



Medical Reserve Corps of Southern Nevada

Standard Operating Guidelines

The following guidelines are part of a living document open to updates and revisions as deemed appropriate.

The Medical Reserve Corps of Southern Nevada (MRC) is a community-based civilian volunteer program that engages healthcare professional and other volunteers to strengthen public health, emergency response, and community resiliency. The MRC is housed by the Southern Nevada Health District.

Service Area

The Medical Reserve Corps of Southern Nevada supports the mission of the Southern Nevada Health District, “To assess, protect, and promote the health, the environment, and the well-being of Southern Nevada communities, residents, and visitors.”

Who May Volunteer for the MRC

- Active, inactive or retired licensed health care professionals in good standing
- Licensed veterinary professionals
- Licensed/certified mental health professionals
- Public health professionals
- Community members without formal medical training who are willing to provide administrative and other essential support functions

Applicants are required to be in good health, at least 18 years of age, and legally able to work in the United States. Prior to receiving volunteer and training opportunities, prospective volunteers must complete application requirements. Volunteers who serve at SNHD sites must be vaccinated for COVID-19.

Benefits of Volunteering with the MRC of Southern Nevada

- Affiliation with a national agency dedicated to promoting healthy living and community resilience
- Satisfaction from supporting our community’s public health structure
- Access to free training opportunities
- Volunteers deployed in a declared emergency may receive prophylaxis during their shift, when appropriate and available.
- Gain knowledge of local and national emergency management procedures
- Opportunity to meet and help others

Commitment

The success of the Medical Reserve Corps of Southern Nevada is based on the availability of its volunteers. Potential volunteers are asked to carefully consider any limitations (i.e. family, work commitments) that may interfere with their availability prior to applying.

During an emergency, volunteers may be requested for a time that interferes with their work schedule. Volunteers are encouraged to inform their employer that they are an MRC volunteer in advance and understand their employer's policies related to time off to volunteer during an emergency. Non-emergency volunteer activities are performed in accordance with the volunteer's schedule and should not interfere with a volunteer's regular employment.

Volunteers agree to advise the program coordinator if:

- They will be out-of-town or otherwise unavailable for periods of two weeks or more
- Circumstances have changed, and they are no longer available to volunteer with the MRC

Examples of Potential Duties

Emergency activities:

- Augment medical and support staff shortages
- Staff points of dispensing for mass medication distribution
- Support surveillance and notification efforts
- Staff volunteer staging areas

Steady-state activities:

- Support staffing at SNHD
- Promote public health campaigns, including administration of vaccine
- Staff first aid stations at community events*
- Provide health screenings
- Distribute health and emergency preparedness information
- Participate in exercises and drills
- Train to the MRC Core Competencies and expectations of SNHD

Recruitment/Credentialing

The Medical Reserve Corps of Southern Nevada program coordinator, with support from the Southern Nevada Health District's Office of Public Health Preparedness, facilitates the recruitment and management of MRC volunteers. Credentials of licensed and certified medical volunteers are confirmed through their respective boards or agencies prior to acceptance to the program. All prospective volunteers must agree to a personal background check.

Expectations of MRC Volunteers:

- If applicable, maintain professional licensure and/or certification in good standing
- Participate in local disaster training exercises and drills
- Contribute time to a minimum of one MRC activity per year
- Keep personal information updated in the www.servnv.org database or by contacting the program coordinator
- Participate in quarterly telephonic call-down drill
- Maintain a high standard of moral and ethical conduct
- Report injuries or illnesses that occur during a deployment or exercise immediately
- Respect the chain of command regardless of position assigned
- Fulfill your volunteer commitments

How to Apply

Individuals interested in applying to volunteer with the MRC must:

- Apply on-line at www.servnv.org, or
- Contact the program coordinator to apply over the phone

To be eligible for volunteer and training opportunities, potential MRC volunteers must complete the following requirements:

- Pass a criminal background check
- Complete the Incident Command System IS-100, and National Incident Management System IS-700 courses
- Sign HIPAA Confidentiality Agreement, Assumption of All Risk, and Media Release forms
- Training curriculum determined by SNHD Human Resources, usually to include such courses as HIPAA and emergency evacuation.

Required Training

All MRC volunteer applicants are required to complete the following two on-line courses:

IS-100: Introduction to Incident Command System

IS-700: National Incident Management System

These classes are available free of charge on the FEMA website

<https://training.fema.gov/nims/>

The Incident Command System (ICS) is a management model for command, control, and coordination of emergency response activities. It employs a management structure with defined responsibilities, clear reporting channels, and common terms that are important for MRC volunteers to understand.

