



# **Pima County Health Department Student Medical Reserve Corps Volunteer Handbook**

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[www.pimahealth.org](http://www.pimahealth.org)**

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# Welcome



Dear Student Medical Reserve Corps Volunteer,

On behalf of the Pima County Health Department, welcome and thank you for joining the Student Medical Reserve Corps.

In Southern Arizona, hundreds of volunteers donate their time and talents each year to help local citizens in major emergencies and/or disasters. We need many more volunteers to accomplish all of our goals, and appreciate your making the Student Medical Reserve Corps part of your education and your volunteer activities.

This handbook was created to give you important information that will maximize your learning opportunities and volunteer experience. Please take the time to read through it and refer back to it as questions arise.

Always feel free to call the Pima County Health Department for additional information, or to pass along suggestions or comments.

Once again, welcome to Student Medical Reserve Corps!

Sincerely,

Tim Siemsen  
Pima County Health Department  
Volunteer Resources Coordinator  
Student Medical Reserve Corps Advisor

## **About This Handbook**

Your enrollment and orientation are important first steps in a dynamic and challenge-filled organization which offers a variety of opportunities to serve our community and learn valuable skills. The following pages describe the benefits to Student Medical Reserve Corps (MRC) members, plus policies and procedures that provide a framework for the services and learning opportunities that the Student MRC delivers.

The information in this handbook is extensive but not complete. Each Student Medical Reserve Corps volunteer will be provided with training and meaningful service-learning opportunities specific to his or her career interests and educational goals.

Volunteering with the Student Medical Reserve Corps will give you leadership training as well as the opportunity to interact with other members of the Pima County public health and response communities. You will receive much of the information regarding your opportunities through your active participation.

Please take the time to read this handbook carefully. Keep it as a reference source to use when you have questions or concerns. If you have any questions along the way, contact us at 520-243-7750.

We wish you a rewarding experience as a Student Medical Reserve Corps volunteer.

# History of Citizen Corps and Medical Reserve Corps

## Uniting Communities - Preparing the Nation

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

The **Citizen Corps** is the component of USA Freedom Corps that creates local opportunities for individuals to volunteer to help their communities prepare for and respond to emergencies.

The **Medical Reserve Corps** is the component of the Citizen Corps that brings together health professionals and others with relevant health related skills, to volunteer in their community. They assist existing local community emergency medical response systems as well as provide a group of readily trained and available resources to help our community deal with pressing public health needs and improvements. Medical Reserve Corps is administered by the Office of the Surgeon General.

Our partners throughout Pima County 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.



## Student Medical Reserve Corps

The Student Medical Reserve Corps exists to prepare high school, college and university students in the medical, nursing, medical technology and other related disciplines to assist their communities through the year and in times of need by providing training, leadership and mentoring opportunities. Additionally, Student MRC members may assist the Pima County Health Department in implementing the Surgeon General's priorities of increasing disease prevention, eliminating health disparities and improving public health preparedness.

### Core Values

- We respect the individual, and believe that individuals who are treated with respect and given responsibility respond by giving their best.
- We achieve through excellence, exhibiting the highest levels of professionalism, competency, and ethics. We require complete honesty and integrity in everything the Student Medical Reserve Corps does.
- We make commitments with care, and then live up to them.
- We insist on giving our best effort in everything we undertake, working together as a team to realize our vision.
- Clarity in understanding our mission, our goals, and what we expect from each other is critical to our success and the health of the community.
- We strive to be fair and compassionate, as well as friendly and courteous.
- Protecting privacy and confidentiality is fundamental to the ethics and practice of the Student Medical Reserve Corps.

### Benefits to the Community

Many Pima County Student MRC volunteers are members of Health Occupation Students of America (HOSA), a national student organization endorsed by the U.S. Department of Education and the Health Science Technology Education Division of the Association for Career and Technical Education (ACTE). As HOSA partners, we recognize the importance of providing students with training far beyond the basic technical skills needed for entry into the health care field. The rapidly changing health care system needs dedicated workers who, in addition to their technical skills, are people-oriented and capable of playing a leadership role as a member of a health care team. HOSA's mission is especially critical when considering the acute shortage of qualified workers for the health care industry. Volunteering with the Student Medical Reserve Corps gives students leadership training as well as the opportunity to interact with other members of the Pima County public health and response communities.

