

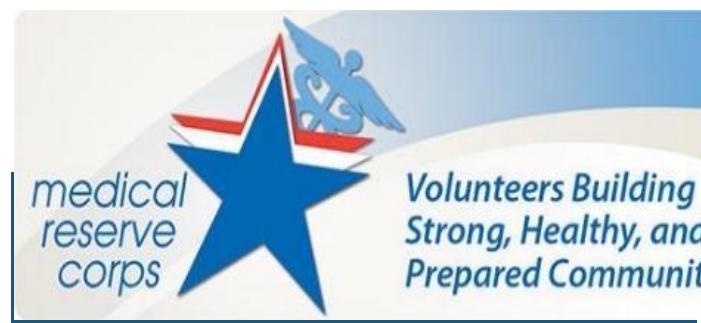
Maricopa County Department of Public Health

Medical Reserve Corps

VOLUNTEER HANDBOOK



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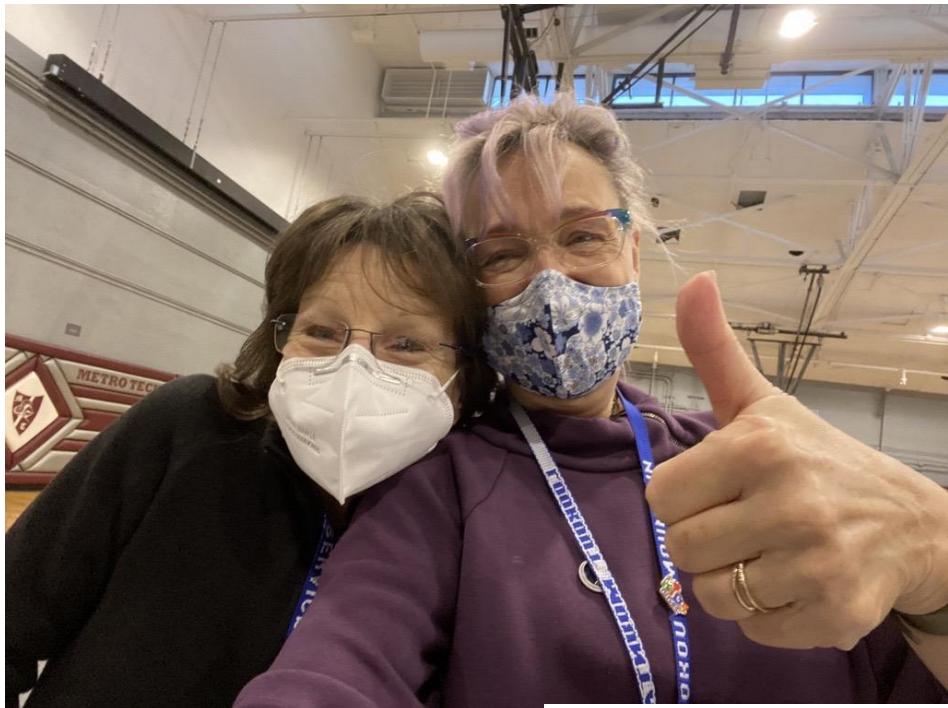


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Millie Hollandbeck, Doreen Zannis R.N

WELCOME

Introduction

Letter from the Coordinator

Welcome Medical Reserve Corps Volunteers

Thank you for volunteering with the Maricopa County Department of Public Health Medical Reserve Corps (MCDPH-MRC). Our volunteer program supports the mission of MCDPH's Office of Preparedness and Response (OPR). We are very excited to welcome you as a volunteer. We look forward to working with you as we train and respond to public health emergencies. Without volunteers like you, we would not be able to support our public health mission and vision to make healthy lives possible and to culture healthy, safe, and thriving communities.

This guide has been created to provide information that will help you maximize your volunteer experience. Please take the time to read through it and use it as a reference as questions arise.

We certainly value your participation, as volunteers are a critical part of any organization in preparing for and responding to emergencies. It would be very difficult to perform missions during a public health emergency without trained volunteers.

Always feel free to contact our volunteer program at MCDPH-MRC for additional information or to pass along comments or suggestions. We love to hear from our volunteers!

Thank you for your service and your commitment.

***You may reach the MCDPH-MRC volunteer
offices by contacting
520-534-1464 or MRCVolunteer@Maricopa.gov***

June Vutrano - MCDPH-MRC Coordinator

ABOUT THE MARICOPA COUNTY DEPARTMENT OF PUBLIC HEALTH MEDICAL RESERVE CORPS

What is the Medical Reserve Corps?

Founded in 2002, the Medical Reserve Corps (MRC) is a national network of volunteers, organized locally to improve the health and safety of their communities. The MRC network comprises approximately 290,976 volunteers in 800 community-based units located throughout the United States and its territories.

MRC volunteers include both public health and medical professionals, as well as non-medical community members, too. MRC units engage these volunteers to strengthen public health, improve emergency response capabilities, and build community resiliency. They prepare for and respond to natural disasters, such as wildfires, hurricanes, tornadoes, blizzards, and floods, as well as other emergencies.

affecting public health, such as disease outbreaks. They frequently contribute to community health activities that promote healthy lifestyles.

The Division of the Civilian Volunteer Medical Reserve Corps, overseen by the Assistant Secretary for Preparedness and Response (ASPR), set nationwide core standards for the MRC, but each local unit also has unique training and participation requirements for volunteers.

