



MORRIS COUNTY

Medical Reserve  
Corps

Volunteer  
Handbook



**Public Health**  
Prevent. Promote. Protect.



## Table of Contents

|   |           |
|---|-----------|
| <b>LETTER FROM THE ACTING SURGEON GENERAL, RADM STEVEN K. GALSON.....</b> | <b>4</b>  |
| <b>ABOUT THIS HANDBOOK .....</b>  | <b>5</b>  |
| <b>HISTORY OF CITIZEN CORPS/MEDICAL RESERVE CORPS .....</b>               | <b>6</b>  |
| <b>MORRIS COUNTY MEDICAL RESERVE CORPS .....</b>                          | <b>7</b>  |
| MISSION OF THE MORRIS COUNTY MEDICAL RESERVE CORPS.....                   | 7         |
| GOALS .....   | 7         |
| BENEFITS TO THE COMMUNITY .....   | 7         |
| AN ORGANIZED TEAM APPROACH.....   | 7         |
| <b>BACKGROUND.....</b>  | <b>8</b>  |
| <b>RESULTS AND BENEFITS EXPECTED .....</b>                                | <b>9</b>  |
| <b>GENERAL INFORMATION.....</b>   | <b>10</b> |
| VOLUNTEER ASSIGNMENTS .....   | 10        |
| IDENTIFICATION.....   | 10        |
| VOLUNTEER SAFETY .....  | 10        |
| MAINTAINING READINESS.....  | 10        |
| ACTIVIE STATUS .....  | 131       |
| TRAINING .....  | 11        |
| MRC TRAIN .....   | 112       |
| FUNDING .....   | 13        |
| MRC COMMUNICATION PROTOCOLS .....   | 13        |
| MENTAL BEHAVIORAL HEALTH ROLES AND ISSUES .....                           | 13        |
| MRC VOLUNTEER ACTIVATION AND DE-ACTIVATION PROCEDURES.....                | 14        |
| PARTICIPATION IN NON-EMERGENCY EVENTS.....                                | 14        |
| MRC PROGRAM'S RESPONSIBILITIES TO THE VOLUNTEER.....                      | 14        |
| PERSONAL RESPONSIBILITIES OF MRC VOLUNTEERS.....                          | 15        |
| PERSONAL LIMITATION AWARENESS.....  | 16        |
| DUAL VOLUNTEERS.....  | 16        |
| OUR EMBLEM .....  | 16        |
| WEB SITES .....   | 16        |
| NEWSLETTER .....  | 16        |
| <b>LIABILITY.....</b>   | <b>17</b> |
| NEW JERSEY GOOD SAMARITAN ACT .....                                       | 17        |
| THE VOLUNTEER PROTECTION ACT.....   | 17        |
| NON-MEDICAL LIABILITY.....  | 17        |
| <b>POLICIES .....</b>   | <b>18</b> |
| HARASSMENT-FREE ENVIRONMENT POLICY .....                                  | 18        |
| SAFETY .....  | 18        |
| ELECTRONIC COMMUNICATIONS POLICY.....                                     | 19        |
| DRUG FREE WORKPLACE .....   | 19        |
| VIOLENCE-FREE WORK ENVIRONMENT POLICY.....                                | 19        |

**CODE OF CONDUCT..... 20**

INTRODUCTION .....20

CODE OF CONDUCT .....20

PERFORMANCE .....21

COMMITMENT TO DIVERSITY .....21

**VOLUNTEER RIGHTS & RESPONSIBILITIES..... 22**

VOLUNTEER RIGHTS .....22

VOLUNTEER RESPONSIBILITIES .....22

FAMILIES .....22

**RECOMMENDED ITEMS TO BRING FOR ACTIVATION ..... 22**

SECURITY ITEMS .....22

CLOTHING.....22

PERSONAL GEAR .....22

OPTIONAL.....22

PROHIBITED.....22

**EMERGENCY PREPAREDNESS RESOURCES ..... 22**

**GLOSSARY ..... 22**

**CONFIDENTIALITY STATEMENT ..... 22**

**PHOTO RELEASE ..... 22**

**RECEIPT OF HANDBOOK..... 367**

## Letter from Previous Acting Surgeon General, RADM Steven K. Galson

Dear MRC Leaders and Volunteers,

In recognition of National Volunteer Week, I wish to express my sincere gratitude for your on-going work in support of the Medical Reserve Corps. Your selfless actions and kind hearts contribute greatly to the well-being of your neighbors and communities.



**RADM Steven K. Galson, Acting U.S. Surgeon General**

The attacks of September 11th, 2001, Hurricane Katrina, and other disasters have taught us time and time again that volunteers are a vital and imperative piece to any response. Rather than waiting for disaster to strike, you have already stepped and answered the call to serve your community and the nation. I am so proud to share your stories and promote the MRC to every audience to whom I speak.

At the recent MRC National Leadership and Training Conference, the spirit and energy you brought was inspiring. I was, and continue to be, impressed by the activities you engage in to support the public health, preparedness, and response needs of your communities. As each unit grows stronger and better able to provide support through their initiatives, trainings, and events, a community's ability to bounce back from disaster increases. The MRC is making a tremendous impact on the resiliency of communities across the country.

What makes this program even more inspiring is that the work is done by those asking for little in return except the chance to give of their time and skills to improve the lives of those around them. Each MRC volunteer deserves my sincere "thank you" for their commitment to volunteerism and charitable nature. You are making amazing contributions toward the strengthening of our nation's resilience in times of crisis.

Therefore, I wish to extend my deep appreciation for your time, expertise, and generosity in giving of yourself to strengthen the health and preparedness of your community and of the United States.

