



Central Texas Medical Reserve Corps

Volunteer Handbook



Waco-McLennan County Public Health District

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WELCOME

On behalf of the Waco-McLennan County Public Health District (WMCPhD) and the Central Texas Medical Reserve Corps (CTMRC), welcome and thank you for joining our team! 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.

The CTMRC is a community-based unit designed to develop well-trained teams of medical and non-medical volunteers who are willing to contribute their time, skills, and expertise to the community. Our efforts ensure that we all may be better equipped to prepare for and respond to a wide range of emergencies.

PURPOSE OF THIS HANDBOOK

This volunteer handbook was created to provide you with important information about volunteering and to maximize your experience. Please take the time to read this handbook thoroughly. The handbook serves as a reference when you have questions or concerns, but feel free to contact us directly for additional information or comments. We value your suggestions, comments, and professionalism to improve the coordination of our members through non-emergency activities and public health emergencies and disasters.

PROGRAM INFORMATION

Waco-McLennan County Public Health District
225 West Waco Drive
Waco, Texas 76707

CTMRC Unit Coordinator:
Email: CTMRC@wacotx.gov
Phone: 254-750-5851

ONLINE RESOURCES

Texas Disaster Volunteer Registry (TDVR)

www.texasdisastervolunteerregistry.org

MRC TRAIN

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

Federal Emergency Management Agency (FEMA)

<https://training.fema.gov/is/crslist.aspx?lang=en>

ACRONYMS

Please familiarize yourself with the list of acronyms commonly used in the MRC program.

ARC	American Red Cross
ASPR	Assistant Secretary for Preparedness and Response
CBRNE	Chemical, Biological, Radiological, Nuclear, Explosives
CDC	Centers for Disease Control
CERT	Community Emergency Response Team
DAFN	Disabilities, Access and Function Needs
DHS	US Department of Homeland Security
ESAR-VHP	Emergency System for Advance Registration Volunteer Health Professionals
ESF	Emergency Support Function
FAC	Family Assistance Center
FEMA	Federal Emergency Management Agency
HHS	US Department of Health & Human Services
HIPAA	Health Insurance Portability and Accountability Act
ICS	Incident Command System
JITT	Just-In-Time Training
MRC	Medical Reserve Corps
NACCHO	National Association of County and City Health Officials
NIMS	National Incident Management System
OEM	Office of Emergency Management
PFA	Psychological First Aid
PHEP	Public Health Emergency Preparedness
POD	Point of Dispensing
PPE	Personal Protective Equipment
TDVR	Texas Disaster Volunteer Registry
VOAD	Volunteers Organizations Active in Disasters
WMCPHD	Waco-McLennan County Public Health District

MEDICAL RESERVE CORPS HISTORY

The September 11th, 2001, terrorist attacks highlighted a significant need for trained medical and public health personnel to assist with emergency operations. Many medical and public health professionals sought to support emergency relief efforts during that time, but there was no organized approach to channel their efforts.

The Medical Reserve Corps (MRC) was founded in 2002 and remains a national network of volunteers. Currently, there is 800 community-based MRC units consisting of 300,000 medical and non-medical volunteers throughout the United States and its territories. Local MRC units engage volunteers to strengthen public health, improve emergency response capabilities, and build community resiliency. Volunteers train and prepare to respond to public health emergencies, natural and man-made disasters, as well as other emergencies affecting public health, such as disease outbreaks. During non-emergency times, they frequently contribute to community health initiatives that promote healthy lifestyles.

ABOUT THE CENTRAL TEXAS MEDICAL RESERVE CORPS

The Central Texas Medical Reserve Corps (CTMRC) was established August 27, 2007. CTMRC is sponsored by the Waco-McLennan Public Health District (WMCPHD). This sponsorship allows the CTMRC to assist the WMCPHD during response operations caused by a public health emergency or disaster.

CTMRC volunteers assisted with COVID-19 mass vaccination clinics, shelters that housed hurricane evacuees, participated in community-wide response exercises, and more. CTMRC members are also active in non-emergency times such as assisting public health with community outreach to protect and promote healthy initiatives.

Our Mission Statement

To increase resilience in McLennan County, Texas by recruiting, training, and equipping medical and non-medical volunteers for community engagement and disaster/emergency response.