The Maricopa County Department of Public Health Medical Reserve Corps (MCDPH-MRC) is based in the Office of Preparedness and Response (OPR), designed to respond to public health emergencies. During the COVID-19 pandemic, this office was crucial to the countywide and national response that began in January of 2020. Our MRC volunteers were in the forefront daily assisting in our massive response efforts. MCDPH-MRC has won a national recognition award for its efforts during the pandemic, establishing and staffing a Call Center to assist the public with guidance as the pandemic unfolded. This Call Center grew into a permanent department, now known as the C.A.R.E.S Team (Community, Action, Response & Emergency Support, where today it is still, handling thousands of public health calls.

HISTORY OF THE MEDICAL RESERVE CORPS

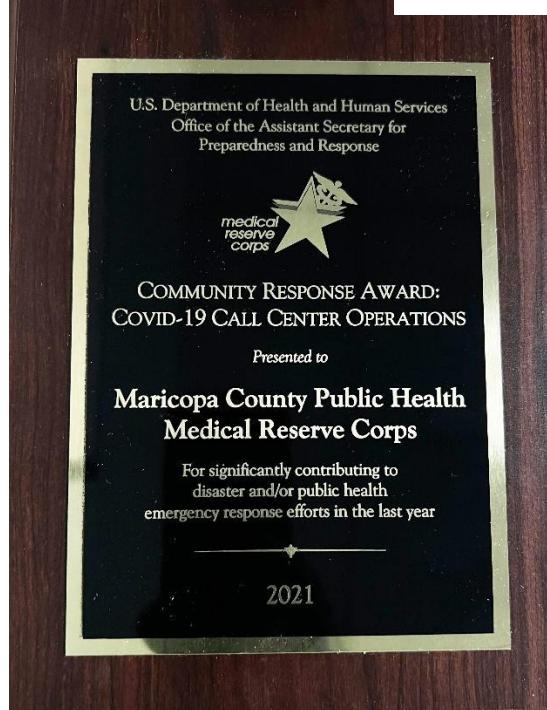
During the 9/11 attacks on the World Trade Center and the Pentagon, thousands of health professionals volunteered to help with their fellow New Yorkers. Unfortunately, there was no system in place to deploy these volunteers as part of an official response and many were turned away.

Later, some of those volunteers came together to propose that New York City create a group of trained medical volunteers certified to assist in a disaster and emergency response efforts.

Their proposal was then expanded to develop a nationwide organization. This proposal eventually came to the attention of President George W. Bush. In his 2002 State of the Union address, President George Bush called on the Nation to volunteer as a way of healing. Shortly afterward, in 2004, the Medical Reserve Corps, also known as the MRC, was formed.



COVID Vaccine Event at Asiana Market – MRC Volunteer Support





Stephen Praissman PharmD, Christopher Golda, Ethan Waterman, Doreen Zannis R.N, Dr. Linda Ribnik

MEMBERSHIP REQUIREMENTS

To serve as part of the Maricopa County MRC, volunteers must be 18 years of age or older, undergo a criminal background check, complete basic training courses, and simply have a desire to serve their community.

Because MCDPH-MRC is mindful of the possibility of large-scale events or natural disasters, we try to make membership as convenient as possible so that volunteers like yourself can participate.

MCDPH-MRC members are required to register on the volunteer portal and complete processing: <http://www.GetInvolvedMaricopa.org>.

The volunteer application allows you to complete the required background check, complete a confidentiality agreement, and submit your professional licenses if applicable.

Using this system, we can contact you in the event of an emergency, and to announce new volunteer opportunities. Maintaining up-to-date contact information is crucial to your participation in the MCDPH-MRC program.

HOW CAN VOLUNTEERS KEEP UP WITH MARICOPA COUNTY MEDICAL RESERVE CORPS NEWS AND EVENTS?

Our volunteer management staff publishes frequent emails for MRC volunteers, which include information about current and upcoming volunteer opportunities and programs. A link to the [SignUpGenius](#) site with all upcoming volunteer events is also attached in these emails, and is located on the main page of the Samaritan Web Portal (<http://www.GetInvolvedMaricopa.org> or <http://mdcph.samaritan.com>). Members may search for events that match their skills and interests and register for upcoming events using the [SignUpGenius](#) page.

CODE OF CONDUCT

The values forming the foundation of the MCDPH-MRC program are *trust, honesty, commitment, and respect*. It is essential that all members have these values as guides for individual actions. Participation in the MCDPH-MRC is a privilege, not a right.

The MCDPH-Medical Reserve Corps volunteer program is managed by the Maricopa County Department of Public Health – Office of Preparedness and Response. MCDPH-MRC operates under the following Code of Conduct, applicable to all members.

Quick Note

Violations of the Code of Conduct may result in termination from MCDPH-MRC or other appropriate action.

Volunteers Should Never:

1. Self-deploy during a response. “Self-Deployment” is the action of arriving at a volunteer site without both 1) being a registered volunteer through MCDPH, and 2) being signed-up on the respective SignUpGenius page. Volunteers who self-deploy are not entitled to liability coverage from the MCDPH-MRC Risk Trust and will be sent home by the site Supervisors.
2. Bring family, friends, or anyone else to a volunteer event that has not registered as an MCDPH-MRC volunteer and has not signed up on the respective SignUpGenius page for the respective date and time.
3. Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the MCDPH-MRC.
4. Publicly utilize MCDPH-MRC affiliation in connection with the promotion of any political organization, religious matter, or position on any issue not in conformity with the official positions of the MCDPH-MRC.

