

*medical  
reserve  
corps*

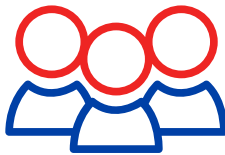


**Williamson County**

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# **VOLUNTEER HANDBOOK**

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**SERVICE - TEAMWORK - LEADERSHIP**



Williamson County and Cities Health District



## **Williamson County**

# **WELCOME**

The Williamson County and Cities Health District welcomes you as a volunteer of the Williamson County Medical Reserve Corps (WilcoMRC). We hope your association with the WilcoMRC will be a positive experience. This handbook has been designed to familiarize you with the WilcoMRC and to serve as a guide to the operation and procedures of the volunteer program.

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## ABOUT THE MRC

Following September 11th 2001, it became clear that there was not an effective process to coordinate thousands of well-meaning volunteers wishing to assist at emergency and disaster events. In 2002, the office of the U.S. Surgeon General announced the formation of the Medical Reserve Corps (MRC) Program. The overall goal of this national program is to establish teams of local volunteer medical professionals to contribute their skills and expertise during times of community need, such as an influenza pandemic, a chemical spill, or an act of terrorism in a well-planned, organized manner.

The Williamson County Medical Reserve Corps (WilcoMRC) was formed in 2007 and consists of trained medical, non-medical, public health, and other volunteers. WilcoMRC is coordinated by the Williamson County and Cities Health District (WCCHD).

### Purpose

- Create an organizational structure to match volunteers' skills and knowledge with community needs
- Expand the capacity and ability to respond to local health needs and emergencies in Williamson County
- Create a credentialed and knowledgeable team that is trained and ready to be activated during emergencies
- Promote and educate communities on public health, safety, and healthy lifestyles
- Encourage health professionals and community members to serve and volunteer within the community

### Goals

- Provide public health training opportunities that enhance knowledge, develop skills, and support the community
- Create, promote, and foster an environment that values development and diverse opportunities for all volunteers
- Provide tools and resources to effectively meet community needs

## Structure

- **Unit Leader:** Coordinates the unit's policies, procedures, and best practices and assures that the unit follows all federal, state, and local laws. Oversees development, management and evaluation, external relations, and volunteer management.
- **Lead Volunteer:** Responsible for co-coordinating specific activities or projects with Unit Leader. Liaison with other volunteers and external partners, supporting volunteers and ensuring activities are appropriate, and delivered effectively and safely. Time commitment: 2 hours/month
- **Volunteer:** Community members who are provided opportunities to serve the community within their scope of practice, training and experience. Time commitment: 2 hours/bi-monthly

## Minimum Requirements

- Citizen of the United States or legal/registered alien
- 18 years of age or older
- Current Williamson County mailing address and contact information
- Current professional licensure information (for medical professionals)
- Able to stand for long periods of time
- Able to authorize and pass a felony background check
- Able to receive preventive care, immunizations, and medical countermeasures as required
- Agree to be available in the event of an emergent public health need

## BENEFITS OF VOLUNTEERING

As a WilcoMRC volunteer you will:

- Serve alongside your fellow community members
- Be part of a team and grow your social network
- Participate in activities and initiatives that strengthen public health
- Have access to free online trainings (valid for CEUs)
- Establish yourself as part of a growing team
- Network with medical, public health and emergency management professionals



- Learn about:
  - Personal preparedness safety during emergencies
  - Local emergency response protocols
  - Incident Command Systems
  - Shelter Operations
  - Points of Dispensing

Volunteers are classified as either medical or non-medical personnel:

- **Medical:** volunteers who are medical professionals with a *current and validated* Texas Medical Board licensure
- **Non-Medical:** volunteers who are non-medical professionals, medical professionals with expired licensures, or public health professionals.

## Training

Through an online training resource, WilcoMRC volunteers will receive access to thousands of public health and preparedness courses from nationally recognized providers. These courses are offered in the form of web-based learning, on-site learning, and satellite broadcasts. WilcoMRC volunteers can access courses at [www.mrc.train.org](http://www.mrc.train.org). All training certificates should be sent to the Unit Leader.

## Interest Tracks

WilcoMRC volunteers are encouraged to join, participate, and engage in an interest track. The following tracks are currently available:

### Leadership

- Give input, support, and participate in the decision-making process
- Focus on organization growth and viability
- Assist with evaluations, planning, delivery, education, and other activities

### Promotions

- Promote WilcoMRC via community engagement and collaboration
- Identify recruitment opportunities
- Assist with volunteer retention

### Logistics

- Assist with planning all WilcoMRC related events, trainings, and exercises.
- Ensure the delivery of effective volunteer trainings, and monitor the MRC training curriculum, performance, and annual event calendar
- Educate volunteers interested in becoming trainers

## YOUR FIRST 30 DAYS

1. Visit [www.wcchd.org](http://www.wcchd.org) to complete registration forms
2. Complete required trainings and submit certificates to Unit Leader
3. Submit medical licensure or credentialing to Unit Leader (if applicable)
4. Attend orientation and receive identification badge\*

\*Volunteers are required to wear WilcoMRC badge to all activities.



## Policies and Code of Conduct

All WilcoMRC volunteers are expected to abide by the WCCHD Code of Conduct and WCCHD policies while performing a volunteer assignment on behalf of WCCHD. Volunteers who do not abide by the Code of Conduct may be subject to disciplinary action. WilcoMRC volunteers can review policies at [www.wcchd.org](http://www.wcchd.org).

## VOLUNTEER ACTIVATION

**Emergency Activation:** WilcoMRC volunteers will be notified via an emergency notification system. Volunteers will be informed of the nature of the emergency, expectations during response, designated areas to report, and a point of contact. WilcoMRC volunteers will be given duties according to skills, abilities, training, experience, credentialing/licensure (if applicable), and comfort level.

During large emergency responses, opportunities may arise for volunteers to deploy to areas outside of Williamson County to assist with response and recovery.

**Volunteer emergency activities may include:**

- Point of medicine dispensing operations
- Shelter operations
- First-aid stations
- Data collection
- Family assistance center support
- Drug and medical device safety promotion
- Post-disaster outreach and evaluation/door-to-door surveys

**Volunteers are encouraged to be:**

- Flexible to meet the demands of the day, hour, or shift
- Self-sufficient in providing their own transportation, meals, water, and other necessities
- Agreeable to assist in any way possible, as training, experience, and/or credentials allow



**Non-emergency activities:** WilcoMRC volunteers will be notified via email of opportunities to participate in:

- Vaccination clinics (flu, back-to-school immunizations)
- Basic life support training presentations
- Volunteer recruitment events
- Public awareness campaigns (public health information and assistance to the community)
- Public health education events and presentations
- Public health emergency preparedness



The Williamson County Medical Reserve Corps (WilcoMRC) was formed in January 2007 and consists of trained medical, public health, and other volunteers. The program is coordinated by Williamson County and Cities Health District.

### **Vision**

Volunteers supporting Healthy, Prepared, and Resilient Communities

### **Mission**

WilcoMRC prepares and engages volunteers to support ongoing public health initiatives and respond to public health emergencies

### **Values**

*Service* – We are compassionate, selfless and respectful

*Teamwork* – We are spirited and committed to collaborations

*Leadership* – We lead by example, inspire others to action, and provide direction



**Williamson County and Cities  
Health District**

[www.wcchd.org](http://www.wcchd.org)

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