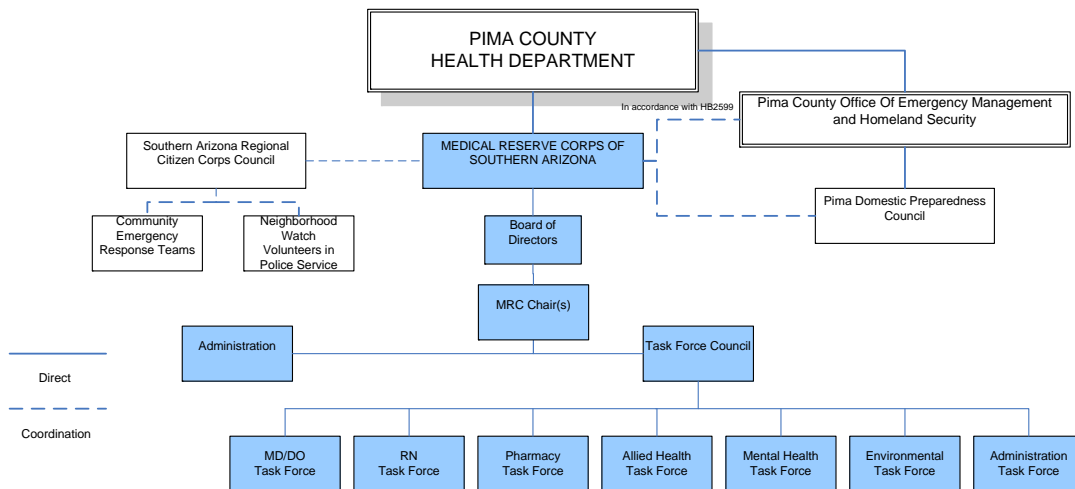


# Medical Reserve Corps of Southern Arizona An Overview

The Medical Reserve Corps of Southern Arizona (MRCSA) is incorporated into the Pima County Emergency Operations Plan, through Emergency Support Function (ESF) 8, and the Pima County Emergency Operations Center call-out system. All emergency and disaster related functions of the MRCSA will be initiated through ESF 8. The MRCSA will enhance and improve the emergency medical response capacity in the community. The MRCSA supports Pima County's ability to respond to either a natural or man-made event and may be one of the designated volunteer corps mobilized to manage public health emergencies, smallpox clinics, distribution of the Strategic National Stockpile, plus assist in the overflow treatment areas and field hospitals. With pre-planning, identification of treatment sites, and pre-identified, certified, and trained volunteers, a safe, rapid, and effective response will be available when needed.

This chart shows how the Medical Reserve Corps of Southern Arizona fits into the overall emergency response organizational structure.

Emergency Management Organizational Chart



The Pima County Emergency Operations Center, in coordination with the Pima County Health Department's Medical Director, will activate the Medical Reserve Corps, The Medical Reserve Corps works under the direction of the Pima County Health Department and the Office of Emergency Management and Homeland Security during an emergency or disaster situation.

# General Information

## Position Descriptions

Upon joining the Student Medical Reserve Corps, you will receive a volunteer handbook; including descriptions of possible positions available to Student MRC volunteers, both on a day-to-day basis and during emergency response. These position descriptions outline the general and specific duties that you may perform. They also outline the training required in order to carry out these duties.

## Volunteer Registration and Assignments

Volunteer applications and assignments will be processed through the Health Department's electronic volunteer registration system at [www.azvolunteer.com](http://www.azvolunteer.com). Student MRC members can schedule training and volunteer opportunities, track volunteer hours and receive reminder emails through [www.azvolunteer.com](http://www.azvolunteer.com). Registration on this secure web site is required for all Student MRC members upon acceptance into the program and before orientation.

## Identification and Credentialing

The Pima County Health Department will ensure that carefully controlled individual photo ID badges are prepared and issued to each Student Medical Reserve Corps member.

