

Capital Area



**VOLUNTEER HANDBOOK**





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## Welcome

Dear Capital Area Citizen Corps Volunteers,

On behalf of the Capital Area Citizen Corps Council, welcome and thank you for joining our volunteer team.

The Capital Area Citizen Corps Council covers the City of Concord, Towns of Allenstown, Andover, Boscawen, Bow, Bradford, Canterbury, Chichester, Deering, Dunbarton, Epsom, Henniker, Hillsborough, Hopkinton, Loudon, Northwood, Pembroke, Pittsfield, Salisbury, Washington, Warner, Weare, Webster, and Windsor New Hampshire.

Volunteers are needed to donate their time and talents to help local citizens in major emergencies and/or disasters, as well as support local health initiatives. We need volunteers to accomplish all of our goals. Thank you so much for making the Citizen Corps part of your volunteer activities.

This handbook was created to provide you with information that will help to maximize your volunteer experience. Please take the time to read through it and refer back to it as questions arise.

Always feel free to contact the Capital Area Citizens Corp for additional information or to pass along suggestions or comments. The Capital Area Coordinators can be reached by e-mail at [Volunteer@CapitalAreaPHN.org](mailto:Volunteer@CapitalAreaPHN.org) or by phone at 224-2595 Ext 222.

Sincerely,

*The Capital Area Citizen Corps Council*

## About This Handbook

Your enrollment and orientation are important first steps to an exciting and rewarding volunteer experience, which offers a variety of opportunities to serve your community. The following pages describe the benefits to our volunteers, in addition to 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, and/or job action sheets (JAS) 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 603-224-2595 Ext 222

Having read the handbook, please sign and return the documents in Appendix C, D and E to the office at:

**Capital Area Public Health Network  
125 Airport Road, Suite #3  
Concord, NH 03301**

We wish you a rewarding experience as a Volunteer Member of Capital Area Citizen Corps.

## **History of Citizen Corps Medical Reserve Corps & Community Emergency Response Teams**

### **Uniting Communities - Preparing the Nation**

In his 2002 State of the Union Message, President George W. Bush called on all Americans to offer meaningful volunteer service in their communities. 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.

When possible, MRC and CERT units collaborate with their local Citizen Corps Council to better protect, prepare, and serve their communities. Other components of Citizen Corps include the programs USA on Watch, Volunteers in Police Service (VIPS), and Fire Corps. Citizen Corps, along with AmeriCorps, Senior Corps, and the Peace Corps are part of the President's USA Freedom Corps, which promotes volunteerism and service throughout the nation.

Sponsored by the Office of the Surgeon General, the Medical Reserve Corps (MRC) is a network of community-based units initiated and established by local organizations to meet the public health needs of their communities. The Medical Reserve Corps (MRC) is a national network of volunteers, organized locally to improve the health and safety of their communities. MRC volunteers include medical and public health professionals, as well as other community members without healthcare backgrounds. MRC units engage these volunteers to strengthen public health, improve emergency response capabilities and build community resiliency. They prepare for and respond to natural disasters, such as wildfires, hurricanes, tornados, blizzards, and floods, as well as other emergencies affecting public health, such as disease outbreaks. They frequently contribute to community health activities that promote healthy habits

The Community Emergency Response Team (CERT) program was started in the mid 1980's by the Los Angeles, California Fire Department following a severe wildfire and major earthquake. In 1993, The Federal Emergency Management Agency (FEMA) established a National CERT program. FEMA recognized that in medium and large-scale disasters and emergencies the First Responders could be overwhelmed and that it was necessary to have trained community volunteers capable of assisting in response and recovery efforts. Since the 1990's FEMA has suggested that CERT's take an active role in preparing citizens and communities in disaster and emergency preparation.

The Capital Area Citizen Corps is sponsored by the Capital Area Public Health Network (CAPHN), with the support of Granite United Way and shares the common goal of helping our community partners prevent, prepare for and respond to disasters, pressing public health needs and emergencies of all kinds.

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

# Capital Area Citizen Corps

## About

The Capital Area Citizen Corp is comprised of a MRC and CERT team. This volunteer organization is made up of medical and non-medical people who are committed to working in the community during disasters and public health events which can be both emergency and non-emergency. The 24 municipalities within the Capital Area are the focus of our work; however, that does not prevent members from being deployed to other areas, if assistance is needed. The Capital Area Citizen Corps maintains a cadre of volunteers that work to provide assistance to towns and organizations. They are prepared to assist in taking care of themselves, their families, their neighborhoods, their communities, and the region during declared and non-declared emergencies and disasters. We will also provide a community outreach program that will prepare individuals and communities for emergencies and disasters. Volunteers may be available for assistance during non-emergency community events and functions such as health initiatives.