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5. Disclose any confidential MCDPH-MRC information that is available because of the volunteer's affiliation with the MCDPH-MRC (confidential information includes any identifying information, such as name, address, and medical information of persons cared for by MCDPH-MRC members) to any person not authorized to receive such information.
 6. Use MCDPH-MRC activities to recruit patients or clients.
 7. Knowingly take any actions or make any statement intended to influence the conduct of the MCDPH-MRC in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual, including his or her family and friends, has a significant interest or affiliation.
 8. Act in a disruptive manner or in a manner that is dangerous to self or others, including acts or threats of violence.
 9. Accept briberies or gratuities, lie, cheat, or steal.
 10. Engage in discrimination based on age, gender, religion, race, or sexual orientation.
 11. Engage in sexual abuse or harassment.
 12. Consume alcoholic beverages, use any illegal drug, or abuse any prescription medication while on duty or when there is an expectation of returning to duty shortly.
 13. Knowingly have any discussions with any media source(s) during an activation and/or exercise without prior approval and supervision of the MCDPH-MRC Office at **520-534-1464** or send an email to MRCVolunteer@Maricopa.gov.
 14. Take photographs, audio, or video at an MCDPH-MRC function without proper authorization of the Medical Reserve Corps (MRC) program.
 15. Wear their MCDPH-MRC identification card, badge, logo shirts when not engaged in MCDPH-MRC activities.
 16. Be insubordinate to a supervisor or manager. Site Supervisors and Incident Managers have the right to dismiss a volunteer from a worksite at their sole discretion.

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17. Represent themselves as fully licensed or certified when the applicable license or certification has lapsed or is incomplete.
 18. Act in a manner unbecoming of an MCDPH-MRC member (shouting, being belligerent, speaking negatively of others etc.).

Health and Safety Code of Conduct

MCDPH-MRC prioritizes your health and safety first and foremost. Most of our volunteer opportunities listed on [SignUpGenius](#) will include any safety information you may need to know before going. Most of the sites will also provide a safety briefing and any necessary PPE before beginning.

If you feel unsafe for any reason, inform your site supervisor of your concerns, and please report any incidents or feedback with MCDPH-MRC at **520-534-1464** or send an email to MRCVolunteer@Maricopa.gov. We also encourage you to contact us if you feel there are supplies, we can provide, or strategies we can take to mitigate health and safety risks at the sites you are supporting.

Reporting Violations of the MRC Code of Conduct

- Describe the violation, including dates, locations, statements, and parties involved in the incident. Please contact the MCDPH-MRC Coordinator's Office at **520-534-1464** or send an email to MRCVolunteer@Maricopa.gov.
- If the Complainant cannot remember exact dates, include approximate dates to the best of the Complainant's recollection.

As a volunteer, you are entitled to professional and respectful treatment from MCDPH-MRC, its community partners, and county agencies. MCDPH-MRC will keep your registration information private and will be respectful of your time and skills.

MCDPH-MRC is a good faith agreement. Although the MCDPH-MRC may make multiple requests for your time, especially during disasters and emergencies, you are never obligated to respond. The MCDPH-MRC understands that you have other obligations that come first.

You will never be penalized by or removed from the MCDPH-MRC because you could not respond to a disaster or emergency. In return, we expect that you always abide by the Code of Conduct.

INDEMNIFICATION

Whenever a member of the Maricopa County Medical Reserve Corps is activated by the Maricopa County Medical Reserve Corps Coordinator, or his or her designee for a disaster, training, or community event, he or she is covered under the **Maricopa County Risk Prevention Program** and protected under their **General Liability Workers'**



Risk Trust MRC Credentialing.pdf

Compensation for the duration of the event(s) he or she is attending. For a disaster, you are covered the moment you respond until the moment you return home. For training and outreach events, you are covered from the time you arrive at the event until you are released. Everyone must make sure they sign up for the event in the "[SignUpGenius](#)" site, as well as sign both into and out of the disaster / events they are participating in.

Medically certified volunteers are covered by malpractice insurance while performing duties for MCDPH-MRC.

- For a disaster, you are covered the moment you respond until the moment you return home.
- For training and outreach events, you are covered from the time you arrive at the event until you are released.

Everyone must make sure they sign up for the event on the respective SignUpGenius page ([Volunteer Opportunities](#)), as well as sign both in and out of the volunteer sign-in sheet at the respective event they are participating in, if applicable.

What to do if You Have Sustained an Injury While Volunteering

If you have sustained any sort of injury while volunteering, you are to notify your site supervisor immediately. For injuries/accidents requiring medical attention, to be covered by County Risk Trust you must seek medical attention at one of our Banner Occupational Health locations (see next page). If the injury is of a sort where you do not have time or ability to reach one of the Banner Health locations, we will follow up with a comp claim post your medical care and ensure you are still covered, your health and safety are most important to us.

When you arrive at one of the Banner Health locations, indicate that you are with Maricopa County Public Health, and that you are covered under MCDPH's Risk Trust for Liability. They may verify your identity, but you will not be required to provide insurance or payment for any testing or treatment regarding the injury. Please contact us if you are having any difficulty reaching one of the locations at **520-534-1464** or at MRCVolunteer@maricopa.gov.