With sincere thanks,

Steven K. Galson, M.D., M.P.H.  
RADM, USPHS  
Acting Surgeon General



## About This Handbook

Your enrollment and orientation are important first steps to an exciting and complex organization, which offers a variety of opportunities to serve our community. The following pages describe the benefits to our volunteers, plus policies and procedures that provide a framework for the services we deliver.

The information in this handbook is extensive but not complete. Each position has policies and procedures specific to the function you will perform.

You will learn much of the information regarding your responsibilities on the job. If you have any questions along the way, contact us at 973-631-5491.

Please take the time to read this handbook carefully. Then, keep it as a reference source to use when you have questions or concerns.

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



## History of Citizen Corps/Medical Reserve Corps

### Uniting Communities - Preparing the Nation

In his 2002 State of the Union Message, 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. President Bush announced the creation of **USA Freedom Corps** to help Americans answer his call to service and to foster a culture of service, citizenship and responsibility.

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 will bring together local health professionals and others with relevant health related skills to volunteer in their community. They will assist local, existing 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, emergencies of all kinds, disasters. Our partners throughout Morris County have the common goal of helping the community prevent, prepare for and respond to disasters, pressing public health needs and emergencies of all kinds.

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

## **Morris County Medical Reserve Corps**

### **Mission of the Morris County Medical Reserve Corps**

The mission of the Morris County Medical Reserve Corps is to have a trained team of medical/non-medical volunteers to provide rapid response in the event of acts of terrorism, public health issues and other disasters that may affect our communities throughout Morris County.

### **Goals**

To have MRC volunteers that are trained in specific areas such as Points of Distribution (POD), Receiving, Staging, and Storage (RSS), Vaccinators Surge Capacity, Sheltering, Mass Evacuation and Disease investigation. Training will be provided by the Morris County Office of Health Management, outside resources, webcasts, and various internet sources.

### **Benefits to the Community**

Major local emergencies can overwhelm the capability of first responders, especially during the first 12-72 hours. Having citizens who are prepared to take care of themselves, their families and others during times of crisis will allow first-responders to focus their efforts on the most critical, life threatening situations.

An organized, well trained Medical Reserve Corps unit means that volunteers can effectively respond to an emergency, are familiar with their community's response plan, know what materials are available for their use, know who their partners in the response are, and know where their skills can be utilized to their best advantage and in a coordinated manner.

### **An Organized Team Approach**

During an emergency, Morris County communities will activate their Emergency Operations Plans (EOPs). These plans define how emergency personnel (fire, law enforcement, emergency medical services) will respond to and manage the emergency. Spontaneous volunteers may hinder rescue efforts because they may not be familiar with local plans or procedures.

By creating a Medical Reserve Corps unit that is linked to our counties EOP, the members of the Medical Reserve Corps can truly benefit the community by knowing what their role is during an emergency, how they fit into the emergency plan, and how best to respond so that they are a positive support structure for the first responders.

## Background

The attacks on September 11, 2001 demonstrate how quickly our communities can become isolated, especially from our community partners in preparedness, the military. On September 11, every U.S. military base in the world was dedicated to protect and prepare for additional terrorist attacks. Until the nation knew what might come next, this protective action meant we could not help each other as we do on a day-by-day basis.

In response to September 11, and other natural disasters, the medical community of Morris County came forward; they identified a need for the development of a community response structure. The Morris County Office of Health Management and the Morris County municipalities have developed the Morris County Medical Reserve Corps by:

1. Recruiting volunteers (both health professionals and support staff) from various health disciplines to include, but not limited to: retired medical professionals, RNs, LPNs, paramedics, veterinarians, pharmacists and other health professionals
2. Partnering with the Morris County Office of Emergency Management, local health departments, local hospitals, and the American Red Cross to develop medical command and control procedures and pre-positioned sites for medical volunteers to establish and manage when requested through Emergency Support Function (ESF) 8 under the County Emergency Operation Plan.
3. Pre-registering all MRC volunteers on the New Jersey Medical Reserve Corps website.
4. Developing a training and exercise program for volunteers.



### **Results and Benefits Expected**

Recruitment for the Medical Reserve Corps (MRC) is community based. The recruitment process is not limited to physicians and nurses. It is inclusive of all medical professionals both licensed and those in non-medical roles. The MRC will offer flexibility and allow volunteers to establish “volunteer time limits” which cannot be offered in other types of programs such as Disaster Medical Assistance Teams (DMAT). Morris County MRC is designed to use local health professionals within the community and accommodates the volunteers’ schedules. The Morris County MRC is also recruiting individuals who may not be medical professionals, but would like to work in a medical environment in times of crisis. That would include support staff for mass inoculation sites, alternate care sites and other locations that the MRC may be activated to.

The Morris County MRC is incorporated into the county Emergency Operation Plan through Emergency Support Function (ESF) 8 and the local Department of Emergency Management’s Operations Center Plans. All emergency and disaster related functions of the MRC will be initiated through ESF 8. The MRC will enhance and improve the emergency medical response capacity in the community. The program will enhance Morris County’s ability to respond to either a natural hazard or a terrorism event and be the designated volunteer corps utilized to manage public health emergencies such as pandemic influenza, smallpox clinics, mass casualty incidents (MCI) distribution of the strategic national stockpile, plus the overflow treatment areas and field hospitals as needed in a terrorism event or natural disaster. With pre-planning, pre-identification of distribution sites, and pre-identified, certified, and trained volunteers, a safe, rapid, and effective service will be available in a major emergency or disaster.

## General Information

### Volunteer Assignments

Volunteer applications and interviews will go through the Morris County Office of Health Management.

Morris County MRC may pre-assign volunteers in advance of emergencies and public health activities. MRC volunteers may be assigned to specific geographic locations to respond to emergencies, designed to be located near their home or place of employment.

The Medical Reserve Corps unit will work closely with the local Health Officers, Emergency Managers, and emergency leaders because of their ongoing responsibilities and specific expertise.