## Objectives

- Recruit, enroll and maintain a group of medical and non-medical volunteers sufficient to support:
  - Staffing mass vaccination/mass prophylaxis sites in The Capital Region.
  - Staffing Regional shelters
  - Support individuals, communities, community groups and businesses devoted to the preparation for, response to and recovery from disasters and emergencies.
- Develop and maintain a framework to match volunteers' skills with the community's needs.
- Provide opportunities for volunteers to assist with public health awareness campaigns.
- Deliver comprehensive training opportunities to volunteers through simulation exercises, classroom training and access to online education resources.
- Foster a culture of acceptance, recognition of the value of volunteers, and utilization of volunteer staffing throughout the capital region.
- Create a framework of support that will sustain the Citizen Corps over time.

## Mission Statement

The mission of the Capital Area Citizen Corps is to harness the power of every individual through education, training, and volunteer service to make our community safer, stronger, and better prepared to respond to the threats of natural disasters, public health issues and emergencies of all kinds.

## **Benefits to the Community**

Major local emergencies can overwhelm the capability of first responders, especially during the first 12-72 hours. Having volunteers 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 Citizen Corps means that volunteers can effectively respond to an emergency. They are familiar with their community's response plan, know what materials are available for their use, know who their partners are in the response, and know where their skills can be utilized to their best advantage and in a coordinated manner.

The Capital Area Citizen Corps provides workshops, seminars, and other forums to individuals, civic, education, religious, and business groups in a community so that they can perform effectively, efficiently, and responsibly prior to, during, and after an emergency and/or disaster.

## **An Organized Team Approach**

During an emergency, communities will activate their Local Emergency Operations Plans (LEOP). These plans define how emergency personnel (fire, law enforcement, and emergency medical services) will respond to and manage the emergency.

The Citizen Corps is linked to emergency management. The members of the Citizen 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 will be a positive support structure for the first responders.

## Background

In January 2015 The Capital Area Citizen Corps was formed. This was a union of the Capital Area Citizen Corps unit that was formed February 4th 2009 and the Capital Area CERT team. This program has been integrated into the local emergency management response system as a resource for the local communities. The volunteer pool consists of medical and non-medical professionals within and beyond the City of Concord, Towns of Allenstown, Andover, Boscawen, Bow, Bradford, Canterbury, Chichester, Deering, Dunbarton, Epsom, Henniker, Hillsborough, Hopkinton, Loudon, Northwood, Pembroke, Pittsfield, Salisbury, Washington, Warner, Weare, Webster, and Windsor New Hampshire.

It is the least expected and most unpredictable disasters that can devastate a community. During and after any major disaster, emergency response services are not likely to be able to respond immediately to everyone's needs. It could be several days before vital services are restored. As part of a trained Citizen Corps volunteer group, you can be prepared to assist yourself, your family, friends, neighbors, etc.

The Capital Area Citizen Corps has developed its program by:

1. Recruiting medical and non-medical volunteers from local hospitals, EMS, public health, and the community;
2. Creating a database containing all volunteer information, including credentials, contact information, etc.;
3. Providing orientation, core competencies, and training programs for volunteers; and
4. Creating partnerships with Emergency Management, Fire & Police First Responder Organizations, and the NH Department of Health and Human Services, and NH Homeland Security Emergency Management and the New Hampshire Fire Standards Training and Emergency Medical Services.
5. Promulgating a Steering Committee.
6. Operating under the guidance of the Citizen Corps fundamentals of both the State and Federal governments

# General Information



## **Length of Service**

There is no binding agreement regarding a volunteer's length of service with the Capital Area Citizen Corps. However, because of the investment of time, training and resources that the Citizen Corps will dedicate to each volunteer, it is hoped that prior to joining, potential volunteers consider whether they will be able to participate in the Citizen Corps program and complete the core training plan and being an active participant after training. Capital Area Citizen Corps' goal is for core competencies to be completed within one year

## **Volunteer Assignments**

Assignments will be provided before or during activation. An assignment will outline the general and specific duties that will be expected of the volunteer during a deployment. It should also outline the training requirements needed to carry out assigned duties. If for any reason a volunteer does not feel qualified to carry out a specific task, the Citizen Corps Coordinator should be notified immediately.

Assignments will be based on need, interest, training and verification of credentials. The Citizen Corps will work closely with the local Health Officers, Emergency Managers, community leaders, community organizations and other local state and federal officials as the event requires.

## **Credentialing**

Volunteer applications shall be submitted to the Capital Area Citizen Corps Coordinator for approval and credential verification. Copies of licenses, certifications, etc. are to be provided to the Coordinators in order to complete the application process. It is the responsibility of the volunteer to provide updated license and/or certification information as changes occur. All volunteer shall register with NH Responds. Capital Area Citizen Corps utilizes this for "real-time" credentialing of our volunteers.

## **Identification**

The Capital Area Citizen Corps will issue identification badges to each volunteer. An appointment can be made with the Citizen Corps Coordinator to have their picture taken. All volunteers must wear their badges and keep them visible during any activation. Badges remain the property of the Capital Area Citizen Corps, and must be returned upon termination of volunteer membership. Badges will be issued upon acceptance to the unit.