The National Incident Management System (NIMS) is a core set of doctrines, principles, terminology, and organizational processes developed by the Department of Homeland

Security for planning and response to any emergency event on the local, regional, state, and national levels. This consistent, nation-wide approach allows “Federal, State and local governments to work together effectively and efficiently to prepare for, respond to, and recover from domestic incidents of any size, cause, or complexity.”

SNHD requires all workforce members, including volunteers, to complete a set of online training modules. The MRC Program Coordinator will set up a training account after completion of all other requirements.

When the volunteer is scheduled for deployment, they will receive a volunteer photo ID badge and uniform shirt or vest (if available).

Other Training

Approved and active volunteers can attend MRC trainings at no cost. Active volunteers have volunteered at least once in the last 12 months.

The Southern Nevada Health District has written the MRC into its plans related to mass dispensing/prophylaxis and will depend on volunteers to augment health district staff at mass dispensing sites called PODS (Points of Dispensing). MRC volunteers are given the opportunity to participate in **POD Training**, which covers deployment, staging, the facility footprint, and functional roles.

All MRC volunteers are strongly encouraged to be certified in **CPR and basic first aid** from a recognized provider (i.e. American Red Cross or American Heart Association). The health district offers initial and renewal American Heart Association CPR and Basic First Aid for the Health Professional to active, approved volunteers at no cost.

Medical volunteers must attend bloodborne pathogen training to be eligible for duties with the potential for exposure, such as first aid, vaccinations, or blood draws. They must send proof of attendance to the program coordinator or attend the SNHD course.

Other MRC trainings may include Psychological First Aid, Staging Area Training, and other trainings aligned with SNHD and MRC goals.

Safety Considerations

Vaccination for Hepatitis B, Tetanus, and seasonal flu is highly recommended. Vaccination for COVID-19 is required for all SNHD and hospital deployments.

Hepatitis B virus is spread through contact with blood and body fluids of infected individuals. Hepatitis vaccines are available to MRC volunteers at SNHD. SNHD will bill the volunteer’s insurance and MRC may cover the copay, if funds are available. Medical volunteers must provide a copy of their vaccination record to the MRC program coordinator or decline hepatitis B vaccinations, in accordance with OSHA, the SNHD Exposure Control Plan, and bloodborne pathogens training.

The Southern Nevada Health District and the MRC make every attempt to reduce risks through training, education, and use of universal precautions. In addition, volunteers will only be matched to positions for which they have the skills and qualifications to safely fulfill. However, unanticipated issues may present during a public health emergency or non-emergency. MRC volunteers agree to assume their own risk as a

volunteer and are required to sign a Volunteer Assumption of All Risks statement as part of their application process. The volunteer will immediately report any incidents, accidents, or injuries to the program coordinator.

Volunteers must abstain from alcohol or drug use while volunteering.

Volunteers may not carry or possess dangerous weapons while volunteering or on Health District property. Dangerous weapons include, but are not limited to, firearms, offensive style knives such as daggers or butterfly knives, machetes, nunchaku, or any device, instrument, material, or substance, animate or inanimate, that is used for, or is readily capable of, causing death or serious bodily injury.

Legal Considerations

Potential MRC volunteers must pre-register through the SERV-NV website and be accepted as a volunteer at the Southern Nevada Health District. Although volunteers are not Southern Nevada Health District employees, they will be deemed to be such for purposes of Nevada Revised Statute (NRS) Chapter 41 and the Volunteer Protection Act of 1997, both of which protect Volunteers from liability for injury or damage to others caused by some acts done by them in the course and scope of the duties assigned.

Additionally, pursuant to NRS 414.110, volunteers who participate in the management of an emergency incident will not be held responsible for injury, death, or property damage caused while complying with the activities defined under NRS 414.110. Exceptions include acts of willful misconduct, gross negligence, and bad faith.

Volunteers may not operate a personal vehicle or vehicle owned by the Southern Nevada Health District in the performance of their volunteer duties unless specifically authorized in writing by the SNHD Division Director or District Health Officer.

All volunteers are required to read and sign a HIPAA confidentiality Agreement as part of their application process, which will be retained in their file. Additional HIPAA training may be required, depending on assignment.

