be subject to appropriate disciplinary action up to and including termination.

Further, any retaliation against an individual who has complained about sexual or other harassment or retaliation against individuals for cooperating with an investigation of a harassment complaint is similarly unlawful and will not be tolerated. North Country Health Consortium will take all steps necessary to prevent and eliminate unlawful harassment.

**Complaint Procedure.** Any volunteer who believes they have been subject to or witnessed illegal discrimination, including sexual or other forms of unlawful harassment, is requested, and encouraged to make a complaint. You may report directly to your immediate supervisor, volunteer manager, or any other member of management with whom you feel comfortable bringing such a complaint. Similarly, if you observe harassment or acts of discrimination towards another volunteer, you are requested and encouraged to report this to an individual listed above.

All complaints will be investigated promptly and, to the extent possible, with regard for confidentiality.

## **1.21 WHISTLEBLOWER PROTECTION**

Federal and state laws protect employees and volunteers who, in good faith, (1) report conduct that the volunteer reasonably believes is a violation of any state or federal law or rule, (2) object or refuse to participate in activities the volunteer believes violates the law, or (3) participate in a government investigation of allegations that the employer has violated any state or federal law or rule.

No person who in good faith engages in such protected activity shall be subject to harassment, retaliation, or adverse employment consequence. Any volunteer, including a Director or the Executive Director, who retaliates against someone who has made a good faith report under this policy, or who has provided information or assistance in connection with an investigation, is subject to disciplinary action up to and including immediate termination of service or employment.

Investigations under this policy will be conducted promptly and as discretely as possible.

Documentation regarding an investigation under this policy shall be forwarded to and maintained by North Country Health Consortium for a period of no less than seven (7) years. The alteration or destruction of documents relating to such an investigation is strictly prohibited and is subject to disciplinary action up to and including immediate termination of service.

## 1.22 NCHC EMPLOYEE VOLUNTEERS

Volunteers who are employees of North Country Health Consortium must adhere to the Fair Labor Standards Act. The following restrictions apply:

- A. An employee cannot volunteer his/her services to an employer to perform the same type of service performed as an employee.
- B. The tasks performed by the volunteer may not be similar to those performed by an employee.

## 1.23 NCHC'S ETHICAL CODE OF CONDUCT

All volunteers are expected to maintain acceptable job performance and conduct themselves in a professional and courteous manner. Professional service providers are expected to comply with any codes for professional conduct or ethical behaviors adopted by their respective licensure or certification authorities.

While it is impractical to compile an exhaustive summary of behavioral expectations, examples include:

- **Client and participant welfare**
  - All volunteers are expected to respect the integrity and protect the welfare of the person or group with whom the volunteer is working.
- **Confidentiality**
  - All volunteers are expected to maintain confidentiality of client identifying information, abide by all applicable federal, state, or local laws and regulations that address issues of privacy or confidentiality of records. Paramount among these laws is the Federal Confidentiality Regulations, 42 CFR Part 2, *Confidentiality of Alcohol and Drug Abuse Patient Records*, and the HIPAA Privacy Regulations, 45 CFR Parts 160 and 164.
- **Nondiscrimination**
  - All volunteers are expected to refrain from discrimination on the basis of race, ethnicity, age, color, religion, creed, gender, national origin, sexual orientation, marital status, pregnancy, veteran status, financial condition, handicap, developmental disability, and HIV infection, AIDS - related complex or Aids. This includes discrimination against other agency volunteers, any current, former, or potential clients or service recipients, and others in the community with whom a volunteer may interact.
- **Scope of practice**
  - Professional service providers are expected to function within the scope of their licensure or certification, and in accordance with any specific areas of competence or other such declarations defined

through their licensing or certifying authority, and the medical direction of any clinically oriented deployment.

- **Witnessing of Documents**
  - Volunteers shall not act as a witness to documents such as Power of Attorney, guardianship, advance directives, and/or agency contracts without the expressed written approval of the Executive Director.
- **Exchanges of Gifts, Money, and Gratuities**
  - No Personnel, volunteers, or other persons associated with North Country Health Consortium will accept gifts of money or material, favors, remuneration, or other consideration from any client, individual, or organization that does business with NCHC.
- **Solicitation, Distribution, and Personal Fund Raising**
  - To avoid unnecessary evasions and work interruptions, volunteers are prohibited from solicitation and personal fundraising during volunteer time.
  - Volunteers are prohibited from distribution of literature, in work areas, including handbills during volunteer hours of any staff member or volunteer.
  - Trespassing, soliciting, or distribution of literature by non-staff member on NCHC premises is always prohibited.
- **Personal Property**
  - All volunteers shall respect and safeguard the personal property of clients, visitors, and other personnel as well as the property of North Country Health Consortium. Volunteers will not use or allow the use of NCHC property or equipment for activities other than those approved by the organization.
  - North Country Health Consortium volunteers shall not exchange personal property with clients. Theft and destruction of property will be addressed, and disciplinary action may be taken (personnel, and/or by contacting law enforcement), as appropriate. NCHC is not responsible for personal property that is not safeguarded or left unattended.
- **Discipline and Mandatory Sanctions**
  - Violation of NCHC's Code of Ethics, policies within the Volunteer Handbook, as well as those of related professional disciplines will not be tolerated. Breach of these standard in accordance with NCHCs procedures outlined in the Volunteer Manual may result in disciplinary action up to and including termination of the volunteer.