### Identification

All Morris County MRC volunteers will be issued a photo ID badge.

### Volunteer Safety

All volunteers will receive safety training that is appropriate to their function in the Medical Reserve Corps unit. It is recommended that all volunteers who may be working with patients have current immunizations, including tetanus, influenza, and hepatitis B. Obtaining immunizations are the responsibility of the volunteer through their own health care provider. Morris County Office of Health Management does not provide immunizations.

### Maintaining Readiness



Regular training exercises are an essential element for ensuring readiness. Being ready to respond in an emergency does not just happen—readiness requires planning, organization and practice. Morris County Medical Reserve Corps has regular meetings and drills to ensure maximum emergency preparedness.

All Medical Reserve Corps volunteers must have appropriate education, training and experience. Not all members of the MRC unit need the same education and training, although there are some common elements. The MRC will be trained to:

- a. Manage Neighborhood Distribution Centers/Points of Distribution (specified locations to support a mass vaccination strategy).
- b. Manage the distribution of the Strategic National Stockpile.

- c. Work in overflow treatment areas and field hospitals as needed.
- d. Work in MCI areas utilizing triage.

Preparedness is each individual's responsibility. Ensuring you are prepared at home and at work will allow you to be ready to respond when you are needed. The Morris County Office of Health Management (MCOHM) has free information that can help you prepare for all hazards. You may also check the MCOHM website at <http://www.morrishealth.org> for additional emergency preparedness information.

### **Active Status**

Only volunteers who are "Active" status will be called to volunteer in an emergency. To be considered active status, an MRC volunteer must:

- Complete an application and the interview process.
- Attend the required training sessions.
- Participate in the required training exercises.
- Contribute a minimum of 4 hours per year in a non-emergency/training activity.
- If you are currently licensed, maintain licensure or notify the MRC Coordinator if the license status has changed.

### **Training**

The following courses are required to be completed by MRC volunteers within 2 years of initial enrollment in order to be considered an active member:

- Medical Reserve Corps Orientation
- Incident Command Systems IS-100
- National Incident Management Systems IS-700
- Family Disaster Planning
- Bioterrorism, An Overview
- Psychological First Aid
- Point of Distribution (POD) Training

For those volunteers who would like to take a leadership role, the following courses are highly recommended:

- CPR/AED
- First Aid
- Surge Capacity Vaccinator Training
- Red Cross Shelter Operations
- 211-Hot Line Training
- START/Triage
- Communicable Disease Investigation Training
- Incident Command Systems levels 200 and up

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

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

To begin:

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

"My Learning Record" contains the following options:

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

To search for courses:

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

To register for courses:

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

## **Funding**

Volunteer time is uncompensated. However, the Medical Reserve Corps is responsible for supplies and other support during a disaster, which may include:

- Education and training
- Protective equipment
- Supplies (gloves, syringes, etc.)
- Food and shelter

## **MRC Communication Protocols**

- Never talk to the media while deployed unless authorized by the Incident Commander.
- Know the communication protocols at the scene and follow them exactly.
- When authorized to speak to anyone, "Be right, be first, and be credible." Never say "NO COMMENT." DO Say, "How can I get back to you with that information?"
- Learn radio and other communication protocols before using them.
- Take time to communicate calmly, clearly and completely with everyone, especially your team members.
- If uncertain, ask for clarification.
- Accurate, timely and complete communications are the most difficult part of an emergency response
- Be aware of the HIPAA rules concerning medical privacy and never give out personal information concerning the people you are helping.

## **Mental Behavioral Health Roles and Issues**

- Take additional Behavioral Health First Aid Trainings.
- Critical Incident Stress happens to responders as well as victims.
- *Stress is normal. Stress is a normal person's normal reaction to an abnormal situation. Expect it and be prepared to handle it.*
- Exercise, take care of yourself, take breaks, and eat right.
- Stress can often lead to substance abuse (food, alcohol, drugs, cigarettes, etc.). Don't use "a little something to take the edge off."
- Behavioral Health First Aid.
- Be calm, considerate and compassionate. Giving someone a drink of water can be important and just what they need.
- Never tell a victim that you know just how they feel. Acknowledge their problems and when possible, give them something constructive to do.
- Be aware that in a serious crisis, all affected people take in, process, and act on information differently. It is normal to see behavioral extremes and have difficulty communicating

## **MRC Volunteer Activation and De-Activation Procedures**

- **NO VOLUNTEER SHALL SELF-DEPLOY.**
- Volunteers will be contacted by phone (make sure you have a plug in phone plugged in somewhere in your residence; portables phones which are powered by batteries will not work when the power goes out.)
- Volunteers will also be contacted by email.
- If you are unable to receive messages by phone or email due to circumstances such as power outages or downed phone lines, listen to your local radio/television stations for activation instructions.
- Keep your contact info current on <http://www.njmrc.nj.gov> website.
- Report as instructed, where instructed, and when instructed. Please do not report unless told to do so.
- Carry proper photo I.D. along with current certifications (ex/ professional license, CPR/First Aid cards, etc).
- Bring along some basic supplies like a change of clothing, food and water - just in case supplies are limited. Please refer to the "Personal Belongings" section of this handbook.
- Always sign-in with the Volunteer Coordinator at the Command Post or Staging Area. This is necessary for many reasons including your safety and the safety of the other responders. It is also necessary for the Incident Commander to know what resources are available.
- Know who you report to and follow instructions. You could be assigned any job, but please be aware that no matter what job it is, it is important.
- Always sign-out with the Volunteer Coordinator before you leave or go off duty. Again, this is necessary for safety, record keeping and resource management.

## **Participation in Non-Emergency Events**

MRC volunteers may be notified, in advance, when any community event may require the need for medical volunteers. MRC volunteers will have the opportunity to decline this type of involvement and it will in no way impact their inclusion during an emergency event.