Dismissal Policy

The Southern Nevada Health District reserves the right to terminate the volunteer's services for any reason, with or without notice. **Self-deployment of an MRC volunteer is strictly prohibited and is grounds for dismissal.** Self-deployment is defined as presenting at the site without being assigned there by the MRC program coordinator.

Badging/Identification/Dress Guidelines

Medical Reserve Corps of Southern Nevada volunteers are identified and clearly recognizable by health district staff, staging area personnel, and response partners by means of the following:

- The volunteer will present a photo badge bearing the Southern Nevada Health District and MRC logos as well as the volunteer's name, professional title, and license/certification number.

- All volunteers will carry a second form of photo identification (e.g., driver's license). In addition, health care professionals will carry proof of licensure or certification.
- Volunteers must maintain a professional appearance. If funding allows, the program may provide a uniform shirt, vest, or other identifying apparel at no cost to MRC Volunteers who have completed all requirements and are scheduled to volunteer. The volunteer will wear the uniform when volunteering only and will keep it clean and tidy. If no uniform shirt is available, dress code is business casual with no slogans or graphics visible.

The volunteer will wear the MRC uniform, if issued, and full or Capri length pants that are neat and offer a professional appearance. Shorts are not allowed, except for long shorts at community outdoor events only, and with approval from MRC Coordinator. Closed-toe shoes are always required unless specified by the MRC Coordinator.

Emergency/Disaster Deployment

The MRC program coordinator or designee directs the activation and assignment of volunteers following a request and approval by the District Health Officer or designee. Volunteers will be offered assignments within their skill level and for which they are properly trained and equipped. However, volunteers may be assigned to positions that do not utilize their professional capacity, depending on site needs and available volunteers. All positions are important, and volunteers must accept the position to which they are assigned.

In an emergency, MRC may communicate with volunteers via an automated **Emergency Notification System**. This phone system is programmed with each volunteer's telephone number (cell or home). Tests of this system are performed quarterly, and volunteers are expected to answer the test call and follow the prompts to hear the message.

Messages from the system may include any or all of the following:

- An alert that a situation may require MRC activation.
- Facts, as known, of an event.
- The type of skills that are or may be needed to support the request.
- Advice to check email for additional details and instructions.

If activation is required, available volunteers with skills to meet the need of the response will receive detailed information and be directed where to report. **Self-deployment of an MRC volunteer is strictly prohibited and is grounds for dismissal.** Self-deployment is defined as presenting at the site without being assigned there by the MRC program coordinator.

At a Staging Area or on Location

Check-in and role assignment procedures may vary based on the details of the event. Generally, an MRC volunteer will go through the following process when arriving at a staging area or response location:

- Report to the staff/volunteer registration area

- Present official MRC photo badge and possibly one other form of photo ID
- Sign-in
- Participate in a brief site orientation or safety briefing
- Be assigned a position, if not already assigned
- Be assigned to a supervisor, from which they will take direction and report any issues, including changes in schedule, illness, or injury. The supervisor will schedule breaks.
- Receive just-in-time training, if necessary
- Be given PPE (Personal Protective Equipment) and training, if required
- If prophylaxis is available:
 - Complete a medical screening form
 - Receive prophylaxis

Shifts

Large-scale emergencies involving extended operations may require multiple shifts to cover 24-hour operations. Volunteer shifts will not exceed twelve (12) hours.

Volunteers must have a minimum of 12 hours between shifts.

Upon completion of a shift, volunteers will:

- Return to the staff/volunteer registration area to sign-out
- Advise if they are available for redeployment (if necessary)
- Receive a debriefing, if necessary

Demobilization

Volunteers will assist with demobilization procedures if the site closes or moves during their shift.

Non-Emergency Assignments

Exercises

MRC volunteers will be asked to participate in exercises to support SNHD and other local governmental or community agencies. This participation is particularly important, as it prepares the volunteer for a potential emergency assignment and strengthens the unit's role in the emergency management community.

SNHD Support

MRC volunteers may staff support positions at SNHD, such as vaccinations, customer service, and other roles.

Health Screenings

Qualified MRC volunteers may staff health-screening stations (e.g., blood pressure checks) at local events sponsored by agencies that support our community. Volunteers interested in providing this support must hold a current Nevada medical, nursing, or EMS provider license.

First Aid Stations

Qualified Medical Reserve Corps of Southern Nevada (MRC) volunteers may staff basic first aid stations at local events sponsored by agencies that support our community.