CTMRC MEMBERSHIP

GUIDING PRINCIPLES

The CTMRC program operates according to the following principles:

- We will consistently seek the inclusion of members from across a variety of demographic groups, backgrounds, professions, and affiliations.
- All members, clients, staff, volunteers, and partners are treated with respect and dignity in all situations.
- We respect that our members are donating their time and expertise for the overall health and well-being of the community.
- We provide training and volunteer opportunities that we believe will enhance members' experience and support our unit's objectives.
- We will encourage and value input from our members.
- Participation in CTMRC training, events, and deployments is voluntary and members have the option to refuse assignments for any reason.
- We will never request a member to perform tasks beyond the scope of his/her licensure, credentials, training, or level of comfort, nor knowingly place a member at risk.

ELIGIBILITY CRITERIA

The CTMRC accepts members 16 years and older. Individuals 16 to 18 years of age will serve as Junior CTMRC volunteers. Junior CTMRC volunteers will sign a modified application and must always work under the guidance and direct supervision of an adult CTMRC volunteer. Individuals 18 years and older will serve as CTMRC volunteers.

All CTMRC Volunteers must register online in the Texas Disaster Volunteer Registry (TDVR) at www.texasdisastervolunteerregistry.org. This system serves as a secure database of readily available, verifiable information about each volunteer's identity, qualifications, training, and experience.

Additionally, each prospective CTMRC member must undergo and clear a background check inclusive of a credit reporting conducted by the City of Waco, agree to and sign several policy documents, and attend the CTMRC orientation. Policy documents include but are not limited to the Code of Conduct Policy, Confidentiality Policy, Media Release, and a Liability Waiver.

VOLUNTEER SERVICE

Volunteers come from all walks of life and are not required to have a background in the medical field. There are many roles needed during an emergency, and the CTMRC serves as the basis for meeting public health needs during all major emergency response operations in McLennan County.

Medical Volunteers

Medical volunteers come from a variety of medical professions such as physicians, nurses, pharmacists, dentists, optometrists, mental health practitioners, veterinarians, epidemiologists, and many others.

CTMRC medical volunteers are required to hold an active license or certification and must volunteer strictly within their legally defined scope of practice. If you hold a license or certification upon admission to the CTMRC, you must enter this information in your volunteer profile within the TDVR system. In addition, you must provide a copy to the CTMRC Unit Coordinator so that your credentials can be verified with the appropriate agency. Medical volunteers are required to provide proof of re-licensure or re-certification if their credentials expire. You must report any loss or suspension of your professional license to the CTMRC Unit Coordinator as soon as possible.

Non-Medical Volunteers

Non-medical volunteers can fill other vital CTMRC support positions. The CTMRC is interested in a wide variety of backgrounds such as administrators, interpreters/translators, chaplains, office workers, legal advisors, volunteer coordinators, statisticians, trainers, and many more.

Non-medical volunteers may also include those who have an inactive or out-of-state medical license/credential. If you hold an inactive or out-of-state license/credential, we still encourage you to enter your license/credential number in your volunteer profile within the TDVR system. If an emergency is of sufficient magnitude, the governor may waive certain requirements to authorize retired and/or out-of-state medical professionals to perform various clinical functions.

VOLUNTEER EXPECTATIONS

- Exhibit professional behavior and adhere to the volunteer code of conduct.
- Clearly display current CTMRC badge while on duty.
- Adhere to applicable safety standards, and all local, state, and federal laws.
- Maintain professional appearance while participating in any CTMRC-related activity.

- Adhere to chain of command, both within the local CTMRC unit and any Incident Command System established during an emergency.
- Maintain updated contact and licensing information in the Texas Disaster Volunteer Registry (TDVR) system and the CTMRC Unit Coordinator.
- Participate in CTMRC meetings, outreach activities, training, drills, exercises, and mobilizations when available.
- Attend the CTMRC Orientation and complete the following core trainings within the first 6 months of registration: Personal and Family Preparedness, ICS-700 National Incident Management System, and ICS-100 Incident Command System.
- Provide a response to semi-annual alert notification drills within a designated 12-hour timeframe.