## **MRC Program's Responsibilities to the Volunteer**

The Morris County MRC Program will provide in-person and access to on-line training opportunities for all interested MRC volunteers.

The Morris County MRC Program will provide appropriate equipment and supplies as needed for the volunteer.

The Morris County MRC Program will not share volunteers' contact information with outside sources. However, other MRC programs may have access to this information in the event of an emergency for coordination purposes only.

The Morris County MRC Program will strive to provide volunteers with opportunities to work within their own fields of expertise during an emergency event.

### **Personal Responsibilities of MRC Volunteers**

1. MRC volunteers shall be responsible to certify to the MRC Unit Coordinator or Team Leader registering them and using their services that they are aware of and will comply with all applicable responsibilities and requirements set forth in these rules.
  - a. MRC volunteers have the responsibility to notify the on-scene authorized official (Operations Section Chief, Team Leader, and MRC Unit Coordinator) if they have been using any medical prescription or other drug that has the potential to render them impaired, unfit, or unable to carry out their emergency assignment.
  - b. Participation by MRC volunteers in any mission, training event, or other authorized activity while under the influence of or while using narcotics or any illegal controlled substance is prohibited.
  - c. Participation by emergency workers in any mission, training event, or other authorized activity while under the influence of alcohol is prohibited.
  - d. MRC volunteers participating in any mission, training event, or other authorized activity shall possess a valid operator's license if they are assigned to operate vehicles, vessels, or aircraft during the mission unless specifically directed otherwise by an authorized official in accordance with current law. All MRC volunteers driving vehicles to or from a mission must possess a valid driver's license and required insurance.
  - e. Use of private vehicles, vessels, boats, or aircraft by MRC volunteers in any mission, training event, or other authorized activity without required liability insurance is prohibited unless specifically directed otherwise by an authorized official in accordance with current law.
  - f. MRC volunteers shall adhere to all applicable traffic regulations during any mission, training event, or other authorized activity.
2. MRC volunteers have the responsibility to comply with all other requirements as determined by the authorized official using their services.

3. When reporting to the scene, MRC volunteers have the responsibility to inform the on-scene authorized official whether they are mentally and physically fit for their assigned duties. MRC volunteers reporting as not fit for currently assigned duties may request a less demanding assignment that is appropriate to their current capabilities.
4. MRC volunteers have the responsibility to check in with the appropriate on-scene official and to complete all required recordkeeping and reporting.

### **Personal Limitation Awareness**

- Know your physical and emotional limits. If you collapse, you become part of the problem instead of the solution.
- Know your training limits – you must stay within the scope of your training and skills. Just-in-time (on the job) training will be used for many critical tasks during an emergency. As long as you stay within the scope of your training and skills, you are better able to protect yourself and others.
- If you are unsure, ask.
- Remember, you are responsible for protecting yourself first and then others.

### **Dual Volunteers**

The Morris County Medical Reserve Corps does not prohibit members from belonging to more than one volunteer organization. Each member will have to decide which organization will take priority in the event of an emergency.

### **Our Emblem**

The Medical Reserve Corps will be a recognized emblem that must be used in a standard form. There are guidelines that include color, placement, font and size.



### **Web Sites**

The New Jersey Medical Reserve Corps web site is <http://www.njmrc.nj.gov>. The National web site is at <http://www.medicalreservecorps.gov>.

### **Newsletter**

All volunteers are sent a bi-yearly newsletter from the Morris County MRC. This newsletter will keep you up to date on what's happening in the volunteer program. The newsletter will have statistics, volunteer profiles, new volunteer opportunities, and upcoming events.

## Liability

Morris County Medical Reserve Corps volunteers are protected from liability in varying degrees by state and federal laws. The state and federal laws included in this handbook may not be the only laws addressing liability protection for volunteers; there may be other state and federal laws not listed in this plan.

### **The New Jersey Good Samaritan Act**

The New Jersey Good Samaritan Act (2A:62A-1) states any individual, including a person licensed to practice any method of treatment of human ailments, disease, pain, deformity, mental or physical condition, or licensed to render service ancillary thereto, who in good faith renders emergency care at the scene of an accident or emergency to the victim or victims thereof, shall not be liable for any civil damages as a result of any act or omissions by such person in rendering the emergency care.

### **The Volunteer Protection Act**

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

The VPA defines a volunteer as "an individual performing services for a nonprofit organization or a governmental entity which does not receive compensation" (other than reasonable reimbursement or allowance for expenses actually incurred); or any other thing of value in lieu of compensation, in excess of \$500 per year...." 42 U.S.C. § 14506(6).

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

**NON-MEDICAL LIABILITY** Medical Reserve Corps unit volunteers may be subject to liability for acts not related to their professional activities, such as negligent motor vehicle operation during the course of responding to an emergency.

## Policies



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

The Morris County Medical Reserve Corps (MRC) is committed to providing a harassment and discrimination free work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices, including harassment. It is the policy of the MRC 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 MRC volunteers will work in an environment free from discrimination and/or harassment by another employee, supervisor or another volunteer for any reason. Discriminatory conduct in any form undermines morale and interferes with productivity.

The Morris County Medical Reserve Corps 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 your unit coordinator. Any reports of discrimination or harassment will be examined impartially and resolved promptly.

The MRC undertakes its responsibility to prevent workplace harassment seriously. To achieve this goal, the MRC presents all new volunteers with this policy during orientation and is included in the volunteer manual.

### **Safety**

Providing a clean, safe and healthful work environment is a goal of the Morris County Medical Reserve Corps. No job is considered so important or urgent that volunteers cannot take time to perform their job safely.

During your job site orientation, your supervisor will discuss all the applicable safety and health rules with you. If you are unclear about any safety policies and procedures, ask your supervisor or volunteer manager.

