



North Country  
HEALTH CONSORTIUM



# NORTHERN NEW HAMPSHIRE MEDICAL RESERVE CORPS (MRC) VOLUNTEER HANDBOOK ADDENDUM

Leading innovative collaboration to improve  
the health status of Northern New Hampshire.



## VOLUNTEER SERVICE

The **purpose** of volunteer service in this organization is two-fold:

1. To participate with NCHC staff, partners, and other volunteers in activities and community events related to health promotion, disease prevention, injury prevention, wellness education and community health status assessment (all active volunteers).
2. To be prepared to effectively support local emergency workers in the event of a community emergency (members of the MRC-Northern New Hampshire Unit only). ***This Addendum highlights the specific requirements and details pertaining to Northern NH MRC Volunteers.***

The **objectives** accomplished through NCHC's volunteer program are:

1. To respond effectively to health-related issues in the North Country communities
2. To support the missions and work of the partners of NCHC
3. To strengthen the public health infrastructure throughout the region

## History of Medical Reserve Corps

### Uniting Communities - Preparing the Nation

In his 2002 State of the Union Message, President George W. Bush called on all Americans to make a lifetime commitment of at least 4,000 hours—the equivalent of two years of their lives—to serve their communities, the nation and the world. President Bush 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.

Sponsored by the Office of the Surgeon General, the **Medical Reserve Corps** coordinates its efforts with several groups and has multiple affiliates. The MRC is a specialized component of [Citizen Corps](#), a national network of volunteers dedicated to ensuring hometown security. Citizen Corps, along with AmeriCorps, Senior Corps, and the Peace Corps are part of the President's [USA Freedom Corps](#), which promotes volunteerism and service throughout the nation.

When possible, MRC units collaborate with their local Citizen Corps Council to better protect, prepare, and serve their communities. Other components of Citizen Corps include the programs [USA on Watch](#), [Volunteers in Police Service \(VIPS\)](#), [Fire Corps](#), and [Community Emergency Response Team \(CERT\)](#).

The Northern NH MRC is proud to be one of the MRC Units in the state of New Hampshire. Our partner organizations throughout the region have the common goal of helping the

community prevent, prepare for and respond to crime, disasters, pressing public health needs and emergencies of all kinds.

Volunteers are key to making our community a safer place to live. We look forward to working with you in this important community effort.

## **Maintaining Readiness**

Regular training exercises are an essential element for ensuring readiness. Being ready to respond in an emergency does not just happen—readiness requires planning, organization and practice. The Northern NH MRC will have regular meetings, and participate in trainings and local drills to ensure maximum emergency preparedness.

While understanding that time constraints and scheduling conflicts will arise, it is anticipated that MRC volunteers will follow the basic training plan referred to in this handbook. The trainings are geared specifically to address emergency situations that a MRC volunteer may encounter when responding to either a man-made or natural disaster, and are designed to build upon the volunteer's existing expertise in their own field. The Northern NH MRC has joined the National MRC in promoting some basic, but essential, core competencies that are critical components to having a trained and ready volunteer force.

All MRC volunteers must have appropriate education, training and experience to fulfill the role of a MRC volunteer. Not all members of the MRC unit will need the same level of education and training, although there are some common elements. For example, an RN who is giving flu shots at a community requires a different level of training as the support staff handling registrations.

The MRC may be trained to staff mass vaccination or dispensing clinics, staff alternate care facilities, provide Public Health surge capacity, assist in sheltering operations, etc.

Volunteers can only be as helpful as to the extent that they have prepared their families and homes in advance for emergency situations. Preparedness is each individual's responsibility. Ensuring you are prepared at home and at work will allow you to be ready to respond when you are needed. One of the core trainings we offer is in Personal Preparedness and Family Readiness. Other sources of information on preparedness include your local Public Health Department, Department of Emergency Management, [www.fema.gov](http://www.fema.gov) and [www.pandemicflu.gov](http://www.pandemicflu.gov). You may also check the website of the Department of Emergency Management, National Medical Reserve Corps, Ready.gov and the CDC for additional emergency preparedness information.