## **Immunizations**

It is recommended that all volunteers who may be working with patients/disaster victims have current immunizations, including tetanus, influenza, and hepatitis B.

## 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. The Capital Area Citizen Corps will have regular meetings, participate in training, and local drills to ensure maximum emergency preparedness.

While understanding that time constraints and scheduling conflicts will arise, it is anticipated that Citizen Corps volunteers will follow the basic training plan referred to in this handbook. The training is geared specifically to address emergency situations that our volunteers may encounter when responding to either a man-made or natural disaster and are designed to build upon the volunteer's existing expertise in their own field.

The Capital Area Citizen Corps promotes some basic, but essential, core competencies that are critical components to having a trained and ready volunteer force. Citizen Corp volunteers must have appropriate education, training, and experience to fulfill their role as a volunteer. Not all members of the Citizen Corps unit will need the same level of education and training, although there are some common elements.

Volunteers can only be as helpful as to the extent that they have prepared their families and homes in advance for emergency situations. 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. One of the core competencies offered is Personal Preparedness and Family Readiness. Other sources of information on preparedness include your local Public Health Department, Department of Emergency Management, [www.fema.gov](http://www.fema.gov) and <http://www.nh.gov/readynh/families/index.htm>.

Ongoing and continuing education is encouraged and supported for all volunteers.

**Maintaining readiness is an important part of our preparedness, all volunteers are required to attend four (4) events per year to remain an active member. An event is considered as a meeting, community event, exercise, emergency deployment or training. Those failing to maintain readiness or complete the proper training requirements risk being eligible for deployment.**

## Training

Volunteer training is recorded in the Volunteer database, and will assist in matching volunteers to their assignments/positions. Copies of completion records, certificates, etc. must be forwarded to the Citizen Corps Coordinator for proper record keeping.

<b>Initial Training Requirements</b>
Orientation Volunteer Orientation
IS-22 Personal Preparedness
IS-100 Introduction to the Incident Command Systems
IS -700 Introduction to National Incident Management System (NIMS)

<b>Basic Level Training Requirements</b>
<i>May be one or both training modules</i>
Course Title
Cert Basic Training module
MRC Basic Training module

<b>Advanced/Specialty Trainings Available</b>
Emergency Animal Sheltering
General Population Sheltering
Functional Needs Supportive Sheltering (FNSS)
SNS 101 (Strategic National Stockpile)
POD 101 (Point of Dispensing)
BDLS (basic disaster life support)
CDLS ( critical disaster life support)

<b>Leadership Level Trainings Available</b>
IS-244 Developing and Managing Volunteers – <i>may be taken online</i>
Shelter manager
IS-200 Single Resources and Initial Action Incidents
IS-800 Introduction to National Response Framework

Notice of scheduled on-site trainings will be posted on our website as well as e-mailed to MRC volunteers.

## NH Responds

The ESAR-VHP (Emergency Services Advanced Registration-Volunteer Health Professionals) program is a State-based approach to establishing a national system. Every state independently develops, maintains, operates, and commands an ESAR-VHP System.

The NHResponds program has expanded to include NH ESAR-VHP, MRC, CERT, DBHRT teams.

The NH Responds system, adhering to the ESAR-VHP guidelines, acts as a way to identify and pre-qualify volunteer healthcare and non-clinical providers in New Hampshire *in advance* of a large-scale disaster or public health emergency.

**NH Responds** was built to provide the State with a centralized clearing house for all volunteer health professionals in the State of New Hampshire while meeting all of the ESAR-VHP guidelines and offering a fully integrated system that is capable of credentialing those volunteers to all four ESAR-VHP levels within minutes, based on the information provided. In addition to the web-based registration, **NH Responds** provides State and team administrators a tool in the management and activation of volunteers. The system is capable of creating training events, tracking events, creating reports and notifying volunteers based on a myriad of attributes.



NH Responds.org is the site where all Capital Area Citizen Corps VOLUNTEERS go to register, to edit their personal and professional information and where training opportunities and events are listed for online sign up. Members will receive training on the use of **NH Responds**.

## Funding

Volunteer time is uncompensated. However, the Capital Area Public Health Region in conjunction with local and State Departments of Emergency Management and the State Public Health Department will seek grant funding for supplies and other support during a disaster, which may include:

- Education and training
- Protective equipment and clothing
- Supplies (gloves, syringes, splints, etc.)
- Food and shelter
- Communication equipment (two-way radios).

The Capital Area Citizens Corps will also seek grant and contribution funding from private foundations and businesses.

## Emblem/Logo

The Citizen Corps, CERT and MRC logos are a legally protected service marks and trademark registered with the U.S. Patent and Trademark Office. Specific prior approval must be obtained in writing for each individual use of any of the logos. Anyone who receives permission to use the logo incurs an obligation and fiduciary duty to maintain the integrity and consistency of the logo, mark, or banner. Use of any of the logos without approval or in an inappropriate manner may result in legal action.