Seven Arizona locations

1 **Banner Occupational Health Clinic-University Medical Center Phoenix**
Located in the Edwards Medical Plaza
1300 N. 12th St., Ste. 520
Phoenix, AZ 85006
Phone: 602.839.4456
Hours: Monday - Friday
6 a.m. - 10 p.m.
Saturday/Sunday, 8 a.m. - 4 p.m.

2 **Banner Occupational Health Clinic-Thunderbird**
Located in the Paseo Medical Plaza
5601 W. Eugie Ave., Ste. 213
Glendale, AZ 85304
Phone: 602.865.5618
Hours: Monday - Friday
7 a.m. - 6 p.m.

3 **Banner Occupational Health Clinic-Estrella**
Located in the Estrella Medical Plaza 1
9305 W. Thomas Rd., Ste. 235
Phoenix, AZ 85037
Phone: 623.327.4100
Hours: Monday - Friday
7 a.m. - 6 p.m.

4 **Banner Occupational Health Clinic-Dobson and Ray**
Located at Dobson and Ray
1979 W. Ray Rd.
Chandler, AZ 85224
Phone: 480.827.5685
Hours: Monday - Friday
7 a.m. - 6 p.m.

5 **Banner Occupational Health Clinic-Gateway**
Located in the Gateway Medical Pavilion
1920 N. Higley Rd., Ste. 108
Gilbert, AZ 85234
Phone: 480.543.3300
Hours: Monday - Friday
7 a.m. - 6 p.m.

6 **Banner Occupational Health Clinic-Arizola and McMurray**
Located at Arizola and McMurray
1676 E. McMurray Blvd., Ste. 2
Casa Grande, AZ 85122
Phone: 520.381.6783
Hours: Monday - Friday
7:30 a.m. - 4 p.m.

7 **Banner Occupational Health Clinic-Wilmot and Speedway**
Located at Wilmot and Speedway
1101 N. Wilmot Rd., Ste. 101
Tucson, AZ 85712
Phone: 520.694.2550
Hours: Monday - Friday
7:30 a.m. - 4 p.m.

Receiving Treatment for On-Site Injuries *

You may go to any of the Banner Occupational Health sites to receive treatment found on the graphic above. Arizona has seven of these locations to receive medical treatment if you have been injured while volunteering at one of our sites.

Receiving Treatment for On-Site Injuries After Hours

If you have sustained an injury during late hours or are unable to make it to one of the clinics listed above, you are welcome to contact the 24/7 Nurse Triage Line at **833-746-8310, option 1**. They are available for fast assessments of injury and can recommend a proper course of treatment based on the assessment.

Reporting an Injury Sustained While Volunteering

After you have received treatment, please email our office at MRCVolunteer@maricopa.gov, and include the following information so we may file an incident report:

- A description of the Incident. This includes description of how the incident occurred, as well as the Date/Time/and Location of where the incident occurred
- The type of injury, as well as where on your person you sustained this injury
- Your Name, and the name(s) of any other individuals that either witnessed this injury occur, or were informed of this injury while you were at your site

*You do not need to wait until an incident file is reported before you receive testing or treatment

Reporting a Needle Stick While Volunteering

If you have sustained a needle stick while volunteering, you will follow the same protocols. However, for needle sticks, we highly recommend you receive testing within 24 hours.

When reporting the incident, we will need all the aforementioned information, in addition to the name of the needle manufacturer for our incident report.

If you are interested in learning more, you may take the “Blood-borne Pathogen Overview” course on MRC Train. Instructions on how to set this up and access the course are listed on Page 20.

VOLUNTEER RIGHTS & RESPONSIBILITIES

Volunteers shall:

- ◆ Perform their duties and assignments as assigned by the Site Supervisor in an orderly and efficient manner.
- ◆ Immediately notify their Site Supervisor if for any reason they are unable to perform their functions and/or carry out as assignment so that the Site Supervisor may release and replace them in an orderly manner. They must also immediately notify the MCDPH-MRC Program and request official deactivation or reassignment.
- ◆ Wear the Maricopa County Medical Reserve Corps-issued logo shirts at all times during an activation and/or exercise unless otherwise directed by the Maricopa County Medical Reserve Corps Coordinator. Shirts are to be clean and neat. (To

obtain a shirt, badge, and lanyard, please contact

MRCVolunteer@Maricopa.gov.)

- ❖ Report immediately to their Site Supervisor any condition which might be unsafe or hazardous.
- ❖ Report any injuries immediately to the Site Supervisor.
- ❖ Continue with their assigned responsibilities until properly relieved or replaced.
- ❖ Indicate to their site supervisors if they must leave due to an emergency or personal reasons. However, if you sign up for a shift, you are expected to commit to the time you are signed up for.



MARICOPA COUNTY MEDICAL RESERVE CORPS DATA & YOU

What Information Does Maricopa County Medical Reserve Corps Need and Why?

- ❖ All Maricopa County Medical Reserve Corps volunteers must create a profile in volunteer Web Portal, called Samaritan (<http://www.GetInvolvedMaricopa.org> or <http://mcdph.samaritan.com>).
- ❖ The volunteer software requires your name, address, phone number, email address, profession, and Professional License information, if applicable.