Volunteers interested in providing this support must:

- Be currently certified in first aid and CPR from a recognized group (i.e. American Heart Association or American Red Cross).
- Hold a current Nevada medical, nursing, or EMS provider license or certification in good standing.
- Be proficient in the administration of basic first aid.
- Have completed bloodborne pathogens training.
- Provided proof of hepatitis B vaccination or signed a declination of vaccination.

Anyone requesting basic first aid treatment from a first aid station staffed by MRC volunteers must:

- Be alert and oriented to person, place, time and events
- Exhibit
 - ***No** suggestion of drug, alcohol or other substance usage/abuse
 - ***No** suggestion of psychological/psychiatric problems
 - **No** head injury (including loss of consciousness or altered mental status)
 - **No** acute pain not the result of an injury, i.e., chest, abdominal or back pain
 - **No** spinal injury
- Be able to communicate adequately and appear to understand what is being communicated to him/her
- Present with an injury where the mechanism of injury is very low risk for significant injury

*Volunteer will contact security or the onsite person in charge and the MRC program coordinator if the person is disruptive or appears to be a danger to themselves or others. Volunteer will report any instances of alcohol or drug use at an event to the MRC program coordinator immediately.

The treating volunteer will record the client's medical history, vitals, treatment, and follow-up instructions on the Assessment Form located in every first aid kit. The volunteer will retain the form, give the carbon copy to the client, and give the original to the program coordinator at the end of the shift.

Volunteer will call 911 for anyone with injuries exceeding the volunteer's capabilities, asking to be transported to a medical facility, or presenting with any of the following conditions:

- Uncontrolled bleeding
- Head injury
- Spinal injury

- Chest or abdominal pain
- Unconsciousness
- Severe allergic reaction
- Altered vision or mental status
- Seizure
- Diabetic emergency
- Any other apparently significant injury

If the person exhibits any of these conditions and refuses medical help, the volunteer will note this on the assessment form and notify the MRC program coordinator and onsite security or person-in-charge.

Staffing:

- Staffing is based on the event and number of participants, with a minimum of one volunteer per shift and location who meets the first aid volunteer requirements outlined in this policy.
- Volunteers are required to display their MRC identification badge, carry another form of photo ID, and wear the uniform, if provided.

First Aid Station Set-Up:

- All first aid stations are to be set up in an area that is safe for the volunteer and anyone being treated. If at any time the area becomes unsafe, the volunteer is to gather first aid equipment, move to a safe area, and notify the MRC program coordinator immediately.
- Supplies/equipment will be delivered to first aid stations by the MRC program coordinator or their designee, unless prior alternate arrangements were made.
- All volunteers will sign in and sign out. If a sign-in sheet is unavailable, volunteers will document time served in an email to the MRC program coordinator after the shift.
- Qualified volunteers use the approved, provided first aid supplies exclusively, including an AED. Volunteers may not bring other supplies.
- Only approved MRC volunteers may use the first aid equipment.

Communications

MRC members are expected to maintain current information in their SERV-NV account *and* to notify the program coordinator of any changes to their contact information.

Messages from MRC may contain information not readily available to the public due to logistical or security concerns. Any communications and notifications from MRC are considered For Official Use Only (FOUO) and are to be kept in confidence and not posted on social media, forwarded to friends or others, shared, or otherwise published.

Media Relations

MRC volunteers are not to record photos, video, or audio unless authorized by the program coordinator. During emergency deployments, use of personal cell phones may be restricted or prohibited. Posting or sharing photos, video, or audio from MRC

activities must be approved by the program coordinator. MRC volunteers must defer all media inquiries to the onsite person-in-charge (e.g., POD Manager) or the SNHD Office of Communications.

Transportation

MRC volunteers are responsible for providing their own transportation to and from volunteer activities. During a large-scale emergency, transportation may be provided from a staging area to the assigned location.

Possible Tax credits for volunteering with the Medical Reserve Corps

Volunteers in the United States may receive tax deductions from the federal government for some costs associated with volunteering (e.g. mileage). These deductions apply only to unreimbursed expenses and you must itemize. When volunteers drive their own vehicles to carry out volunteer duties, including trips to and from the volunteer service location, the IRS permits a per-mile deduction plus parking and tolls. MRC volunteers who want a tax deduction should keep good records and ask their tax preparation specialist for information on deducting volunteer expenses. For more information, please visit <https://www.irs.gov/publications/p526/>.

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