### **Logos and web banners may not be used in the following ways:**

- Attempting to influence legislation;
- Organizing or engaging in protest, petitions, boycotts or strikes;
- Assisting, promoting, or deterring union organizing;
- Impairing existing contracts for services or collective bargaining agreements;
- Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation or elected officials;
- Engaging in religious instruction, conducting worship services, engaging in religious proselytization; or
- Supporting for-profit, commercial activities.

## Web Site

The Capital Area Citizen Corps is on the web! Go to our web site at [www.CapitalAreaPHN.org](http://www.CapitalAreaPHN.org) for updates, training, and other important information.

This site will keep you updated as to training schedules, events, links, etc. Your friends, colleagues, and family can even apply to be volunteers by using the link to [NHResponds](#) to complete and submit an application.

## Communication

All volunteers will be able to access the website ([www.CapitalAreaPHN.org](http://www.CapitalAreaPHN.org)) as members of the Capital Area Citizen Corps. Updates, training announcements and community activities will keep you up to date on what's happening in the volunteer program. Deployments and activation notices will be sent through email utilizing **NHResponds** or via phone.

## Participation in Non-Emergency Events

Citizen Corps volunteers may be notified in advance, when any community event may require the need for volunteers. We also may serve local public health departments in providing immunizations. Citizen Corps volunteers will have the opportunity to decline this type of involvement, and it will in no way impact their inclusion during an emergency event.

## Capital Area Citizen Corps Program's Responsibilities to the Volunteer

The Capital Area Citizen Corps Program will provide both in-person, classroom as well as access to on-line training opportunities for all interested Citizen Corps volunteers. Online training is available at [www.CapitalAreaPHN.org](http://www.CapitalAreaPHN.org)

The Capital Area Citizen Corps Program will provide appropriate equipment and supplies as needed for the volunteer, including a Capital Area Citizen Corps Volunteer Photo Identification Badge, Citizen Corps Logo Sticker, and T-shirt.

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

The Capital Area Citizen Corps Program will strive to provide volunteers with opportunities to work within their own fields of expertise during an emergency event.

# Liability

## The Volunteer Protection Act

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).

## New Hampshire Liability Legislation

New Hampshire HB 618 (providing limited immunity to volunteers mobilized under governmental direction) and New Hampshire RSA 508:17 and 17a, (providing similar immunity to volunteers working without reimbursement in a variety of settings).

## Volunteer Liability and Worker’s Compensation

The Capital Area Citizen Corps recognizes the current state statutes regarding volunteer liability and worker’s compensation. For details, refer to the following pages of the New Hampshire Department of Health and Human Services and New Hampshire Department of Safety *Frequently Asked Questions on Volunteer Worker’s Compensation & Volunteer Liability*.



**New Hampshire Department of Health and Human Services  
New Hampshire Department of Safety  
November 2009**

**Frequently Asked Questions on Volunteer Worker's Compensation &  
Volunteer Liability**

In New Hampshire, there are several state laws that address when personal or professional liability protection and worker's compensation coverage are provided to responders. These provisions differ, based on the type of emergency, how or by whom a person is activated, and the person's actions. These FAQs are intended to provide an overview of these issues, and do not represent legal advice.

**When I respond to.....**

**A Governor-declared State of Emergency**

**How am I covered for liability and worker's compensation when the Governor has declared a state of emergency?**

When you are working in your regular job under the direction of your employer, even if you are at a different location, and being paid by your employer, your employer's liability and worker's compensation coverage will apply. However, if the state or local EMD asks and your employer requests that you assist the state or a local EMD in responding to the emergency (even if your employer continues to pay you), you and your employer are provided immunity from liability and workers' compensation while you are responding to the emergency under RSA 21-P:41 unless your acts constitute willful or wanton misconduct. When you are activated by the State or a local emergency manager director (EMD) and are working without pay as a volunteer, then you will be covered for worker's compensation as a volunteer by the State and also provided immunity from liability under a state law (RSA 21-P:41) unless your acts constitute willful or wanton misconduct.

**A Commissioner-declared Public Health or Safety Incident**

**How am I covered for liability and worker's compensation when the Commissioner of the NH Department of Health and Human Services (DHHS) or the Commissioner of the Department of Safety (DOS) has declared a public health or public safety incident?**

Under a state law (RSA 508:17-a) that is specific to New Hampshire, either the Commissioner of the DHHS or DOS has the authority to respectively declare a public health or public safety incident. Such incidents are defined as situations that do not rise to the level of a state of emergency. Under this law, the Commissioner of DHHS or DOS must designate in writing that an individual is acting as an agent of the state. After that occurs, if you are working in your regular job (even if you are at a different location) and being paid by your employer as part of your job, your employer's liability and worker's compensation coverage would apply. When you are working without pay as a volunteer under the direction of the state, you would be covered for worker's compensation as a volunteer by the State and are provided immunity from liability and defense by the State under this statute unless your acts constitute willful or wanton misconduct. Further, this statute states that no disciplinary action can be taken by a licensing board against a licensed health care provider acting as an agent or a volunteer to DHHS or DOS.