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- ❖ We also ask about your skills and language abilities. Maricopa County Medical Reserve Corps needs this information to verify your identity, match you to events that fit your skills and assign you appropriately during activations. You must complete every section of your profile in the volunteer software of Maricopa County Medical Reserve Corps will not be able to contact you in a disaster or emergency and you will not be eligible to in Maricopa County Medical Reserve Corps events.

What Is the Samaritan Volunteer Web Portal?

- ❖ It is a secure, cloud-based database licensed by the Maricopa County Public Health Department.
- ❖ The information in the database is used to contact volunteers for deployment during activations.
- ❖ Only volunteers whose qualifications have been verified by the Maricopa County Medical Reserve Corps Coordinator will be contacted in the events of a disaster or emergency.
- ❖ In order to respond to a disaster or emergency, you must maintain accurate information in the Samaritan Web Portal (<http://www.GetInvolvedMaricopa.org> or <http://mdcph.samaritan.com>).
- ❖ If you require assistance with registration or updating your contact information, please contact the Maricopa County Medical Reserve Corps Office at **520-534-1464** or at MRCVolunteer@maricopa.gov.

CORE COMPETENCIES

The Medical Reserve Corps (MRC) Office has established four core competencies for all MRC volunteers. These describe the basic knowledge and abilities you should have to work in our unit. These core competencies courses are accessible through 5 online courses, through our online training program, MRC Train, and most have the capability for self-scheduling and completion.

While these are all required to become a qualified Maricopa County Medical Reserve Corps member, you may join Maricopa County Medical Reserve Corps prior to beginning or completing the training. Please note that some courses may need to be retaken at certain intervals. Participating in public health events, trainings, drills and exercises with Maricopa County Medical Reserve Corps helps build these competencies, making you better prepared for disasters and emergencies. You can also build your core competencies by taking the training suggested in the MRC Core Competencies Matrix. Completing different MRC Core Competencies, participating in public health outreach events and drills will also move you to some of our different MRC volunteer tier levels.

MRC Volunteer Tier Levels

As an MRC volunteer, based on your history of volunteer, trainings and drills attended, and Core Competency courses taken, you will place into different MRC Volunteer Tier levels, beginning at Level 0. You are only required to meet the standards up to Level 1 to participate in most of our volunteer opportunities. The different tiers include core competencies found on the MRC Train website.

MRC Volunteer Tier Levels		
Leve l	Level Description	Trainin g
Unassigned	<p>Unassigned Volunteers:</p> <ul style="list-style-type: none"> Volunteers from other volunteer organizations, unregistered with MRC <p>Volunteers would need to register with the MRC unit and meet Level 1 requirements to be deployable</p>	
MRC Level 0	<p>Level 0 Volunteers:</p> <ul style="list-style-type: none"> Have begun the registration process with MRC but have not completed MRC unit onboarding process ("pending"). 	
MRC Level 1	<p>Level 1 Volunteers:</p> <ul style="list-style-type: none"> Registration Process Completed Background check passed Limited training or participation in volunteer activities Once you have reached MRC level 1, you are able to begin volunteering 	<p>Required:</p> <ul style="list-style-type: none"> MRC orientation video MRC Train PODs (Points of Dispensing) Training <p>Recommended:</p> <ul style="list-style-type: none"> MRC Train ICS-100 MRC Train ICS-200
MRC Level 2	<p>Level 2 Volunteers:</p> <ul style="list-style-type: none"> Meet the standards for Level 1 Demonstrated experience through trainings/exercises Demonstrated participation in unit activities and non-emergency events 	<p>Required:</p> <ul style="list-style-type: none"> MRC Train ICS-100 MRC Train ICS-200 <p>Recommended:</p> <ul style="list-style-type: none"> MRC Train IS-700 MRC Train IS-800
MRC Level 3	<p>Level 3 Volunteers:</p> <ul style="list-style-type: none"> Meet the standards for Level 2 Demonstrated extensive experience in emergency activations and/or emergency deployments 	<p>Required:</p> <ul style="list-style-type: none"> MRC Train IS-700 MRC Train IS-800



Accessing Core Competency Courses on MRC Train

When you are ready to complete the Core Competency courses, you will need to access MRC Train.

- 1) To begin, log in to TRAIN: [**https://www.train.org/mrc/login.**](https://www.train.org/mrc/login)
- 2) Click on **Training** located toward the bottom left of the portal
- 3) Click on **Create an Account.**
- 4) Fill in username, password, and other required information, and select “next.”
- 5) On the following page, when selecting Region, select **Region 09 (IX)**, then select **Arizona**, then select **Maricopa County Public Health Medical Reserve Corps.**
Confirm your selections, and select “Finish Creating Account.”

Once you have arrived at the home page...

- 1) Click **Training Plans** towards the left, and middle portion of the screen
- 2) In the search bar, enter the word “**Maricopa**” and click search.
- 3) Click on the result titled “**Maricopa County Public Health Medical Reserve Corps Training Plan.**”
- 4) You are welcome to take the following courses in any order you would like to.
However, you must complete the following courses on MRC Train:
 - a. PODs (Points of Dispensing): Public Health Training for Staff and Volunteers
 - b. ICS-100, Introduction to ICS for Operational First Responders (Q-462)
 - c. ICS-200, Basic NIMS ICS for Operational First Responders (Q463)
- 5) When you click on the course of your choice, click on **Actions**, and then **Launch**, located on the right-hand side of the screen.
- 6) When you have completed the course, it will be marked off as completed.
- 7) If you have any questions, please contact the Maricopa Country Medical Reserve Corps Office at [**MRCVolunteer@Maricopa.gov**](mailto:MRCVolunteer@Maricopa.gov) or at **520-534-1464**.