CORE COMPETENCIES

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

- Describe the procedures and steps necessary to protect your health, safety, and overall well-being and that of your family, the team, and the community.
- Document that you have an existing personal and family preparedness plan.
- Describe the chain of command [e.g., Incident Command System (ICS), National Incident Management System (NIMS)], how it applies to a given incident, and how the MRC is integrated into the chain of command.
- Describe the MRC’s role in public health and emergency response and how this role applies to a given incident.
- Describe your communication role and the MRC process for communicating with response partners, media, the public, and others.
- Describe the impact of an event on your mental health and that of responders, the public, and others.
- Demonstrate your ability to follow procedures for assignment, activation, reporting, and demobilization.
- Identify the limits to your own skills, knowledge, and abilities as they pertain to your assigned MRC role.

LEVELS OF VOLUNTEERING

The CTMRC recognizes that volunteers differ in many regards, including age, interests, professional training, life experiences, and levels of obligation to other volunteer or paid positions. One goal of the CTMRC program is to create an atmosphere that works well for all volunteers and ensures that the CTMRC is prepared in the event of a large-scale public health emergency or disaster.

The CTMRC Levels of Volunteerism shown below facilitates that goal:

CTMRC VOLUNTEER LEVELS		
Level	Level Description	Training
Basic Level	<ul style="list-style-type: none"> ▪ Texas Disaster Volunteer Registry (TDVR) Profile 100% complete ▪ Verified Medical License/Credentials (<i>Medical Volunteers only</i>) ▪ Clear Background Check ▪ Completion of CTMRC Membership Policy Forms ▪ Establishes MRC TRAIN account ▪ Completion of CTMRC Orientation and Required Training ▪ Attends at least 6 CTMRC activities per year (e.g. meetings, trainings, exercises, non-emergency events) 	<p>Required Training:</p> <ul style="list-style-type: none"> ▪ CTMRC Orientation ▪ MRC TRAIN Courses: <ul style="list-style-type: none"> - Personal & Family Preparedness (1081145) - ICS-700 National Incident Command System (1078831) - ICS-100 Incident Command System (1078825) ▪ Recommended Training: <ul style="list-style-type: none"> - Refer to MRC TRAIN Core Competencies Training Plan - Any Mission Focus Training
Intermediate Level	<ul style="list-style-type: none"> ▪ Met Basic Level Standards and Required Training ▪ Attends and participates in additional Training, Exercises, Unit Activities, Emergency Activations and Deployments at least 8 times per year. 	<p>Required:</p> <ul style="list-style-type: none"> ▪ MRC TRAIN Courses: <ul style="list-style-type: none"> - Personal Safety (1081353) - Disaster Responder Health & Safety (1037220) ▪ Mission Focus Area Training <p>Recommended Training:</p>

		<ul style="list-style-type: none"> - Refer to MRC TRAIN Core Competencies Training Plan
Advanced Level	<ul style="list-style-type: none"> ▪ Met Intermediate Level Standards ▪ Demonstrates leadership capabilities and assigned specific leadership roles in Trainings, Exercises, Unit Activities, Emergency Activations and Deployments 	<p>Required:</p> <ul style="list-style-type: none"> ▪ MRC TRAIN Courses: <ul style="list-style-type: none"> - IS-200 Basic Incident Command System for Initial Response (1084004) - IS-800 Introduction to the National Response Framework (1077604) ▪ Any Mission Area Focus Trainings

MISSION FOCUS AREAS

The CTMRC program has several mission focus areas that are separated into two areas: emergency response missions and non-emergency missions. As a CTMRC volunteer, you can serve in any of these areas depending on your qualifications and training. Each mission focus area invites both medical and non-medical volunteers.

MISSION FOCUS AREAS	
Emergency Response Missions	Non-Emergency Missions
Point of Dispensing Sites (PODs) (e.g., Support Mass Dispensing of Vaccines/ Medication to the Public)	Community Education Training (e.g., Stop the Bleed, Until Help Arrives)
Shelters (e.g., Support Cooling/Warming Centers, Medical Shelters, and Evacuation Shelters)	Community Awareness Events (e.g., Promote Medical Reserve Corps, Personal/Family Preparedness, STEAR)
Family Assistance Centers (FAC) (e.g., Support Mass Casualty/Mass Fatality Incidents)	Health District Clinic Support (e.g., Flu Vaccines)
Community Reception Centers (CRC) (e.g., Support Radiological Incidents)	Epidemiology Support (e.g., Community Health Assessments)
Psychological First Aid (PFA) (e.g., Support Individuals Impacted by Emergency Events/Disasters)	Emergency Drills & Exercises (e.g., Health District, Multi-Agency, County)
Health District Department Operations Center Support	Volunteer Management Assistance