## **No Governor-declared or Commissioner-declared State of Emergency or Public Health Incident**

**How am I covered for liability and worker's compensation when I volunteer for a local community emergency or an event to provide a first aid station, health screening, etc., and it is not during a state of emergency or a public health or safety incident?**

Any worker's compensation or liability coverage would have to be provided by the sponsors of the event or perhaps a municipality. You would not be covered by the State of New Hampshire. However,

1. If you are acting as a member of a NH local citizen corps council program (e.g. Medical Reserve Corps (MRC) or Citizens Emergency Response Team (CERT) that has been organized, recruited, trained, supervised, and activated by an authorized official or a political subdivision (e.g. municipality), you are eligible for workman's compensation coverage under RSA 281-A:2 VII (8), provided that the political subdivision has purchased coverage.

2. If you are a registered volunteer for a nonprofit organization or government entity, acting in good faith within the scope of your function and duties and without willful or wanton misconduct, you are provided immunity from liability. (RSA 508-170)

**Am I covered for worker's compensation when I am participating in a training or emergency exercise?**

When you are working in your regular job (even if you are at a different location) and being paid by your employer as part of your job, your employer's liability and worker's compensation coverage will apply. However, if your employer requests that you participate in a state organized emergency training or exercise, you and your employer are provided immunity from liability while you are participating in the training or exercise under RSA 21-P:41 unless your acts constitute willful or wanton misconduct. When you are participating without pay as a volunteer, and the exercise is mandated by the state, then you would be covered for worker's compensation as a volunteer under a state law (RSA 21-P:41) unless your acts constitute willful or wanton misconduct.

When the training or exercise is mandated or sponsored by an entity other than the state, the sponsors or local government will decide how coverage might be provided.

**How am I covered when I am deployed to another state?**

How coverage is provided depends on what entity activates you. When the federal government activates you, the federal government would provide coverage. At this time there are currently no agreements in place to send New Hampshire private assets (i.e., non-governmental workers) out of state through the Emergency Management Assistance Compact (EMAC).

From U.S. Department of Health and Human Services website:  
<http://www.hhs.gov/disasters/discussion/planners/prepact/prepact-hlnl.html>

## **Volunteer Rights and Responsibilities**

As a volunteer with the Citizen Corps, you will have:

- 1) An orientation;
- 2) A signed application and Criminal Record Check Request completed;
- 3) Photo Identification taken for the Capital Area Citizen Corps Badge;
- 4) Assignments that utilize and develop your skills;
- 5) Adequate information and training to carry out your assignments;
- 6) Clear and specific directions;
- 7) Recognition and appreciation for your contribution;
- 8) Opportunities to offer feedback and ask questions;
- 9) Regular feedback on your work;
- 10) Adequate space, equipment and supplies to perform your job;
- 11) The right to know as much about the organization as possible;
- 12) Respect in your work environment.

## **Code of Conduct**

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

Volunteers expect, and enjoy, certain rights when they donate their time. Volunteers, however, also have specific responsibilities to the Citizen Corps. As a volunteer, you are free to set your own work schedule, but you must be prepared to fulfill the commitments you make.

Capital Area Citizen Corps volunteers must:

- ✓ Be dependable, reliable, businesslike, and abide by the policies of the Capital Area Citizen Corps.
- ✓ Adhere at all times to the National Incident Management Systems (NIMS) Incident Command Structure (ICS).
- ✓ Refrain from activating if using any medical prescription or other drug that has the potential to render them impaired, unfit, or unable to carry out their emergency assignment.
- ✓ Refrain from activating if the volunteer has ingested an alcoholic beverage within 12 hours prior to deployment.

- ✓ Dress appropriately for the setting and the task at hand, and wear the proper identification badge, shirt, etc. at all events and activations.
- ✓ Carry out duties in a safe, responsible way.
- ✓ Inform the on-scene authorized official whether they are mentally and physically fit for their assigned duties. Citizen Corps volunteers reporting as not fit for currently assigned duties may request a less demanding assignment that is appropriate to their current capabilities.
- ✓ Possess the required liability insurance for any private vehicles, vessels, boats, or aircraft being used in any mission, training event or other authorized activity unless specifically directed otherwise by an authorized official in accordance with current law.
- ✓ Maintain the confidentiality of information revealed to you regarding clients and coworkers.
- ✓ Keep track of the hours you work on the form provided and submit them to the Citizen Corps Coordinator.
- ✓ Be amenable to serving all people regardless of race, gender, age, religion, sexual orientation, or disability.
- ✓ Adhere to the guidelines of your job description/scope of practice.
- ✓ Check in and check out with the appropriate on-scene official when deploying to an incident.
- ✓ Offer feedback and suggestions.
- ✓ Be prepared and present at any regularly scheduled meetings or required training.
- ✓ Represent the Citizen Corps appropriately in the community by knowing the mission of the Capital Area Citizen Corps.
- ✓ Not 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 Citizen Corps.
- ✓ Not publicly utilize any Citizen 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.
- ✓ Not knowingly take any action or make any statement intended to influence the conduct of the Citizen 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.
- ✓ Not operate or act in any manner that is contrary to the best interests of the Citizen Corps.