The National Incident Management System (NIMS) states that credentialing involves "providing documentation that can authenticate and verify the certification and identity of designated incident managers and emergency responders. This system helps ensure that personnel representing various jurisdictional levels and functional disciplines possess a minimum common level of training, currency, experience, physical and medical fitness and capability for the incident management or emergency responder position they are tasked to fill". All Pima County Health Department activities operate under guidelines established in NIMS and the Incident Command System (ICS).

## Volunteer Safety

All Student Medical Reserve Corps members receive basic safety training as well as training that is appropriate to their assigned task or unit. Student MRC members are always supervised by Pima County Health Department staff. Student MRC members are covered by Pima County and Arizona liability and Workers' Compensation insurance during authorized Pima County training, drills and exercises.

## **Maximum Learning Opportunities**

Regular training and exercises are essential elements for Student MRC members. The Pima County Student Medical Reserve Corps will have regular meetings and will participate in training and exercises to ensure maximum opportunities for learning and experiencing public health best practices. Job shadowing and mentoring opportunities are offered in many Pima County Health Department divisions and offices.

All Student Medical Reserve Corps members must have appropriate education, training and experience. While all members of the Student MRC do not need the same education and training, there are some common elements. You will be trained to:

- a. Assist in Neighborhood Points of Distribution (specified locations to support a mass vaccination strategy).
- b. Assist in the Call Center/Hotline Response to public health inquiries.
- c. Support Special Needs shelter staffing
- d. Support mass vaccination programs
- e. Support many public health initiatives
- f. Participate in Community Outreach and Education

Preparedness is each individual's responsibility. Ensuring preparedness at home, at school and at work allows each of us to be ready to respond when they are needed. The Pima County Office of Emergency Management and Homeland Security offers Community Emergency Response Team (CERT) training to help prepare for emergencies. You may also refer to the Health Department's website at [www.pimahealth.org](http://www.pimahealth.org) for emergency preparedness information.

## **Student MRC Funding**

Volunteer time is unpaid. Student MRC activities are supported through the Pima County Health Department.

## **Benefits**

Your participation is critical to the success and effectiveness of this program. Student MRC members, other Health Department volunteers and paid staff are colleagues who form a team united by shared goals and values. Like any team, the contributions of each member are unique and crucial to the overall success of the program. By participating in the Student Medical Reserve Corps, volunteers earn certain benefits. These benefits are outlined below and in the following pages.

## **Training**

Student Medical Reserve Corps unit leaders will have a training checklist to ensure that all registered members can be documented regarding training they have had and/or need. As a Student MRC member, you may receive:

- Student Medical Reserve Corps Program Orientation
- Strategic National Stockpile and Points of Distribution Training
- CPR/First Aid Training
- National Incident Management System Training (IS700)
- Incident command System (IS 100)0
- Personal and Family Preparedness
- Training and experience relevant to your career path and interests.

All registered Student MRC members are expected to participate in the program orientation prior to starting volunteer service. This orientation provides an overview of the various activities of the Pima County Health Department, the Student Medical Reserve Corps and the Medical Reserve Corps at the local & national levels.

## **Recognition**

As a Student Medical Reserve Corps member, you will be invited to an annual appreciation ceremony hosted by the Pima County Health Department.

## **Newsletter**

All volunteers will receive a monthly on-line updates and a quarterly Student MRC newsletter. This is a student produced project. These updates and newsletters will keep you informed on what's happening in the Student MRC. The newsletter will include member profiles, new opportunities, and upcoming training, exercises and other events.

## **Web Site**

The Student Medical Reserve Corps is on the web! Go to the Pima County Health Department web site at [www.pimahealth.org](http://www.pimahealth.org) . This site will keep you updated on training schedules, events, etc. Your friends can even apply to be MRC volunteers at [www.azvolunteer.com](http://www.azvolunteer.com). The Student MRC also hosts a student blog for instant communication.