(e.g., Communications (Call Center, Ham Radio) and Disease Outbreak Epidemiology Support (Data Collection/Entry))	(e.g., CTMRC Training Coordination Liaison, CTMRC Recruitment Liaison, Office Administrative Support)
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UNIFORM AND BADGE

Upon the completion of the CTMRC Orientation, each volunteer will receive an MRC uniform polo shirt. The polo shirt may be worn with slacks with comfortable shoes.

The CTMRC Unit Coordinator will schedule you an appointment with the City of Waco Information Technology Department to receive your MRC badge.

MRC TRAINING

CTMRC Orientation

All CTMRC volunteers are required to attend the CTMRC Orientation before any volunteer activities or deployments. This course provides an overview of the CTMRC program, policies, mission sets, training, activations, and deployments.

During orientation, you will also review and sign several policies including the Release of Liability Waiver, Code of Conduct, Confidentiality Policy, and a Media Release form.

Personal Preparedness and Incident Management Online Courses

All newly onboarded CTMRC volunteers are also required to three online courses within 6 months of registration. These courses can be found on the MRC TRAIN website at: <https://www.train.org/mrc/welcome>. MRC TRAIN requires you to create an online account in order to take any of the courses. Additionally, the MRC TRAIN system retains a record of all the courses you have completed. Use the Course ID to search for the following required courses:

MRC TRAIN: Personal and Family Preparedness (ID# 1081145)

MRC TRAIN: ICS-700 National Incident Management System (ID# 1078831)

This course is an introduction to the National Incident Management System that describes a consistent national template that enables all government, private sector, and nongovernmental organizations to work together during domestic incidents.

MRC TRAIN: ICS-100 Incident Command System (ID# 1078825)

This course is an introduction to the Incident Command System provides the foundation for higher-level incident command system training. Volunteers will understand the history, features, principles, and organizational structure of ICS.

Note that FEMA Independent Study courses IS-100.c and IS-700.b can be substituted for the above MRC TRAIN ICS courses.

Other Training Opportunities

Additional training opportunities are available to move to higher levels of volunteerism, however it is not required.

Some training sessions are offered in-person only, while other training sessions can be completed online at your own pace. We strongly encourage you to review and create accounts for the online training offered through:

- MRC TRAIN <https://www.train.org/mrc/welcome>
- Federal Emergency Management Agency <https://training.fema.gov/is/>
Note: the FEMA website requires you to create a FEMA Student ID to obtain any course certificates. Register: <https://cdp.dhs.gov/femasid/register>

When you complete a course that requires registration through MRC TRAIN, the system will keep a record of your course completion.

If you take an in-class or online course outside of MRC TRAIN, remember to provide the CTMRC Unit Coordinator with a copy of your course completion certificate so that it may be included in your personal file and your volunteer level may be updated accordingly.

VOLUNTEER HOURS LOG

On a monthly basis, all CTMRC volunteers must track their hours spent on CTMRC activities whether it is training (online or in-person), drills/exercises, emergency and non-emergency events. At the end of each month, the volunteer hours log is submitted to the CTMRC Unit Coordinator for review and approval.

COMMUNICATION

We make every effort to stay in regular contact with all CTMRC members and utilize a variety of methods to distribute information. Methods of communication are listed below. These methods will vary depending on the situation (ongoing interactions versus a formal call-out for an emergency situation). No volunteer's contact information will be shared for non-CTMRC purposes or without their explicit consent.

Email from the CTMRC@wacotx.gov is the primary means of communication with all CTMRC volunteers.

GroupMe is a free group messaging app available on smartphones and the web. It's a simple way to send quick updates and reminders to CTMRC volunteers.

Texas Disaster Volunteer Registry serves as an emergency communication tool that uses email messaging. It is important to note that a response will be requested from this system.

Everbridge Mass Notification System serves as an additional emergency communication tool that uses phone, email, and text messages. A response will be requested with this system.

In-Person Meetings and Training Sessions provides the opportunity to include announcements, follow-ups, socializing, and informal sharing of ideas.