Accessing the MRC Volunteer Orientation

-
- 1) The MRC Volunteer Orientation video is currently not available online and must be sent to you through email. Please email MRCVolunteer@Maricopa.gov with the subject line “MRC Volunteer Orientation”

PUBLIC HEALTH OUTREACH EVENTS

Why Do Public Health Outreach Events Matter?

When you participate in a public health outreach event with Maricopa County Medical Reserve Corps, you:

- ❖ Help provide valuable health services and health education to underserved Maricopa County residents. These activities help promote resiliency among Maricopa County’s most vulnerable residents.
- ❖ Get to know other Maricopa County Medical Reserve Corps members, who may be part of your support network in a disaster or emergency. Become more familiar with the communities you may be serving in during disasters and emergencies.

How to Register for Volunteer Opportunities

You can register for events online by following the link to the [SignUpGenius](#). If you have difficulty with signing up for a volunteer opportunity, call our office at **520-534-1464** or email us at MRCVolunteer@maricopa.gov.

Available Sign Ups

Search



2022 Field Surveillance for Waste
Manage...
COVID - Volunteers MRC
7 of 9 Slots Filled



CARES Center Help
COVID - Volunteers MRC
152 of 248 Slots Filled



Childhood Vaccine Administration
Trainin...
COVID - Volunteers MRC
162 of 234 Slots Filled



COVID-19 Vaccine POP Up Event - Grant
Pa...
COVID - Volunteers MRC
26 of 28 Slots Filled



ER Overflow/mABS: Dignity Health
Chandie...
COVID - Volunteers MRC
26 of 110 Slots Filled



Glendale Cortez High School - COVID
Vacc...
COVID - Volunteers MRC
All Slots Filled



Human Services Campus - COVID 19
Vaccine...
COVID - Volunteers MRC
130 of 172 Slots Filled



Phoenix MCDPH - DV Constitution
Elementa...
COVID - Volunteers MRC
All Slots Filled

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What to Expect at Public Health Outreach Events

Public health outreach events happen all over the county. Our partners and stakeholders include:

Academic Institutions	Healthcare Coalitions
Emergency Management Agencies	Healthcare Organizations
Faith-based Organizations	Professional Associations
Government Agencies	Health Fairs

Every event is different, however. Each event will have a point of contact – either a Maricopa County Public Health Department staff member or another person in a supervisory position – who will provide you with the tools and information you need to have a successful day. The site contact is always listed on the front page of the Sign Up, please make a note for your reference before heading out to an event.

When you arrive:

- ❖ Find your point of contact and introduce yourself.
- ❖ Always ask if there is a sign-in sheet and sign both in and out during your work period.
- ❖ If you have any questions, ask your point of contact immediately.
- ❖ As a side note, when working with MRC's partners, you may find yourself also working with the organization's team members, in addition to other MRC volunteers.

What to Wear

- ❖ Always wear your Maricopa County Medical Reserve Corps issued logo shirt and MRC Badge unless otherwise instructed.
 - Volunteer shirts and badges are available to pick up from our offices between 10:00am – 4:00pm M – F. Please contact MRCVolunteer@maricopa.gov to inquire.
- ❖ Information about the event and dress requirements, along with other valuable information, will be provided when signing up for an event on the respective [SignUpGenius](#) page. Always wear closed toe shoes with weather appropriate clothing.

What to Expect After Public Health Outreach Events

Depending on your placement, you may be asked to respond to a satisfaction survey, where you may provide feedback about your experience. However, this will not always be the case.



Carl Labbe PharmD, Claudia Olszewski R.N

TRAININGS, EXERCISES & DRILLS

Why are Trainings, Exercises & Drills Important?

When you participate in trainings, exercises, and drills, you develop practical knowledge about the kinds of scenarios you may face in a disaster or emergency.

Participating in drills and exercises also helps county agencies train their staff and improve their responses. Because some of you have professional medical experience, you can bring invaluable realism to the portrayal of patients' symptoms and behavior.

In addition to assisting county agencies and Maricopa County Medical Reserve Corps' external partners, the experience you gain by participating in exercises and drills makes you better prepared to assist the county.

How to Register?

Trainings, exercises, and drills will be announced through routine email announcements, and will be available to sign up for on the [SignUpGenius](#) website.

What to Expect at Trainings, Exercises & Drills

Trainings differ from exercises and drills in that they usually occur in a classroom setting, either with students and an instructor or alone for self-learning lessons.

Exercises and drills can occur almost anywhere. You will usually receive orientation and direction at the beginning of an exercise or drills, and then be expected to play your part independently.

ASSISTING IN DISASTERS & EMERGENCIES

What Constitutes a Disaster or Emergency?

A disaster or emergency can be natural or man-made.

- ❖ Natural events include storms, tornadoes, floods and other natural phenomena.
- ❖ Man-made disasters can be intentional (e.g., a terrorist event) or unintentional, pandemic outbreaks or any other public health emergency.