## **Insurance/Liability**

A comprehensive liability insurance policy covers Student MRC members while working under the supervision and direction of the Pima County Health Department. Student MRC volunteers are insured against personal or bodily injury or property damage as stated in the following:

## **ARIZONA REVISED STATUTES**

**AMENDING SECTIONS 26-301, 26-303 AND 26-314, ARIZONA REVISED STATUTES; RELATING TO EMERGENCY WORKERS.**

**"EMERGENCY WORKER" MEANS ANY PERSON WHO IS REGISTERED, WHETHER TEMPORARY OR PERMANENT, PAID OR VOLUNTEER, WITH A LOCAL OR STATE EMERGENCY MANAGEMENT ORGANIZATION AND CERTIFIED BY THE LOCAL OR STATE EMERGENCY MANAGEMENT ORGANIZATION FOR THE PURPOSE OF ENGAGING IN AUTHORIZED EMERGENCY MANAGEMENT ACTIVITIES OR PERFORMING EMERGENCY FUNCTIONS, OR WHO IS AN OFFICER, AGENT OR EMPLOYEE OF THIS STATE OR A POLITICAL SUBDIVISION OF THIS STATE AND WHO IS CALLED ON TO PERFORM OR SUPPORT EMERGENCY MANAGEMENT ACTIVITIES OR PERFORM EMERGENCY FUNCTIONS.**

**EMERGENCY WORKERS ENGAGING IN EMERGENCY MANAGEMENT ACTIVITIES OR EMERGENCY FUNCTIONS UNDER THIS CHAPTER OR TITLE 36, CHAPTER 6, ARTICLE 9, in carrying out, complying with, or attempting to comply with any order or rule issued UNDER this chapter, TITLE 36, CHAPTER 6, ARTICLE 9 or any local ordinance, or performing any of their authorized functions or duties or training for the performance of their authorized functions or duties, shall have the same degree of responsibility for their actions, and enjoy the same immunities and disability workers' compensation benefits as officers, AGENTS and employees of the state and its political subdivisions performing similar work. THIS STATE AND ITS DEPARTMENTS, AGENCIES, BOARDS AND COMMISSIONS AND ALL OTHER POLITICAL SUBDIVISIONS THAT SUPERVISE OR CONTROL EMERGENCY WORKERS ENGAGING IN EMERGENCY MANAGEMENT ACTIVITIES OR EMERGENCY FUNCTIONS UNDER THIS CHAPTER OR TITLE 36, CHAPTER 6, ARTICLE 9 ARE RESPONSIBLE FOR PROVIDING FOR LIABILITY COVERAGE, INCLUDING LEGAL DEFENSE, OF AN EMERGENCY WORKER IF NECESSARY. COVERAGE IS PROVIDED IF THE EMERGENCY WORKER IS ACTING WITHIN THE COURSE AND SCOPE OF ASSIGNED DUTIES AND IS ENGAGED IN AN AUTHORIZED ACTIVITY, EXCEPT FOR ACTIONS OF WILFUL MISCONDUCT, GROSS NEGLIGENCE OR BAD FAITH.**

## **Appendix A: Policies**

### **Harassment-Free Environment Policy**

The Pima County Health Department and Student Medical Reserve Corps are committed to providing a harassment and discrimination free work environment in which all individuals are treated with respect and dignity. Staff and volunteers have the right to work in a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices, including harassment. It is the policy of the Pima County Health Department that harassment based on race, color, religion, age, gender, sexual orientation, national origin, marital status, disability, veteran status or any other basis is strictly prohibited.

Any harassment, whether verbal or physical, is unacceptable and will not be tolerated. It is the intent that all Student MRC members volunteers will work in an environment free from discrimination and/or harassment by an employee, supervisor or another volunteer for any reason. Discriminatory conduct in any form undermines morale and interferes with productivity.

The Pima County Health Department is committed to eradicating all discrimination in the workplace and specifically condemns sexual harassment of county employees and volunteers by other county employees or volunteers.

If you feel you may have been the subject of discrimination or harassment, you should contact the Student MRC Coordinator. Any reports of discrimination or harassment will be examined impartially and resolved promptly.

The Pima County Health Department takes its responsibility to prevent workplace harassment seriously. To achieve this goal, the Student MRC presents all new volunteers with this policy during orientation and it is included in the Student MRC handbook.

### **Safety**

Providing a clean, safe and healthful work environment is a goal of the Pima County Health Department. No job is considered so important or urgent that you cannot take time to perform their job safely. During your orientation, your Student MRC Coordinator will discuss all the applicable safety and health rules with you. If you are unclear about any safety policies and procedures, ask your Student MRC Coordinator.