READINESS AND PREPAREDNESS

In an emergency, we understand that your family, friends, and neighbors are going to come first, before you volunteer to help the general community. We highly recommend that you take action to help ensure that you and those you care about are prepared for an emergency. Ensuring that you are well-prepared at home and at work to deal with an emergency situation will allow you to be ready to respond (activated) as a CTMRC volunteer. Emergency preparedness requires proper planning, organization, and practice. Additional information can be found online at [Ready.gov](https://www.ready.gov).

ACTIVATION TYPES

Emergency Activation

CTMRC volunteers must follow all the rules and regulations for the deployment of volunteers during an emergency. ***At no time should you self-deploy without first being activated and dispatched by the CTMRC Unit Coordinator or designee.***

When the Waco-McLennan County Health Director requests or authorizes CTMRC activation for an emergency, the CTMRC Unit Coordinator will notify volunteers by email and/or phone and provide the following information:

- 1) Nature and scope of the event or emergency
- 2) Estimated numbers and types of volunteers needed
- 3) Location(s) to which volunteers are to report
- 4) Time to report and length of shifts

It is imperative that you respond to EVERY ALERT that you receive. It does not matter if you respond "Available" or "Unavailable", as long as you respond. If the alert notification information is unclear to you, contact the CTMRC Unit Coordinator immediately.

Other Types of Activations

Non-Emergency activation opportunities occur throughout the year such as drills, exercises, and events.

Alert Notification Drill: A drill is a coordinated activity usually employed to test a single, specific operation such as responding to an CTMRC alert notification within a certain timeframe.

Exercises: A full scale exercise is a multi-agency, multi-jurisdictional, multi-discipline exercise involving functional “boots on the ground” response. CTMRC volunteers participate in these exercises since they serve important roles in certain emergencies.

Events: CTMRC volunteers can participate in events such as community awareness campaigns, large public events, vaccination clinics, public health program administrative support, and other special projects.

When volunteer opportunities arise, the CTMRC Unit Coordinator will notify volunteers using a notification system. The notification will include a description of the volunteer need, the date/time of the need, location, and a description of the roles requested of CTMRC volunteers. CTMRC volunteers interested in an opportunity should indicate their availability through the system that is used and follow instructions to confirm participation.

DEPLOYMENT INSTRUCTIONS

When responding to an activation, read the information carefully and respond only as directed. CTMRC volunteers will always receive deployment instructions from the CTMRC Unit Coordinator or designee prior to the event. Deployment instructions will be emailed to those volunteers who responded as available to the alert notification. This email will include deployment information such as the date, timeframe of shift, location, role, who to report to, and other relevant information such as dress code, parking, etc.

If a volunteer signs up on an alert notification to attend an event but does not receive deployment instructions by 4 pm the day before, they are to reach out to the CTMRC Unit Coordinator or designee to see if they are deployed.

It is important to note that CTMRC volunteers are to never self-deploy.

When deployed, CTMRC volunteer role assignments are based on the needs of the event as well as your credentials and level of training. You will never be assigned a role that is beyond the scope of your licensure, skills, and level of comfort.

NIMS/ICS

The CTMRC volunteers will operate under the National Incident Management System (NIMS), Incident Command System (ICS) when activated in response to an emergency or planned event. All CTMRC volunteers should have a basic understanding of ICS, regardless of their role or volunteer level.

Just-In-Time-Training (JITT)

Due to time constraints and the amount of material to cover, it is impossible to train every CTMRC member in advance for every possible emergency. Therefore, during certain types of emergencies, the CTMRC will conduct just-in-time training for CTMRC members. Just-in-time training covers information that is relevant to the current incident. For example, during a response that requires the local health departments to open points of dispensing (PODs) sites, just-in-time training will provide specific information about the disease agent, dispensing protocols, the POD command structure, volunteer duties, and guidance for dealing with inquiries from the public or media.

Health and Safety

- If you recognize any safety hazards or security issues while you are volunteering, notify your assigned supervisor immediately.
- If you suffer from any medical conditions that could be exacerbated by an emergency or affect your availability to volunteer, inform the CTMRC Unit Coordinator.
- Learn about the possible emotional and physical impacts of an emergency on you and others.
- Be sure to take a break whenever you need it and get plenty of rest following your shift.
- Eat nutritious food and stay hydrated.