Why Should I Assist?

When needed, county or local agencies will request assistance from Maricopa County Medical Reserve Corps (MCDPH-MRC) volunteers.

When you assist in a disaster or emergency, your time and expertise provide your fellow residents with help when they need it most.

What Do I Need to Know in Order to Help?

Every disaster or emergency is different. However, you should understand the general role of Maricopa County Medical Reserve Corps volunteers in any disaster or emergency.

To understand MARICOPA COUNTY MEDICAL RESERVE CORPS' role in disasters and emergencies, you must view the Maricopa County Medical Reserve Corps Orientation (sent to you upon request), and complete Federal Emergency Management Agency's (FEMA) Independent Study Courses ICS-100 (Introduction to ICS [Incident Command System] Training), ICS-200 (Basic NIMS ICS Training), and basic Points-of-Dispensing (POD) Training.

ICS-700 (Introduction to NIMS [National Incident Management System] Training) and IS-800 (National Response Framework Training) are optional courses, and are for more

advanced training. The links to view these courses and the orientation are available on [MRC Train](#).

Understanding Activations

What is an Activation?

An **activation** is an official response to a disaster or emergency. Activations are managed with the Incident Command System (ICS) and may involve coordination among different agencies and levels of government.

When Do Activations Occur?

Activations occur whenever an agency determines that they should use the ICS to manage their own response to an event. Activations occur in response to many types of incidents, not all which will involve MRC volunteer support.

What Role Does Maricopa County Medical Reserve Corps Play in Activations?

Maricopa County Medical Reserve Crops (MCDPH-MRC) volunteers provide additional staff for impacted agencies' response efforts. Maricopa County Medical Reserve Corps volunteers are asked to serve on an as-needed basis. Maricopa County Medical Reserve Corps service will usually be referred to as "deployment."

Is Maricopa County Medical Reserve Corps Used in All Activations?

No, MCDPH-MRC is not used in all activations. The decision to deploy Maricopa County Medical Reserve Corps volunteers comes through the Office of Preparedness & Response (OPR) Coordinator.

Deployment

How Will Maricopa County Medical Reserve Corps Be Deployed?

Only the Maricopa County Medical Reserve Corps Coordinator or respective designee can deploy Maricopa County Medical Reserve Corps volunteers (MRCVolunteer@maricopa.gov). **Never self-deploy.**

How Do I Respond?

- ❖ When Maricopa County Medical Reserve Corps is deployed, you will be notified by our Emergency Notification System, the Arizona Health Alert Network system (AZHAN) using a telephone or email alert or both (please respond to only one). (You will be instructed on how to access, use, and update your notification information for this notification system during the onboarding process).
- ❖ Follow the directions you receive in the notification. If you want clarification about the Maricopa County Medical Reserve Corps role, or are having difficulty following the direction provided in the emergency notification, you may call or email the Maricopa County Medical Reserve Corps Office at MRCVolunteer@Maricopa.gov or **520-534-1464** and we will respond as soon as we are able. **Never self-deploy.**

Am I Required to Respond?

Maricopa County Medical Reserve Corps membership is a good faith agreement. The Maricopa County Medical Reserve Corps may make multiple requests for your time, but you are not obligated to volunteer. We understand that you will fulfill your obligations to yourself, your family and work before volunteering with us.

[**What if I think Maricopa County Medical Reserve Corps Should Be Deployed, but I have not Heard Anything?**](#)

Maricopa County Medical Reserve Corps is not deployed in every activation. **Never self-deploy.**

If you are uncertain about MARICOPA COUNTY MEDICAL RESERVE CORPS' role in a response, please contact our office.

[**How Long Will I Be Expected to Work?**](#)

A normal shift during deployments is 4 -6 hours, but shifts may be customized. The number of shifts you work will depend on your availability, willingness to respond, and the length of the activation.

You are not obligated to work any number of shifts. You choose your own schedule based upon the volunteer opportunities currently available.

[**If I Respond, How Will I Be Assigned?**](#)

You may choose your own assignments if the opportunities present themselves, and our office will be available to provide guidance for certain opportunities, if needed.

Some positions require general staffing and are not dependent on profession, but Maricopa County Medical Reserve Corps will often request staff with specific professions and skills.

[**How Will I Know When an Activation is Over?**](#)

The end of an activation is called “deactivation.” Maricopa County Medical Reserve Corps will contact you and let you know when deactivation occurs. Activations may continue beyond the shifts you are asked to work.

[**What Should I Expect When I Am Deployed?**](#)

You will be assigned to a specific service site. When you arrive at your service site, you will meet with your supervisor. Your supervisor is responsible for:

- ❖ Assigning you to a job
- ❖ Providing training, safety briefings or other relevant information
- ❖ Answering any questions

Every activation is different, and there is no way to know exactly what you will encounter at your service site while you are deployed. You may always ask your supervisor and colleagues for clarification about your role or contact the Maricopa County Medical Reserve Corps Office directly.

[**What If I Am Not Sure About My Role?**](#)

Although you already have an advanced skill set, activations may put you in new roles.

- ❖ To prepare you, your service site may provide you with Just-in-Time (JIT) trainings to bring you up to speed on the tasks you will be asked to perform.
- ❖ Your service site will also do their best to provide you with the tools and equipment required for your role
- ❖ You may ask for clarification about your role and how you are expected to fulfill it any time.