As a Student MRC member, you have a responsibility for your own safety and health. This includes using all required safety devices during training, drill and exercises. You must also notify your Student MRC Coordinator or supervisor of any physical conditions which may affect your performance and safety. You are expected to immediately report all work-related accidents, injuries, illnesses and near misses to your Student MRC Coordinator.

## **Drug Free Workplace**

The Pima County Health Department and the Student Medical Reserve Corps are dedicated to a safe, healthy and drug-free work environment. All Student MRC members are expected to be free from drug and/or alcohol use. Any Student MRC member who is identified as using illegal drugs and/or alcohol will be subject to immediate termination from the program. The Student MRC and Pima County encourage members who may have an alcohol and/or drug problem to voluntarily seek evaluation and treatment that will lead to successful rehabilitation. Student MRC members must abide by the provisions of this policy as a condition of their service.

## **Violence-Free Work Environment Policy**

The Pima County Health Department is committed to your health and safety. This policy has been developed to help ensure a safe workplace and to reduce the risk of violence.

The Pima County Health Department does not tolerate any acts or threats of violence committed by or against a volunteer.

In order to ensure a safe working environment, the Pima County Health Department prohibits all persons from carrying a handgun, firearm, or weapon of any kind while participating in training, drills, exercise or actual response activities, regardless of whether the person is licensed to carry the weapon or not.

The only exceptions to this policy are police officers, private security guards, or military personnel employed by federal or state government, who are engaged in official duties and persons who have been given written consent by their supervisor or the Health Department Director to carry a weapon while performing specific tasks.

If a volunteer feels threatened, he or she should retreat and request intervention from a supervisor or other available management staff. If fear of violence is imminent, immediately retreat and contact 911.

# Appendix B: Code of Conduct

## Introduction

The Student MRC operates under the following Code of Conduct, applicable to all volunteers.

## Code of Conduct

- a. I understand that the goal of the Student Medical Reserve Corps is to promote career opportunities in the health care industry and to enhance the delivery of quality health care to all people. My attitudes and actions should always further that goal.
- b. I agree to work my entire volunteer shift as scheduled, to conduct myself in an appropriate manner, to dress in attire that follows the Student MRC dress code, to follow safety procedures and to be prepared for my volunteer assignments.
- c. I understand that if I cannot make a volunteer shift (or any part of a shift), I am required to notify the Volunteer Resources Office ahead of time by calling (520) 243-7750 or (520) 940-5295.
- d. During my scheduled volunteer assignment, I agree to stay in my designated work area, and even though I have friends who are Student MRC volunteers, I understand that while I am volunteering, my focus will be on my Student MRC assignment.
- e. I understand that I am responsible for reviewing all materials given to me during my Student MRC orientation and training.
- f. I understand that I represent the Pima County Health Department and the Student Medical Reserve Corps and I promise to not engage in any activity that may cause harm to the Health Department, the Student MRC, others or myself.
- g. I understand that failing to observe the above pledges will result in disciplinary action and can result in my dismissal from the Student Medical Reserve Corps volunteer program.

## **Performance**

Student MRC members are expected to comply with the policies, procedures, and standards of the Pima county Health Department as explained at the volunteer orientation, in the volunteer handbook or at the beginning of each training, drill or exercise.

## **Commitment to Diversity**

The Pima County Health Department is committed to being a diverse organization. It seeks to recognize value and incorporate diversity in its services, policies and operations, service recipients, and paid and volunteer workforce. Diversity includes differences such as age, belief, citizenship, culture, economic level, ethnicity, gender, language, national origin, and philosophy of life, physical ability, physical appearance, race, religion, and sexual orientation.

## **Dress Code**

Student dress and grooming must be neat and clean. Clothing should fit, be neat and clean and conform to standards of safety, good taste, and decency.

As a part of the learning environment, professional attire is recommended. Shirts with collars and non-denim slacks are recommended for all activity not incorporating drills or exercises.

Tank tops, sleeveless shirts, spaghetti strap tops and halter tops are not permitted.

Trousers/slacks/shorts must be worn at waist level. Excessively baggy trousers and clothing are not permitted.