## **Performance**

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

## **Conflict Resolution**

If a Citizen Corps Coordinator or team leader 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 CAPHN Coordinator and or the Steering committee will attempt to 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.

If a volunteer is “dissatisfied” their first course is to communicate that concern to the Citizen Corps Coordinator or team leader. If they are unable to reach an understanding, the CAPHN Coordinator and or the Steering committee will attempt to resolve the matter.

# Policies / Procedures

## Harassment-Free Environment Policy



The Capital Area Citizen Corps 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 Citizen Corps 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 Citizen Corps 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.

If you feel that you may have been the subject of discrimination or harassment, you should contact your Citizen Corps Coordinator. Any reports of discrimination or harassment will be examined impartially and resolved promptly. The Capital Area Citizen Corps Coordinator will determine the volunteer status of any volunteer found to be verbally or physically inappropriate during an activation, training or meeting of the Citizen Corps.

## Safety Policy

A healthy and safe work environment is an important part of the Citizen Corps. No job is considered to be so important or urgent that volunteers cannot take time to perform their job safely.

During activation, emergency management will assign a safety officer to oversee operations. The safety officer has the authority to order you to stop an activity. All Citizen Corps volunteers are required to fully comply with the directions of the safety officer.

The Capital Area Citizen Corps has a strong partnership with the NH Disaster Behavioral Health Response Team (DBHRT) to provide on-going support services to volunteers pre-event, during event, and post-event.

During an assignment, a job site orientation will occur regarding all the applicable safety and health rules. If you are unclear about any safety policies and procedures, ask the Citizen Corps Coordinator.

As a Citizen Corps volunteer, you have a responsibility for your own safety and health. This includes using all required safety devices. You must also notify your Coordinator of any

physical conditions such as drowsiness due to medication, illness or emotional strain, which may affect your performance or safety.

You are expected to immediately report all work-related accidents and/or injuries to your Citizen Corps Coordinator.

## **Electronic Communications Policy**

Capital Area Citizen Corps electronic communication systems, including telephones, handheld two-way radios, e-mail, voice mail, faxes and Internet, are available to conduct business in a timely manner. All communications are to be professional and appropriate, and users are prohibited from using said communications for the solicitation of funds, political messages, harassing messages or personal use. Furthermore, all electronic data is the property of the local jurisdiction and may be considered public records. NO unauthorized pictures can be taken during an event/activation (e.g., use of personal cell phone cameras). Please refer to the Capital Area Public Health Network Social Media Policy for the use of Twitter, Facebook and any other social media tools.

## **Drug Free Work Environment Policy**

The Capital Area Citizen Corps is dedicated to a safe, healthy and drug-free work environment. All Capital Region volunteers are expected to report to duty free from drug and/or alcohol impairment and to remain in a condition that enables them to perform their job duties in a safe, efficient, legal and professional manner. Volunteers must abide by the provisions of this policy as a condition of volunteer service.

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

The Capital Area Citizen Corps is committed to our volunteer's safety and health. This policy has been developed to help ensure a safe work environment and to reduce the risk of violence.

The Citizen Corps does not tolerate any type of acts or threats of violence committed by or against a volunteer. In order to ensure a safe working environment, the Citizen Corps prohibits all persons from carrying a handgun, firearm, or weapon of any kind during training or activation. If a volunteer is threatened while serving as a Capital Area Citizen Corps volunteer, he/she should immediately report the event to the Incident Commander or nearest person of authority (Safety Officer, Security/Police, etc.).

## Activation Policy

The Capital Area Citizen Corps can be fully or partially activated upon:

- A declaration by the governor of New Hampshire indicating that there is a state of emergency, public health or otherwise.
- A declaration by local elected officials.
- Capital Area Citizen Corps request by the local emergency management director or MACE manager(s).

As a local emergency support resource, the Capital Area Citizen Corps may be activated by:

- Local government elected officials, officials responsible for emergency management or public health, or their designated representatives.
- Local or State Emergency Operations Center (EOC).
- In the event of a national deployment request, the request will be from the US Department of Health and Human Services.

## Activation/Notification Procedure

Contact the Capital Area Citizen Corps accordingly:

Contact the Capital Area Public Health Network Coordinator, Colleen Ford  
Phone: 603-254-8668  
Office Phone: 603-224-2595 Ext 222  
Email: [Colleen.Ford@GraniteUW.org](mailto:Colleen.Ford@GraniteUW.org)

Requests for volunteer assistance will be processed through the Citizen Corps Director/Coordinator or the designee utilizing NHRsponds:

1. The requestor will contact the Citizen Corps Director/Coordinator and/or CAPHN Coordinator and notify them of the request for assistance from the Capital Area Citizen Corps. Contact information should be supplied so that the requestor may be reached for follow-up.
2. The Capital Area Citizen Corps Director/Coordinator will contact the original requestor for follow-up.