Nurse Kathleen Woodruff, Dr. Charles Volk, Richard Mogull
MRC Volunteers assisting at Banner New River Trails Monoclonal
Antibody Treatment Site, November 2021

Should I Bring Anything with Me?

- ❖ Please wear your Maricopa County Medical Reserve Corps issued logo shirt and bring your Maricopa County Medical Reserve Corps Identification along with a piece of official photo identification
- ❖ You should also bring water and sanitizer for yourself, as service sites might not always have these available, or unless it is communicated beforehand that they will be available.
- ❖ If you have special dietary needs, please pack food for yourself, as service sites may not always be able to accommodate you.

What Should I Wear?

During a deployment, you should dress for comfort and safety.

Wear weather-appropriate clothing, as well as your Maricopa County Medical Reserve Corps issued logo shirt, and closed toe shoes. Deployments may be high stress, so please be ready to conduct yourself professionally.

What to Expect After a Deployment

We do extensive follow-ups after deployments. In addition to recognizing volunteers' service, we ask volunteers about their experiences during deployment. After deployment, we will ask you to participate in a **After Action Report**—a special debriefing where some responders discuss their experiences and identify current strengths, as well as potential areas of improvement.

Our office will also be sending out an annual survey to all responders who were deployed. This will provide our office with key insights into the volunteer experiences.

Final Thoughts:

You are now part of a nationally recognized [Citizen Corps](#) community service organization, the Medical Reserve Corps. We are proud to have you join us as we navigate the complexities of our ever-changing world. We look forward to building a strong relationship with you as we journey through public health together. We learn and grow each day and with your contributions we can achieve success for a healthy, happy, and vibrant Maricopa County.

We thank you from the bottom of our hearts for your volunteerism and your willingness to provide in times of need. We appreciate each one of you for the talents and gift of yourself that you bring to our great community. Your service and kindness will never be forgotten in our history.

Thank you for all you do!

The MRC Volunteer Coordination Team
June, Cindy, Patti, Kyle, & Scott (respectively)



IMPORTANT TERMS

ASPR: Assistant Secretary for Preparedness and Response
ARC: American Red Cross
AZHAN: Arizona Health Alert Network
BT: Bioterrorism
CBRNE: Chemical, Biological, Radiological, Nuclear, Explosives
CDC: Centers for Disease Control and Prevention, U.S
CERT: Community Emergency Response Team
CPHP: Centers for Public Health Preparedness
CWHP: Community Wellness and Health Program
DAFN: Disabilities, Access and Functional Needs
DASC: Disaster Assistance Service Center
EPI: Epidemiology
ESAR-VHP: Emergency System for Advance Registration Volunteer Health Professionals

ESF: Emergency Support Function
FAC: Family Assistance Center
FBO: Faith Based Organization
FEMA: Federal Emergency Management Agency
FSE: Full-Scale Exercise
GIS: Geographic Information Systems
IAP: Incident Action Plan
IC: Incident Commander
ICP: Incident Command Post
ICS: Incident Command System
JAS: Job Action Sheet
JIC: Joint Information Center

MCDEM: Maricopa County Department of Emergency Management
MCDPH: Maricopa County Department of Public Health
Med/Clin: Medical/Clinician
MH: Mental Health
MPP: Mass Prophylaxis Plan
MRC: Medical Reserve Corps
NACCHO: National Association of County and City Health Officials
NIMS: National Incident Management System
OPR: Office of Emergency Preparedness and Response
PHEP: Public Health Emergency Preparedness
PHL: Public Health Laboratory
PHS: Public Health Service (Federal)
PIO: Public Information Officer
PPE: Personal Protective Equipment

POC: Point of Contact
POD: Point-of-Dispensing
Rad: Radiological
Sit Rep: Situation Report
SME: Subject Matter Experts
SNS: Strategic National Stockpile
SOP: Standard Operating Procedure
SOW: Scope of Work
Surv/Epi: Surveillance/Epidemiology
TRG: Threat Response Guides
TTX: Tabletop Exercise
UCC: Unified Command Center



Thank you for volunteering with the Maricopa County Medical Reserve Corps (MCDPH-MRC), a part of the Maricopa County Department of Public Health. This guide was created to provide information that will help you maximize your volunteer experience. Please take this time to read through it and use it as a reference as questions arise.



RESOURCES

Arizona Department of Health Services (COVID-19)

<https://www.azdhs.gov/>

Maricopa County Medical Reserve Corps

GetInvolvedMaricopa.org

Maricopa County Public Health Department Home Page

<https://www.maricopa.gov/5302/Public-Health>

Maricopa County Public Health Department (COVID-19)

<https://www.maricopa.gov/5460/Coronavirus-Disease-2019>

Maricopa County Public Health Department and Community Health Center Facebook Page

[Maricopa County Public Health | Facebook](#)

MRC Train (National Learning Platform

<https://www.train.org/mrc/login>

National MRC Website

<https://aspr.hhs.gov/MRC/Pages/index.aspx>

MCDPH Vaccine Training Materials for Vaccine Administration

<https://www.maricopa.gov/1414/Online-Education>

Arizona Emergency System for the Advanced Registration of Healthcare Professionals

<https://esar-vhp.health.azdhs.gov/>

Feel free to reach out to MRCVolunteer@maricopa.gov for any additional training materials