Communication with the Media

During an emergency, CTMRC volunteers are instructed to refer news media personnel to their on-site supervisor and to not provide the media with any opinions or information. CTMRC volunteers may not represent the CTMRC in the media without the approval from a WMCPHD designee.

DEMOBILIZATION

Demobilization occurs when the emergency/non-emergency is over. All activated CTMRC volunteers must check-out at the end of your shift for accountability and safety reasons.

CTMRC MEMBERSHIP POLICIES

CODE OF CONDUCT

Volunteers are expected to follow a code of conduct and rules while serving as a CTMRC volunteer for WMCPHD. A copy of the code of conduct will be given to each volunteer who must sign that he/she has received and agrees to abide by a code of conduct. A breach of this Code of Conduct is grounds for action up to and including termination of volunteer status with the CTMRC.

It is imperative that all volunteers understand that their conduct must at all times be above reproach. To ensure that CTMRC volunteers understand there is a standard of conduct, the following Code of Conduct is set out to describe the standard which is desired.

- All information obtained from or concerning contacts/clients is a privileged communication. I have read and will follow the Confidentiality policy.
- A volunteer is not to utilize the name, emblem, or logo of the CTMRC, the City of Waco, McLennan County or any other related response agency to gain financial aid or advantage.
- A volunteer will not accept, seek or receive any financial gain, or advantage from their service with CTMRC.
- A volunteer will not publicly utilize any of the items mentioned in paragraph 2 in conjunction with any promotion of partisan politics, religious matters, or personal causes.
- A volunteer will not knowingly take action or make any statements to influence the city or county in matters which the individual has significant interest or affiliation.
- A volunteer will always operate or act in a manner which is considered in the best interest of the city, county and CTMRC.
- A volunteer will adhere to all the principles outlined in the CTMRC Volunteer Handbook.

CONFIDENTIALITY POLICY

CTMRC volunteers must sign a Confidentiality Policy before volunteering in CTMRC activities. A copy of this policy will be given to each volunteer who must sign that he/she has received and agrees to abide by the Confidentiality Policy. A breach of this agreement is grounds for disciplinary action up to and including termination with the Health District.

All information obtained from or concerning contacts/clients is a privileged communication. Neither employees nor volunteers should divulge any information concerning a contact/client to outside sources without written permission of the contact/client.

Confidentiality means:

- AT NO TIME is the name of a contact or client used unless it is necessary for the service to be delivered to that person. (Example, a contact has a question, and you cannot answer it. The contact requests someone call him/her with the answer. You document the name, address and telephone number. This information should not be shared with anyone except appropriate staff).
- Contacts/clients seen in other places should not be recognized unless they make the first move.

We must avoid being trapped by these (or any other) pitfalls:

- Talking over "cases" by name with other personnel.
- Mentioning, even in strictest confidence, to a close friend or family member or anyone else, the name of a patient.
- Using clients'/contacts' full names in a place where they can be overheard.
- Discussing confidential matters with a contact/client where you can be overheard.
- Using specific case histories, even without using names, to illustrate a story about your daily contacts or at social gatherings.

We must protect a person's privacy.

LIABILITY PROTECTIONS

Federal Liability Protections

Volunteer Protection Act

The Volunteer Protection Act (VPA) provides immunity from ordinary negligence to volunteers of nonprofit organizations or governmental entities. It does not cover gross negligence, willful misconduct, recklessness, or acts committed by the volunteer while intoxicated or operating a motor vehicle. VPA does not require a declared emergency for its protections to apply.

Public Readiness and Emergency Preparedness Act

The Public Readiness and Emergency Preparedness Act (PREP) Act authorizes the Secretary of the Department of Health and Human Services to issue a PREP Act declaration. The declaration provides immunity from liability (except for willful misconduct) for claims:

- of loss caused, arising out of, relating to, or resulting from administration or use of countermeasures to diseases, threats and conditions.
- determined by the Secretary to constitute a present, or credible risk of a future public health emergency.
- to entities and individuals involved in the development, manufacture, testing, distribution, administration, and use of such countermeasures.

A PREP Act declaration is specifically for the purpose of providing immunity from liability, and is different from, and not dependent on, other emergency declarations.