As a MRC volunteer, you have a responsibility for your own safety and health. This includes using all required safety devices. You must also notify your supervisor of any physical conditions such as drowsiness due to medication, illness or emotional strain, which may affect your performance and safety.

You are expected to immediately report all work-related accidents, injuries, illnesses and near misses to your supervisor or team manager.

### **Electronic Communications Policy**



Morris County's electronic communication systems, including telephones, e-mail, voice mail, faxes and Internet, are available to conduct county business in a timely manner. All communications are to be professional and appropriate and users are prohibited from using electronic communications for the solicitations of funds, political messages, harassing messages or personal use.

Furthermore, all electronic data are the property of the local jurisdiction and may be considered public records.

### **Drug Free Workplace**

The Morris County Medical Reserve Corps is dedicated to a safe, healthy and drug-free work environment. All MRC volunteers are expected to report to work free from drug and/or alcohol impairment and to remain at work in a condition that enables them to perform their job duties in a safe, efficient, legal and professional manner. Morris County encourages volunteers who may have an alcohol and/or drug problem to voluntarily seek evaluation and treatment that will lead to successful rehabilitation. Volunteers must abide by the provisions of this policy as a condition of volunteer service.

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

The Morris County Medical Reserve Corps is committed to our volunteer's safety and health. This policy has been developed to help ensure a safe workplace and to reduce the risk of violence.

The MRC does not tolerate any type of acts or threats of violence committed by or against a volunteer, and therefore prohibit workplace violence and the possession of weapons by volunteers on the job and at the worksite.

In order to ensure a safe working environment, the Morris County Medical Reserve Corps prohibits all persons from carrying a handgun, firearm, or weapon of any kind on assignments, regardless of whether the person is licensed to carry the

weapon or not. This policy applies to all volunteers, clients, customers and visitors. All volunteers are also prohibited from carrying or using a weapon while in the course and scope of performing their job, whether they are on our property at the time or not. This policy also prohibits weapons at any Medical Reserve Corps sponsored function, such as training missions, parties or any other events.

The only exceptions to this policy are police officers and military personnel employed by federal, state, county, and/or local governments, who are engaged in official duties.

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

## **Code of Conduct**

### **Introduction**

In an effort to maintain the high standard of conduct expected and deserved by the American public and to enable the organization to continue to offer services required by those in need, the MRC operates under the following Code of Conduct, applicable to all volunteers.

### **Code of Conduct**

No volunteer shall:

- a. Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the Medical Reserve Corps.
- b. Accept or seek on behalf of themselves or any other person, any financial advantage or gain of other than nominal value that may be offered because of the volunteer's affiliation with the Medical Reserve Corps.
- c. Publicly utilize any Medical Reserve Corps affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official positions of the Citizen Corps.
- d. Disclose any confidential Medical Reserve Corps (MRC) information that is available solely as a result of the volunteer's affiliation with the MRC Corps to any person not authorized to receive such information, or use to the

disadvantage of the Medical Reserve Corps any such confidential information, without the express authorization of the MRC.

- e. Knowingly take any action or make any statement intended to influence the conduct of the Medical Reserve Corps in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
- f. Operate or act in any manner that is contrary to the best interests of the Medical Reserve Corps.
- g. In the event that the volunteer's obligation to operate in the best interests of the Medical Reserve Corps conflicts with the interests of any organization in which the individual has a financial interest of an affiliation, the individual shall disclose such conflict to the Medical Reserve Corps volunteer manager upon becoming aware of it, shall absent himself or herself from the room during deliberations on the matter, and shall refrain from participating in any decisions or voting in connection with the matter.

### **Performance**

Volunteers are expected to comply with the policies, procedures, and standards of the Corps as explained at the beginning of their assignment, at the volunteer orientation and in the volunteer handbook.

If a supervisor is dissatisfied with a volunteer's performance, the first course of action is to communicate that concern to the volunteer. If they are unable to reach an understanding, the director will resolve the matter. In most cases, a volunteer will be given sufficient time to respond affirmatively or request reassignment to a more suitable placement. In some cases, however, immediate action may be required depending upon the severity of the issue.

### **Commitment to Diversity**

The Morris County Medical Reserve Corps 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.

## **Volunteer Rights & Responsibilities**

### **Volunteer Rights**

As a volunteer with the Morris County Medical Reserve Corps you enjoy certain rights that should be recognized by your supervisor and staff at your agency.

- An intake interview.
- Whenever possible you should be given assignments that utilize and develop your skills.
- Adequate information and training to carry out your assignments.
- Clear and specific directions.
- You should have the opportunity to offer feedback and ask questions.
- Expect regular feedback on your work.
- Have adequate space, equipment and supplies to perform your job.
- You have the right to know as much about the organization as possible.
- Be respected in your workplace.

### **Volunteer Responsibilities**

Volunteers expect, and enjoy, certain rights when they donate their time.

Volunteers, however, also have specific responsibilities to the Medical Reserve Corps. As a volunteer, you are free to set your own work schedule, but you must be prepared to fulfill the commitments you make.

- You must be dependable, reliable, and businesslike, and abide by the policies of the Corps.
- Dress appropriately for the setting and the task at hand.
- Carry out duties in a safe, responsible way.
- Maintain the confidentiality of information revealed to you regarding clients and coworkers.
- Keep track of the hours you work on the form provided.
- You must be non-discriminatory in serving all people regardless of race, gender, age, religion, sexual orientation, or disability.
- Work within the guidelines of your job description and accept supervision.
- Offer feedback and suggestions.
- Be prepared for any regularly scheduled meetings.
- You must represent the Medical Reserve Corps appropriately in the community.