## **Training**

Volunteer trainings are recorded in the MRC database, and will assist in matching volunteers to their assignments/positions. Copies of completion records, certificates, etc. must be forwarded to the MRC Director/Coordinator for proper record keeping.

Under the National MRC structure, three areas known as Core Competencies Domains have been identified in order to build conformity in MRC volunteer training capacity. The three domains are: *Domain #1. Health, Safety, and Personal Preparedness; Domain #2. Roles and Responsibilities of Individual Volunteers; Domain #3. Public Health Activities and Incident Management.* The following training plan was created using these core competencies.

<b>Basic Level Training Requirements (to be completed within one year)</b>		
MRC New Volunteer Orientation	MRC 101	*(1009986)
Incident Command Systems	IS100 or HICS	*(1002558)
National Incident Management System	IS700 or HICS	*(1002546)
Personal Preparedness & Family Readiness	IS-22 Are you Ready?	*(1008945)
First Aid/CPR	America Red Cross or American Heart Assoc.	

<b>Active Level Training Requirements</b>		
Prerequisite	Basic Level Training	
Behavioral Health Training	DBHRT Psychological First Aid	
Basic Disaster Life Support	BDLS	
Point of Dispensing or Mass Dispensing Site	Introduction to POD	*(1013352)

<b>Leader Level Training Requirements</b>		
Prerequisite	Active Level Training	
ICS for Single Resources and Initial Action Incidents	IS200	*(1005012)
Core Disaster Life Support	CDLS or eCDLS	*(1012300)

\*Course ID numbers on [www.mrc.train.org](http://www.mrc.train.org) (some courses may expire after a predetermined amount of time. If unable to locate a required course, please contact us for current information.)

Most required courses can be accessed using [www.mrc.train.org](http://www.mrc.train.org). Instructions for using this system are in the next section.

### ***Note to Healthcare Providers:***

If you are unable to commit to volunteer with NNH MRC or complete the Basic Level training requirements, but wish to be available as a volunteer healthcare professional in the event of a large scale emergency, please see the following:

*If you are a doctor or healthcare professional, the New Hampshire Emergency System for Advance Registration of Volunteer Healthcare Professionals (ESAR-VHP) is asking for your help. Please visit [iCanHelp.NH.gov](http://iCanHelp.NH.gov) today and add your name to the list of volunteer healthcare professionals ESAR-VHP can count on in the event something catastrophic does hit New Hampshire.*

## **\*WWW.MRC.TRAIN.ORG**

TRAIN is a learning management system that is a centralized, searchable database of courses, web-based trainings, on-site trainings and conferences; an interconnected network that allows users to access local, state, national or international training. Users can register online for many courses, create a personal learning record, have access to continuing education credits and have access to hundreds of public health and emergency preparedness courses from nationally recognized course providers. Learn from your desk with web-based learning, web casts, and satellite broadcasts.

*Note: If you are currently a user of NH.TRAIN, it is not necessary to create a new account for MRC.TRAIN. We will help you merge the two so that all of your training courses will be in the same place.*

To begin:

- Go to “www.mrc.train.org”
- Click “Create Account” underneath “Login”. (username and password are not case sensitive and can be changed at any time after initial login.)
- You will first need to agree to the TRAIN policies before proceeding.
- Fill out all necessary information on the subsequent pages. (Use the “Back” and “Next” buttons at the bottom of the pages and write down your User ID and Password in a secure place).

“My Learning Record” contains the following options:

- My Learning: lists courses you have registered to take.
- My Training Plan: lists courses that your MRC unit has assigned.
- Transcript: lists completed courses.
- Certificates: lists certificates awarded for certain completed courses.
- Course Archive: lists archived courses that were initiated or declined.
- My Account: shows the profile information entered upon registration.

To search for courses:

- If you know the Course ID, you can type it into the Course ID field in the bottom right hand corner of the screen labeled Search By Course ID. Or,
- Click on the “Course Search” option at the top of the screen. Here several different search options are available. Some allow you to enter your search criteria, while others contain pre-formulated search criteria.