Shorts may be worn when approved for training, drills and exercises, however, they may not be shorter than mid-thigh. Biker shorts or athletic shorts of any kind are not permitted.

Only close-toed shoes are permitted for all training, drills and exercises. Sandals or flip-flops are not permitted.

Parents of students requiring accommodation for religious beliefs, disability, or other good cause should contact the Student MRC Coordinator.

## **Appendix C: Volunteer Rights & Responsibilities**

### **Student Medical Reserve Corps Volunteer Rights**

Student Medical Reserve Corps volunteers enjoy certain rights that should be recognized by staff and other volunteers.

- 1) An interview and orientation.
- 2) Training and assignments that develop and utilize your skills.
- 3) Adequate information and training.
- 4) Clear and specific directions.
- 5) Recognition and appreciation for your contribution.
- 6) An opportunity to offer feedback and ask questions.
- 7) Regular feedback on your work.
- 8) Adequate space, equipment and supplies to perform your job.
- 9) The right to know as much about the organization as possible.
- 10) Respect as a volunteer and Student MRC member.

### **Student Medical Reserve Corps Volunteer Responsibilities**

Volunteers expect and enjoy certain rights when they donate their time. Volunteers, however, also have specific responsibilities to the Student MRC. As a volunteer, you will work with your advisor and Student MRC Coordinator to set your own schedule, but you must be prepared to fulfill the commitments you make.

- 1) Be dependable, reliable, and businesslike, and abide by the policies of the Student MRC.
- 2) Dress appropriately for the activity and setting.
- 3) Carry out duties in a safe, responsible way.
- 4) Maintain the confidentiality of information.
- 5) Keep track of the hours you work on in your file on [www.azvolunteer.com](http://www.azvolunteer.com).
- 6) Be non-discriminatory in serving all people regardless of race, gender, age, religion, sexual orientation, or disability.
- 7) Work within the guidelines of your job description and accept supervision.
- 8) Offer feedback and suggestions.
- 9) Be prepared for any regularly scheduled meetings.
- 10) Represent the Student Medical Reserve Corps and Pima County appropriately in the community.

## Photography Consent

The Pima County Health Department and the Office of Emergency Management and Homeland Security may take photographs of volunteers in action during trainings, exercises, and actual events. In addition, each volunteer is photographed for identification purposes. Photographs may be used on the website, in newsletters, and other publications.

Please sign the appropriate line below:

I give the Pima County Health Department and the Office of Emergency Management and Homeland Security permission to use my photo as stated above.

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

If Student Medical Reserve Corps member is under 18 years of age, I give permission to use photos of the above named student.

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

\_\_\_\_\_

Relationship

I do not give the Pima County Health Department and the Office of Emergency Management and Homeland Security permission to use my photo as stated above.

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

# Receipt of Handbook

I have received the Pima County Student Medical Reserve Corps Handbook. I have read and understand the policies and information in it and agree to abide by these policies during my membership.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Pima County Health Department  
Student Medical Reserve Corps  
Information and Consent

I hereby give permission for

\_\_\_\_\_

to serve as a volunteer with the Pima County Student Medical Reserve Corps, sponsored by the Pima County Health Department.

In the event of an accident or injury to the above named while serving in an assigned volunteer capacity, I give permission for him/her to receive emergency medical treatment until the family and/or the family physician can be notified.

I understand that my child is committing to a volunteer program and that absences will be reflected in their evaluation and letter of completion.

Though no uniform is required, students are required to dress appropriately, as outlined in the Student MRC Handbook.

Parent or Guardian Signature: \_\_\_\_\_

Relationship: \_\_\_\_\_

Date: \_\_\_\_\_

State of Arizona, Pima County

Signed before me this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_, by \_\_\_\_\_  
(month) (year) (name of signer)

\_\_\_\_\_ Personally known

\_\_\_\_\_ Produced identification

Type of identification and number \_\_\_\_\_

\_\_\_\_\_  
(Signature of Notary)

(SEAL)

\_\_\_\_\_  
(Name of Notary Typed, Stamped or Printed)  
Notary Public, State of Arizona

# Notes

## Attachments:

Drug Free Workplace Policy

Computer Use Policy

Confidentiality Statement