## **Families**

This is the most important topic in this entire handbook. If your family is not safe and taken care of, then we cannot expect you to perform well in the stressful environment of a disaster. There will be discussions regarding how we are going to take care of our families in all hazards.

### **Personal Preparedness Plan**

This is a plan for you and your loved ones that is done BEFORE any event occurs. It will help ease your mind about the safety of your family while you are at work or assisting others in distress. This personal preparedness plan for you is a requirement and part of your core competencies. You will get specialized training to help you prepare this plan for you and your home. Practice making this part of your life and even the worst of disasters will be a little easier to bear.

### **Family Involvement**

It is not easy to work long days and then run in and then out to yet another meeting. Your family will feel left out and not want you to go. Our unit is a family friendly unit. Spouses are welcomed and encouraged to become members of our unit. They do not have to be medical professionals to participate. We will find a spot for them in the organization.

## **Recommended Items to Bring for Local Activation**

### **Security Items:**

- MRC Identification Badge
- 1 Additional government issued photo ID
- Personal Emergency Contact(s) information
- Copies of current professional licensure and certifications (CPR, etc)

### **Clothing:**

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

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

### **Personal Gear:**

- Backpack
- 2 quarts of water
- Non-perishable snacks
- Toiletries
- Flashlight
- Whistle
- Personal first aid kit (make sure to include a 3 day supply of non-prescription or prescription medications you may need)
- Cell Phone with charger
- Small note-pad and pens

- Sunglasses
- Sun block and/or insect repellent
- Lip balm
- Contact lenses, lens cleaner, and/or spare pair of eye glasses in protective case
- Small amount of cash

**Optional:**

- Professional Equipment (Stethoscopes, etc)
- Multi-Tool
- Change of clothes/footwear

**Prohibited:**

- Alcohol and/or recreational drugs
- Firearms and/or other weapons
- Items that display words or images that others may find offensive

**Please do not bring personal valuables as the Medical Reserve Corps cannot guarantee their safety.**

## Emergency Preparedness Resources

| <u>Source</u>                                    | <u>Website</u>  |
|--|---|
| American Red Cross                               | <a href="http://www.redcross.org">http://www.redcross.org</a>   |
| Avian Influenza                                  | <a href="http://www.state.nj.us/health/er/avianflu.shtml">http://www.state.nj.us/health/er/avianflu.shtml</a> |
| CDC/Influenza                                    | <a href="http://www.cdc.gov/flu">http://www.cdc.gov/flu</a>   |
| Centers for Disease Control and Prevention (CDC) | <a href="http://cdc.gov">http://cdc.gov</a>   |
| DHHS/Influenza                                   | <a href="http://www.pandemicflu.gov/">http://www.pandemicflu.gov/</a>   |
| Emergency Preparedness Information               | <a href="http://www.state.nj.us/health/er/index.shtml">http://www.state.nj.us/health/er/index.shtml</a>       |
| Federal Emergency Management Agency (FEMA)       | <a href="http://www.fema.gov">http://www.fema.gov</a>   |
| FEMA Online Training                             | <a href="http://training.fema.gov">http://training.fema.gov</a>   |
| HIPAA  | <a href="http://www.hhs.gov/ocr/privacy/index.html">http://www.hhs.gov/ocr/privacy/index.html</a>             |
| Medical Reserve Corps                            | <a href="http://www.medicalreservecorps.gov">http://www.medicalreservecorps.gov</a>                           |
| Morris County Office of Emergency Management     | <a href="http://www.morrisoem.org">http://www.morrisoem.org</a>   |
| Morris County Human Services                     | <a href="http://www.morrishumanservices.org/health">http://www.morrishumanservices.org/health</a>             |
| Morris County Office of Health Management        | <a href="http://www.morrishealth.org">http://www.morrishealth.org</a>   |

**Source**

**Website**

National Oceanic and  
Atmospheric Administration

<http://www.noaa.gov>

National Weather Service-  
National Hurricane Center

<http://www.noaa.gov>

NJ Department of Agriculture

<http://www.state.nj.us/agriculture>

NJ Department of Health and  
Senior Services

<http://www.NJFluPandemic.gov>

NJ Department of Human  
Services Division of Mental  
Health Services Disaster and  
Terrorism Branch

[http://www.disastermentalhealth  
nj.com](http://www.disastermentalhealth<br/>nj.com)

NJ Medical Reserve Corps

<http://www.njmrc.nj.gov>

NJ Learning Management  
Network

<https://njlmn.rutgers.edu>

Pandemic Influenza

[http://www.state.nj.us/health/  
er/pandemic.shtm](http://www.state.nj.us/health/<br/>er/pandemic.shtm)

Ready.gov

<http://www.ready.gov>

US Department of Health and  
Human Services

<http://www.hhs.gov>

World Health Organization

<http://www.who.int/en>

World Organization for Animal  
Health

[http://www.oie.int/eng/  
en\\_index.ht](http://www.oie.int/eng/<br/>en_index.ht)

## Glossary

Although lengthy, you might enjoy reading about the complex concepts involved with Crisis Management. The glossary was adapted from a federal website.

**Actual Event:** A disaster (natural or man-made) that has warranted action to protect life, property, environment, public health or safety. Natural disasters include earthquakes, hurricanes, tornadoes, floods, etc.; man-made (either intentional or accidental) incidents can include chemical spills, terrorist attacks, explosives, biological attacks, etc.

**All Hazards:** Any incident caused by terrorism, natural disasters, or any chemical, biological, radiological, nuclear, or explosive (CBRNE) accident. Such incidents require a multi-jurisdictional and multi-functional response and recovery effort.

**Area Command, Unified (UAC):** An organization established (1) to oversee the management of multiple incidents that are each being handled by an ICS organization or (2) to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed. Area Command becomes Unified Area Command when incidents are multi-jurisdictional. Area Command may be established at an emergency operations center facility or at some location other than an incident command post.