Local officials requesting the activation of the Citizen Corps must provide the following information to the Citizen Corps Director or Coordinator or his/her designee:

- 1) The nature and scope of the emergency.
- 2) The location of the emergency.
- 3) The estimated number of patients and their needs and injuries (if applicable).
- 4) The staging area(s) or location(s) to which the Medical Reserve Corps unit is being deployed.

- 5) Specific medical skills and/or resources needed, e.g., physicians, nurses, etc.
- 6) Contact information, including phone number and/or radio frequency of person requesting resources as well as whom the volunteers report to at the responding location.

If the Capital Area Citizen Corps Director/Coordinator confirms that the assignment is appropriate, the activation process will commence.

In the event of a public health or medical emergency, Capital Area Citizen Corps volunteers will initially be notified via e-mail, telephone, or another available and appropriate means of communication. Depending on the situation, members will be informed of the nature of the emergency and may be instructed to report to designated areas.

Response to volunteer notification will be tracked by the Capital Area Citizen Corps Director/Coordinator.

## Deployment Policy

Emergency Management Directors may request deployment by contacting the Citizen Corps Director or Coordinator, who shall then follow the activation/notification procedure.

**Members should never self-deploy.** Doing so could be grounds for dismissal. No unauthorized person or agency can deploy individual Capital Area Citizen Corps Volunteers directly.

It is crucial to work strictly through the Director or their designee for deployment requests for several reasons. This method of having a single point of contact ensures that:

- The call-out request is appropriate for the unit.
- Notifications are made through the most effective channels.
- Responses from members are tracked efficiently, with no duplication.
- The appropriate number and type of volunteers are dispatched.
- Members can be assigned at their optimum skill level and preferences.
- Teams of various specialties can be allocated as needed.
- Groups of members who trained together can offer maximum effectiveness.
- Resources are allocated wisely in the event of multiple requests.
- Members are provided with the relevant background and directions.
- Responders will arrive with the appropriate training and equipment.
- Member safety is ensured to the greatest degree possible.
- Activities of responders can be monitored, across multiple events.
- After-action reporting and feedback mechanisms are maintained.
- Follow-ups are initiated as appropriate.

Self-deployment, and the contacting of individual members apart from established channels, interfere with these desired outcomes and are not acceptable.

In the event that unaffiliated community volunteers respond to the scene to help, they will be directed to the volunteer reception area to be managed effectively according to the Incident Action Plan and/or Incident Commander's instructions.

## Deployment Procedure

### Emergency Events

1. If available and most appropriate, an e-mail message will be forwarded to Capital Area Citizen Corps volunteers. The message should include an activation message (not to be mistaken as a drill/exercise message) and the request for a response regarding availability via e-mail, or most appropriate means. These responses will be tracked by the Capital Area Citizen Corps Coordinator.
2. Alternatively, a call tree may be initiated. The Capital Area Citizen Corps Director or Coordinator will call with the necessary information.

### Health Initiatives/Training Opportunities

1. Health Initiatives include: Health Fairs, First Aid Booths, and Clinics.
2. Training Opportunities include: Presentations, Classes, Conferences, **Drills and Exercises.**

An e-mail message regarding the event or opportunity will be forwarded to all active Capital Area Citizen Corps volunteers. Interested volunteers will be asked to respond to the appropriate person, which may be the Capital Area Citizen Corps or an outside affiliate (e.g., Citizen Corps, DHHS, Emergency Management, and Red Cross). If an outside affiliate, it is the responsibility of the volunteer to keep track of time and certificates awarded and forward this information to the Capital Area Citizen Corps Coordinator for record keeping purposes.

## Demobilization and Debriefing

The Capital Area Citizen Corps will support emergency medical, public health or hospital operations for the duration of an incident or as long as their assistance is required. It is possible that some unit personnel and resources may be demobilized before others as their assignments are completed. Unit members will demobilize along with other on-scene personnel and resources, in accordance with the Incident Action Plan and/or the Incident Commander's instructions.

When demobilizing, volunteers should ensure the following actions are accomplished:

- ✓ All assigned activities are completed.
- ✓ Account for equipment.
- ✓ Clean up any debris or trash associated with assignments.
- ✓ Determine whether additional assistance is required.
- ✓ Notify the Incident Commander (or similar hospital or public health agency official if operating within those settings) when departing the site.

Each incident should include assurance that members have signed out from the scene and have the chance to share their observations afterwards. These comments can be included in an after-action report and can be shared as needed (with the volunteer's name removed for confidentiality, if appropriate) in overall post-event reviews with other agencies.

Opportunities will be made available to meet with mental health professionals, if deployments warrant the need.

A demobilization or stand down notice will be e-mailed to all volunteers who were contacted with the initial notification of activation or subsequent messages.

We gratefully acknowledge that funding for this handbook was provided by National Association of City and County Health Officials.