## **1.24 VOLUNTEER LIABILITY**

### **The Volunteer Protection Act**

("VPA") (codified at 42 U.S.C. § 14501 et. seq.) provides qualified immunity from liability for volunteers and, subject to exceptions, preempts inconsistent state laws on the subject, except for those that provide protections that are stronger than those contained in the VPA.

The VPA defines a volunteer as "an individual performing services for a non-profit organization or a governmental entity, which does not receive

compensation" (other than reasonable reimbursement or allowance for expenses actually incurred); or any other thing of value in lieu of compensation, in excess of \$500 per year" 42 U.S.C. § 14506(6).

Under the VPA, a volunteer of a nonprofit organization or governmental entity is immune from liability for harm caused by an act or omission of the volunteer on behalf of the organization or entity if: (1) the act or omission was within the scope of the volunteer's responsibilities in the organization or entity; (2) if required, the volunteer was properly licensed, certified, or authorized by the appropriate state authorities for the activities or practice giving rise to the claim; (3) the harm was not caused by "willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual harmed by the volunteer," and (4) the harm was not caused by the volunteer's operation of a motor vehicle, vessel, aircraft, or other vehicle for which the state requires the operator to possess a license or maintain insurance. 42 U.S.C. § 14503(a).

<https://uscode.house.gov/view.xhtml?path=/prelim@title42/chapter139&edition=prelim>

## **1.25 NCHC COVID-19 Vaccination Policy**

### **Purpose**

In accordance with our duty to provide and maintain a workplace that is free of known hazards, NCHC has adopted this policy to safeguard the health of our volunteers and employees and their families; our patients, clients, and visitors; and the community at large from infectious diseases that may be reduced by vaccinations. This policy will comply with all applicable laws and is based on guidance from the Centers for Disease Control and Prevention (CDC) and the state health authorities, as applicable.

### **Scope**

As a condition of volunteering, within forty-five (45) days following the adoption of this policy on 03/15/2022, and unless otherwise granted a legitimate medical, religious, or ADA-related exemption or accommodation, all North Country Health Consortium employees, volunteers, contracted staff, and students will be required to be fully immunized, including booster doses, by vaccination against COVID-19. This important action is being taken to protect the health of our clients and staff, and to protect the well-being of the greater community. The COVID-19 vaccines currently available in the United States are highly effective at decreasing the likelihood of contracting COVID-19, preventing serious illness in vaccinated individuals who contract COVID-19, and mitigating spread of the disease.

### **Procedures**

Individuals must provide the Human Resource department with a record of the vaccine administration including the vaccine product name, i.e.:Pfizer,

Moderna, Janssen, date of vaccine administration, lot number, and the location where the vaccine was administered. Volunteers seeking an exemption from this policy due to a medical reason or because of a sincerely held religious belief must obtain a *Request for Accommodation* form from NCHC Human Resources and return the completed form to the department. Although not required, employees may submit any additional certifications that verify the reason for the requested exemption. All requests for accommodation will be reviewed by a committee designated for the purpose of reviewing these requests.

When appropriate, accommodation requests will be maintained in the individual's confidential volunteer personnel record. Accommodations that neither cause undue hardship nor pose a direct threat to the health and safety of others, will be granted. Volunteers will be notified within fourteen (14) calendar days following the submission of their request for accommodation. Notification will include an approval, denial, and/or any necessary restrictions or requirements if the individual is to remain unvaccinated.

If additional clarification is needed, volunteers will be contacted within the same period and are expected to provide requested clarification within five (5) calendar days. No volunteer related action will be taken until the exemption process is completed. Failure of any volunteer to receive complete COVID-19 vaccination, comply with designated deadlines to be vaccinated, or obtain approval for accommodation, will result in the volunteer's suspension for up to fourteen (14) calendar days so that they may come into compliance.

Volunteers who come into compliance before the end of the applicable fourteen (14) day suspension will be scheduled to return to volunteering as soon as administratively possible, as determined by volunteer scheduling protocols. All volunteers who are not up to date on their vaccination status or who have not met the exemption requirements as of the completion of the suspension will be terminated from volunteer deployments.

## 1.26 Volunteer Handbook Acknowledgement

### VOLUNTEER HANDBOOK ACKNOWLEDGMENT AND RECEIPT

I hereby acknowledge receipt of the Northern New Hampshire Medical Reserve Corps (MRC) Volunteer Handbook of North Country Health Consortium. I understand and agree that it is my responsibility to read and comply with the policies in the handbook.

I understand that the handbook and all other written and oral materials provided to me are intended for informational purposes only. Neither it, organization practices, nor other communications, create an employment contract or term. I understand that the policies and benefits, both in the handbook and those communicated to me in any other fashion, are subject to interpretation, review, removal, and change by management at any time without notice.

I further understand that I am an at-will volunteer and that neither this document nor any other communication shall bind the organization to employ me now or hereafter and that my volunteer position may be terminated by me or the organization without reason at any time. I understand that no representative of the organization has any authority to enter into any agreement or to assure any other personnel action or make any agreement contrary to the foregoing, and that any modification must be made in writing and signed by the Executive Director.

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Volunteer's Name in Print

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Signature of Volunteer

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Date Signed by Volunteer