**Assignments:** Tasks given to resources within a given operational period that are based on operational objectives defined in the IAP.

**Available Training Facilities:** locations that are readily and immediately available to be utilized for NIMS training.

**Available Resources:** Staging area resources assigned to an incident, checked in, and available for a mission assignment.

**CDC:** The Centers for Disease Control is part of the US Public within the US Department of Health and Human Services, Washington, DC.

**Community Emergency Response Training:** Emergency Management training of non-medical community members in crisis response. Like, SCMRC, this is a part of the Citizens Corp, Federal Emergency Management Agency.

**Chain of Command:** A series of command, control, executive, or management positions in hierarchical order of authority.

**Check-In:** The process through which resources first report to an incident. Check-in locations include the incident command post, Resources Unit, incident base, camps, staging areas, or directly on the site.

**Command Staff:** In an incident management organization, the Command Staff consists of the Incident Command and the special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander. They may have an assistant or assistants, as needed.

**Communications Unit:** An organizational unit in the Logistics Section responsible for providing communication services at an incident or an EOC. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to support an Incident Communications Center.

**Coordinate:** To advance systematically an analysis and exchange of information among principals who have or may have a need to know information to carry out specific incident management responsibilities.

**Critical Infrastructure:** Systems and assets, whether physical or virtual, so vital to the county that the incapacity or destruction of such systems and assets would have a debilitating impact on security, economic security, and/or public health.

**Disciplines:** A group of personnel with similar job roles and responsibilities. [E.g. law enforcement, firefighting, Hazardous Materials (HazMat), Emergency Medical Services (EMS)].

**Dispatch:** The ordered movement of resources to an assigned mission or an administrative move from one location to another.

**Emergency:** any incident(s), human-caused or natural, that requires responsive action to protect life or property. A Presidential emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety.

**Emergency Incident:** An urgent need for assistance or relief as a result of an action that will likely lead to grave consequences.

**Emergency Operations Plan** The plan maintained by various jurisdictional levels for managing a wide variety of potential hazards.

**Emergency Public Information (EPI):** Information that is disseminated in anticipation of, or during an emergency. It provides situational information or directs actions to be taken by the general public.

**Evacuation:** Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

**Event:** A planned, non-emergency activity.

**Exercise:** Exercises are a planned and coordinated activity allowing homeland security and emergency management personnel from first responders to senior officials to demonstrate training, exercise plans, and practice prevention, protection, response, and recovery capabilities in a realistic but risk-free environment. Exercises are a valuable tool for assessing and improving performance, while demonstrating community resolve to prepare for major incidents.

**Federal Emergency Management Agency (FEMA)** part of Department of Homeland Security.

**Flexibility:** A principle of the NIMS that provides a consistent, flexible, and adjustable national framework within which government and private entities at all levels can work together to manage domestic incidents, regardless of their cause, size, location, or complexity. This flexibility applies across all phases of incident management: prevention, preparedness, response, recovery, and mitigation.

**Grantee:** A person/group that has had monies formally bestowed or transferred.

**Hazard:** Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

**HIPAA:** The Office for Civil Rights enforces the HIPAA Privacy Rule, which protects the privacy of individually identifiable health information, and the confidentiality provisions of the Patient Safety Rule, which protect identifiable information being used to analyze patient safety events and improve patient safety.

**Improvement Plan:** The After Action Report documents the performance of exercise related tasks and makes recommendations.

**Incident:** An occurrence or event, natural or human-caused, which requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wilderness and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

**Incident Command Post (ICP):** The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be collocated with the incident base or other incident facilities and is normally identified by a green rotating or flashing light.

**Incident Command System (ICS):** A standardized on-scene emergency management system which provides for the adoption of an integrated organizational structure. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the

management of resources during incidents. It is used for all kinds of emergencies, and is applicable to small as well as large and complex incidents.

**Incident Commander (IC):** The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

**Incident-Specific Hazards:** Anticipated events that may or may not occur that require coordinated response to protect life or property, e.g., pandemic flu, avian flu, etc.

**Interoperability & Compatibility:** A principle of the NIMS that holds that systems must be able to work together and should not interfere with one another if the multiple jurisdictions, organizations, and functions that come together under the NIMS are to be effective in domestic incident management. Interoperability and compatibility are achieved through the use of such tools as common communications and data standards, digital data formats, equipment standards, and design standards.

**Lessons Learned:** Knowledge gained through operational experience (actual events or exercises) that improve performance of others in the same discipline.

**Liaison Officer:** A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.

**Major Disaster** any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this Act to supplement the efforts of non-federal entities.

**Mitigation:** The activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident. Mitigation measures are often informed by lessons learned from prior incidents. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, flood plain buy-outs, and analysis of hazard-related data to determine where it is safe to build or locate temporary facilities. Mitigation can include efforts to educate governments, businesses, and the public on measures they can take to reduce loss and injury.

**Mobilization:** The process and procedures used by all organizations-state, local, and tribal-for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

**MCMRC:** Morris County Medical Reserve Corps.

**MCOHM:** Morris County Office of Health Management.

**National Incident Management System (NIMS):** A system that provides a consistent nationwide approach for state, local, and tribal governments; the private-sector, and non-governmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among state, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. NIMS Standard Curriculum: A curriculum designed to provide training on the NIMS. This curriculum will be built around available federal training opportunities and course offerings that support NIMS implementation. The curriculum also will serve to clarify training that is necessary for NIMS-compliance and streamline the training approval process for courses recognized by the curriculum. Initially, the curriculum will be made up of NIMS awareness training and training to support the Incident Command System (ICS). Eventually it will expand to include all NIMS training requirements including training established to meet national credentialing standards. newsletters, letters, etc.), email, or other established methods (e.g., broadcast media).