Uniform Emergency Volunteer Health Practitioners Act

A uniform law that states may adopt in whole or part. UVEHPA allows volunteer health professionals (VHPs) to register through governmentally established registration systems (e.g., ESAR-VHP or Medical Reserve Corps), or with other registration systems. It protects VHPs from civil liability and allows for liability protection for organizations and entities. UVEHPA does not immunize VHPs for acts that are willful, wanton, or grossly negligent in nature, or that occur while operating motor vehicles. The law also provides that a VHP may elect to be deemed a host state's employee for the purpose of receiving workers' compensation benefits when the VHP is not otherwise eligible for workers' compensation benefits. UVEHPA liability protections become effective upon the state's emergency declaration.

State of Texas

Texas Charitable Immunity and Liability Act

All volunteers are immune from civil liability for any act or omission resulting in death, damage, or injury if the volunteer can prove he/she was acting in the course and scope of their duties or functions, including an officer, director, or trustee within the charitable organization. This only applies to those who do not receive

compensation, including stipends, for their volunteer services. This immunity does not apply to the liability of the organization for the acts or omissions of volunteers. The major exception to the volunteer immunity rule is when the act or omission involves the operation of a motor vehicle, including an airplane. This immunity does not extend to intentional, willfully or wantonly negligent acts or omissions, or those done with conscious indifference.

CITY OF WACO RELEASE OF LIABILITY

The CTMRC intends to mitigate and prevent risks to volunteers. Every attempt will be made to reduce risk to volunteers through training, education, and the use of universal precautions. Be aware, however, that some unanticipated risk possibilities may be present, both during a public health emergency or disaster and during routine public health events.

Since CTMRC volunteers are not City of Waco employees, Workers' Compensation insurance is not provided to volunteers, meaning CTMRC volunteers are not provided insurance that could otherwise be expected to compensate or reimburse them for injuries or medical-related expenses that may occur as a result of their services. This includes, but is not limited to, injuries that might occur in a workplace, field of deployment, or in motor vehicle accidents while performing volunteer services or duties.

CTMRC volunteers must agree to the City of Waco Community Service Work and Volunteer Agreement Including Release of Liability form. A copy of this policy will be provided to each volunteer.

MEDIA RELEASE

A media release form grants the Waco-McLennan County Public Health District permission to use your name, voice and/or likeness in the format of either film, video, slide, voice recording or photograph as recorded by the WMCPHD or its representatives of you individually or in a group in connection with production, distribution, or advertising projects.

All CTMRC volunteers must agree to and sign the "Central Texas Medical Reserve Corps, Waco-McLennan County Public Health District Media Release" Policy.

DRESS CODE

CTMRC volunteers must wear their badge in plain view whenever serving in a volunteer capacity or visiting the Waco-McLennan County Public Health Department.

Any volunteer that discontinues his or her affiliation with the CTMRC must return the badge and lanyard to the MRC Unit Coordinator. Volunteers are required to wear closed-toe shoes or other appropriately functional footwear whenever volunteering.

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

NO SHOW POLICY

We understand that life happens, so if you are unable to attend an event, let the CTMRC Unit Coordinator know as soon as possible. A “No Show” is defined when a volunteer registers for and has been assigned to a training, activity, or emergency response and does not show up or contact the MRC Coordinator or designee to inform them. This can result in events being short-staffed or result in empty seats when there is a waiting list for training. Volunteers should contact the MRC Coordinator or designee as soon as possible if they are not able to participate. Consistent no-call-no-shows may result in termination of membership from the unit.

ALCOHOL AND CONTROLLED SUBSTANCES

The CTMRC recognizes that the on the job use and/or being under the influence of either abused prescription drugs, illegal or controlled substances, and alcohol may result in serious safety concerns. Not only is the volunteer in jeopardy, but the well-being, personal health, and safety of fellow volunteers, City of Waco employees and the citizens of Waco are threatened.

The City of Waco prohibits volunteers from reporting to a volunteer position or remaining at a volunteer position in an unfit or impaired condition. The city also prohibits possession, consumption, and/or being under the influence of abused prescription drugs, illegal or controlled substances, or alcohol while volunteering for CTMRC duties.

WEAPONS

The carrying of firearms, knives, or any other weapon is strictly prohibited, and will not be tolerated. Volunteers who possess a Texas Concealed Carry Permit, will not carry firearms during volunteer operations. Violations will cause immediate release from the CTMRC.