To register for courses:

Once a desired course is located, choose it by clicking on the title. This will open the course description page, where you can learn how to register for that particular course. Some trainings require additional registration outside of the MRC.TRAIN website. Follow the on-screen instructions.

## **NORTHERN NH MEDICAL RESERVE CORPS EMERGENCY ACTIVATION PROCEDURES**

For volunteers with the Northern New Hampshire Medical Reserve Corps (NNH MRC), the following notification procedures will be used in the event of a public health emergency:

1. As soon as the North Country Health Consortium / Northern NH Medical Reserve Corps staff is made aware of the possibility of an MRC activation, MRC volunteers will be notified via email with as much factual information as is known about the situation and the potential role of volunteers. This notification is for MRC volunteers to stand-by for more information and possible activation. Northern Grafton Dispatch will also be notified of a possible call-down in the event that the CodeRED system will be utilized.
2. Situation up-dates will be provided via email every 24 hours or more, until MRC volunteers are 'stood-down' or activated for response in the emergency. Even if no new information exists, MRC volunteers will be contacted every 24 hours after the initial request to stand-by.
3. Notification of activation will be made to volunteers' home phones and email addresses using the CodeRED emergency notification system through Grafton County Sheriff's Department dispatch center. A current list of Northern NH MRC volunteers will be kept in the CodeRED system database. Maintenance of the data base will be coordination through Tom Andross, Director of Communications for Grafton County Dispatch. Activation of the CodeRED system can be made through the following numbers:

Grafton County Dispatch non-emergency contact: (603) 787-2111

Grafton County Dispatch 24/7 emergency contact: (603) 787-6911

4. Notification of activation will be made with as much notice as possible to volunteers.
5. MRC volunteers will be asked to respond by phone or email regarding their availability. In-person contact will be made by NCHC staff to confirm availability and volunteers will be given information about their role and/or told where to report for additional information and training.
6. In the case of a large-scale MRC activation, a volunteer management center will be identified. At the volunteer management center, MRC volunteers will a) receive an incident-specific photo ID badge, b) receive just-in-time training if necessary, and c) receive equipment and supplies if necessary. Information about where and to whom to report will be provided at the volunteer management center.
7. If the situation does not result in an activation of MRC volunteers, email notification will be made to MRC volunteers, and Grafton County Dispatch if applicable, to 'stand-down'.

## **Recommended Items to Bring with you when Activated Locally**

When you are notified to report to a *local* incident site, you should be prepared to be on site for at least 12 hours, just in case. Therefore the following are some recommended items you may want to bring with you to make your time volunteering more comfortable:

### **Security Items:**

- MRC Identification Badge
- (1) Additional form of picture ID

### **Clothing:**

*(It is important to be prepared for both indoor and outdoor working conditions)*

- MRC T-shirt
- Comfortable, light-weight clothing (*Think Layers!*)
- Long pants
- Long-sleeved shirts
- Hat
- Boots or comfortable walking shoes
- Warm jacket
- Rain gear
- Bandana/handkerchief
- Gloves (Leather gloves if physical labor will be performed or for warmth)

### **Personal Items:**

- Cell Phone
- Sunglasses
- Nonperishable Snacks
- Bottle of water
- Sunblock
- Lip balm
- Contact lenses, lens cleaner, and eye glasses protective case
- Anything else you would need in a 12-hour period, such as medications, etc.



**VOLUNTEER ACKNOWLEDGEMENT FORM**

Please sign and return with application.

I have had an opportunity to read through the information contained in the volunteer handbook, and to ask questions about policies and procedures of an NCHC staff person.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Board of Directors of North Country Health Consortium has the ability to adopt any revisions to the policies in this handbook.

I acknowledge that this handbook is neither a contract nor a legal document. 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.

I understand that as a volunteer my liability is limited under New Hampshire HB 618 and RSA 508:17-a. My liability is also limited by insurance coverage provided by the North Country Health Consortium. (Transportation claims are excluded)

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VOLUNTEER SIGNATURE

DATE

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NAME (TYPED OR PRINTED)