**Plain Language:** Common terms and definitions that can be understood by individuals from all responder disciplines. The intent of plain language is to ensure the clear and accurate communication of information during an incident.

**Preparedness:** The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Within the NIMS, preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certification, and publication management.

**Prevention:** Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.

**Public Information Officer (PIO):** A member of the Command Staff responsible for interfacing with the public and media or with other agencies with incident-related information requirements. The processes, procedures, and systems for communicating timely and accurate information to the public during crisis or emergency situations.

**Recovery:** The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private-sector, non-governmental, and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of

the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.

**Response:** Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and incident mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes.

**Safety Officer:** A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations and for developing measures for ensuring personnel safety.

**Span of Control:** The number of individuals a supervisor is responsible for, usually expressed as the ratio of supervisors to individuals. (Under the NIMS, an appropriate span of control is between 1:3 and 1:7.)

**Staging Area:** Location established where resources can be placed while awaiting a tactical assignment. The Operations Section manages Staging Areas.

**Standard Operating Procedures (SOPs):** A complete reference document that details the procedures for performing a single function or a number of independent functions.

**Standardization:** A principle of the NIMS that provides a set of standardized organizational structures such as the Incident Command System (ICS), multi-agency coordination systems, and public information. It also provides requirements for processes, procedures, and systems designed to improve interoperability among jurisdictions and disciplines in various areas, including: training; resource management; personnel qualification and certification; equipment certification; communications and information management; technology support; and continuous system improvement.

**Standardized Terminology:** commonly accepted language that is consistent with policies, plans, or procedures in the NIMS and NRP to facilitate multi-agency, multi-disciplinary or multi-jurisdictional communications during an incident.

**Strategic:** Strategic elements of incident management are characterized by continuous long-term, high-level planning by organizations headed by elected or other senior officials. These elements involve the adoption of long-range goals and objectives, the setting of priorities; the establishment of budgets and other fiscal decisions, policy development, and the application of measures of performance or effectiveness.

**Strike Team:** A set number of resources of the same kind and type that have an established minimum number of personnel.

**Terrorism:** Under the Homeland Security Act of 2002, terrorism is defined as activity that involves an act dangerous to human life or potentially destructive of critical infrastructure or key resources and is a violation of the criminal laws of the United States or of any State or other subdivision of the United States in which it occurs and is

intended to intimidate or coerce the civilian population or influence a government or affect the conduct of a government by mass destruction, assassination, or kidnapping.

**Threat:** An indication of possible violence, harm, or danger.

**Training:** Specialized instruction and practice to improve performance and lead to enhanced emergency management capabilities.

**Training Curriculum:** A course or set of courses designed to teach personnel specific processes, concepts, or task-oriented skills.

**Tribal:** Any Indian tribe, band, nation, or other organized group or community (including any Alaskan Native Village as defined in or established pursuant to the Alaskan Native Claims Settlement Act) that is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians.

**Unified Area Command (UAC):** A Unified Area Command is established when incidents under an Area Command are multi-jurisdictional. (See Area Command.)

**Unified Command (UC):** An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single IAP. Unit: The organizational element having functional responsibility for a specific incident planning, logistics, or finance/administration activity.

**Unity of Command:** The concept by which each person within an organization reports to one and only one designated person. The purpose of unity of command is to ensure unity of effort under one responsible commander for every objective.

**Volunteer:** For purposes of the NIMS, a volunteer is any individual accepted to perform services by the lead agency, which has authority to accept volunteer services, when the individual performs services without promise, expectation, or receipt of compensation for services performed.

## Confidentiality Statement

Due to the nature of services of the Morris County Medical Reserve Corps (MRC), you may process information that is confidential and not public record. For that reason you are asked to sign a confidentiality statement indicating that you will keep information to which you have access confidential and not discuss it with anyone other than the staff person with whom you are working.

### CONFIDENTIALITY PLEDGE

I realize that, as a volunteer with the Morris County Medical Reserve Corps, I may acquire knowledge of confidential information from files, case records, missions, conversations, etc. I agree that such information is not to be discussed or revealed to anyone not authorized to have the information

I, \_\_\_\_\_ certify that I have read the above statement and agree to comply with the terms.

---

**Signature**

**Date**

Return to: Cindie Bella, R.N., B.S.N.  
Medical Reserve Corps Coordinator  
PO Box 900  
Morristown, NJ 07963  
973-631-5491  
973-631-5490 fax  
cbella@co.morris.nj.us

## Photo Release Form

Morris County Medical Reserve Corps  
P.O. Box 900  
Morristown, NJ 07963

### Permission to Use Photograph

I grant to Morris County Medical Reserve Corps, its representatives and employees the right to take photographs of me and my property. I authorize Morris County Medical Reserve Corps, its assigns and transferees to copyright, use and publish the same in print and/or electronically.

I agree that Morris County Medical Reserve Corps may use such photographs of me with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and Web content.

I have read and understand the above:

Signature \_\_\_\_\_

Printed name \_\_\_\_\_

Organization Name (if applicable) \_\_\_\_\_

Address \_\_\_\_\_

Date \_\_\_\_\_

Signature, parent or guardian \_\_\_\_\_  
(if under age 18)

Return to: Cindie Bella, R.N., B.S.N.  
Medical Reserve Corps Coordinator  
PO Box 900  
Morristown, NJ 07963  
973-631-5491  
973-631-5490 fax  
cbella@co.morris.nj.us

## Receipt of Handbook

I have received a copy of the Morris County Medical Reserve Corps Handbook. I have read and understood the policies and information in it and agree to abide by these policies during my volunteer term.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Return to: Cindie Bella, R.N., B.S.N.  
Medical Reserve Corps Coordinator  
PO Box 900  
Morristown, NJ 07963  
973-631-5491  
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