HARASSMENT

The CTMRC encourages all volunteers to be aware of issues concerning harassment, including:

All volunteers should be afforded an environment free of hostile or intimidating circumstances;

- Harassment, including sexual harassment, is contrary to the policies and practices of the CTMRC.
- Harassment can cause interpersonal stress and conflict, as well as low volunteer morale.
- Careers and reputations may be damaged by engaging in inappropriate behavior and the emotional toll on individuals and their families can be enormous; and
- Such behavior will not be tolerated.

Unlawful harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an applicant or volunteer on the basis of age, race, color, creed, religion, national origin or gender and that:

- Has the purpose or effect of creating an intimidating, hostile or offensive working environment; or
- Has the purpose or effect of unreasonably interfering with a volunteer's or employee's work performance?

Sexual harassment is a form of gender discrimination and is not acceptable conduct. Unlawful sexual harassment includes but is not limited to:

- Unwelcome physical contact.
- Sexually explicit language or gestures.
- Uninvited or unwanted sexual advances.
- Offensive environment where any of the following is present: the telling of sexual jokes or sexual stories or making sexual innuendoes; use of vulgar language or nicknames; possession of sexually explicit photographs or other graphic material, picture, poster or cartoon that could be characterized as demeaning from the perspective of sex or gender, displayed in a manner that is reasonably accessible by others.

Volunteers who engage in harassment are in violation of this policy and are subject to corrective action, up to and including termination of volunteer status. Conduct at functions sponsored or sanctioned by the City of Waco or any of its departments is also covered by this policy.

All volunteers are required to report allegations of harassment of which they become aware. Should you feel you have been harassed by volunteers, vendors or customers of the city, you are to report this immediately to the Volunteer Coordinator. City of Waco Human Resources will investigate the matter. If the allegation is sustained, the responsible volunteer will be disciplined.

DISCIPLINARY PROCEDURES

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

- Informal Counseling (Verbal)
- Formal Counseling (Documented)
- Suspension
- Dismissal

Any of the following constitute cause for disciplinary action:

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

DISCONTINUATION OR TERMINATION OF MEMBERSHIP

To ensure the accurate and timely release of volunteers who are being separated from the CTMRC Program, the following categories would be utilized and will be consistent with positive volunteer relations practices.

Categories of release:

- Voluntary release
Volunteer is in good standing, from the CTMRC can be undertaken by submitting a request for release in writing to the CTMRC Volunteer Unit Coordinator. This request can be forwarded by e-mail.
- Involuntary release
Can be given for violations of the standards of conduct, safety regulations, unsatisfactory job performance, or any other reason deemed as necessary by the CTMRC Volunteer Unit Coordinator or designee.

APPENDIX A: GETTING STARTED - TEXAS DISASTER VOLUNTEER REGISTRY

The Texas Disaster Volunteer Registry (TDVR) is a web-based system that is used to register, credential, track, and communicate with volunteers.

To get started, enroll in the TDVR system by visiting the following link:

www.texasdisastervolunteerregistry.org

1. Click the "**Register Now**" button on the right side of the page to begin the process. This will take you to a new page.
2. Click "**add organization**" on the left side of the page and scroll down the list of organizations and select the black arrow next to **McLennan County Organization**, then click the box next to **Central Texas Medical Reserve Corps**. Click the **Select** button.
3. Continue to create a Username and Password, then enter the required data fields.
4. Next, populate the various sections under the tab **My Profile**: Identity, Deployment Preferences, Contact, Occupations, Training, Skills and Certifications. The system provides a percentage of completion. Ensure your profile is 100% complete.
5. Ensure to keep your profile up to date.

APPENDIX B: CREATE ACCOUNT IN MRC TRAIN

MRC TRAIN is a large database consisting of courses relevant to the Medical Reserve Corps. This system tracks course completions, certificates, and your transcript.

To get started, create an account by visiting the following link"

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

1. Click the "**Create and Account**" button on the left side of the page to begin the process. This will take you to a new page.
2. Create a Login Name and Password, then enter the required data fields.
3. Click the "**Next Step**" button.
4. Select "**Region 6**"
5. Select "**Texas**"
6. In the Search Bar type **Central Texas MRC** and click on the Central Texas MRC link
7. Next, click on the "**Confirm these selections**" button
8. Click the "**Finish Creating Account**" button