## Appendix A

# NH RESPONDS REGISTRATION GUIDE



1. Navigate to [nhresponds.org](http://nhresponds.org).
2. Click 'Register Now' under the Member Login section on the right side of the page.

Member Login

Username:

Password:

[Forgot Username or Password?](#)

3. Click 'Add Organizations' next to the orange cross and select your organization.  
**Capital Area Medical Reserve Corps and/or**  
**Capital Area Community Emergency Response Team**
4. Create a username in the format *lastname.firstname*.
5. Create a password, then select and answer a secret question.
6. Read and agree to the *Terms of Service & Privacy Policy* by checking the boxes.
7. Complete the following sections:
  - Name and Address
  - Identifying Information
  - Contact Information
  - Primary Emergency Contact
  - Occupation Information

8. Click Next.

9. You should receive a Congratulations message. **Close** the Congratulations message.

10. **Click** “*My Profile*” from the menu bar selections.

11. You will see red “**X**”s to the left of some items. **Complete** the following:

- Identity
- Deployment Preferences
- Contact
- Occupations
- Training
- Skills and Certifications
- Medical History
- Background Check

- 
- ✔ [Identity \(complete\)](#)  
Your name, current address, physical characteristics, and ability to operate a licensed motor vehicle.
  - ✔ [Deployment Preferences \(complete\)](#)  
Your availability for deployments, activity preferences for deployments, and existing emergency response commitment.
  - ✔ [Contact \(complete\)](#)  
Your contact information and emergency contacts for use during a deployment.
  - ✔ [Occupations \(complete\)](#)  
Your professional experience.
    - ✔ [Emergency Management Specialist \(complete\)](#)  
Credentials are the formal qualifications you possess and are verified by the system.
  - ✔ [Training \(complete\)](#)  
Your completed training courses.
  - ✔ [Skills and Certifications \(complete\)](#)  
Your expertise to be considered for deployment eligibility and prior deployment history.
  - ✔ [Medical History \(complete\)](#)  
Your health conditions that may affect deployment eligibility and your vaccination history.
  - ✔ [Background Check \(complete\)](#)  
Your background check may affect deployment eligibility.

Your profile setup is **complete** when all red “**X**”s are now green checkmarks.

**Questions? Email [NHResponds@dhhs.nh.gov](mailto:NHResponds@dhhs.nh.gov)**

# Appendix B

## Recommended Items to Bring with you when activated locally

When you are notified to report to a *local* incident site, you should be prepared to be on site for at least 12 hours. Therefore the following are some recommended items you may want to bring with you to make your time volunteering more comfortable:

### Security Items:

- Citizen Corps Identification Badge
- (1) Additional form of picture ID

### Clothing:

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

- Citizen Corps T-shirt
- Comfortable, light-weight clothing *(Think Layers!)*
- 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 Items:

- Cell Phone
- Sunglasses
- Nonperishable Snacks
- Bottle of water
- Sunblock
- Lip balm
- Contact lenses, lens cleaner, and eyeglasses protective case
- Anything else you would need in a 12-hour period, such as medications, etc.

## Appendix C

### Citizen Corps Volunteer Time Log

<b>Name/Title</b> _____				<b>Date:</b> _____	
<b>Date</b>	<b>Time In</b>	<b>Time Out</b>	<b>Total Hours</b>	<b>Mileage</b>	<b>Activity</b>
<b>Total Hours</b> _____		<b>Total Mileage</b> _____		<b>Signature</b> _____	
<b>Logged/Verified</b> _____				<b>Date</b> _____	

# Appendix D

## Confidentiality Statement

Due to the nature of services of the Capital Area Citizen Corps, 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 Capital Area Citizen 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.

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**Signature**

**Date**

# Appendix E

## Release for Publication of Photographs/Video Recordings

I certify that I am over 18 years of age and I hereby grant to the Capital Area Citizen Corps the irrevocable and unrestricted right to edit, duplicate, exhibit, broadcast, copyright, use and publish photographs and/or video recordings of me, or in which I may be included, for any purpose and in any manner or medium. I hereby waive and release the Capital Area Citizen Corps, its officials, officers, agents, and employees from any and all rights, claims and liability I may have relating to said photographs and video recordings. I understand that I will not receive compensation from the Capital Area Citizen Corps for said photographs and video recordings.

Name (please print) \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

# Appendix F

## Receipt of Handbook

I have received a copy of the Capital Area Citizen Corps Handbook. I have read and understood the policies and information in it and agree to abide by these policies during my volunteer term.

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Signature

Date

# Appendix G

## Code of Conduct

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

Volunteers expect, and enjoy, certain rights when they donate their time. Volunteers, however, also have specific responsibilities to the Citizen Corps. As a volunteer, you are free to set your own work schedule, but you must be prepared to fulfill the commitments you make.

Capital Area Citizen Corps volunteers must:

1. Be dependable, reliable, businesslike, and abide by the policies of the Capital Area Citizen Corps.
2. Conduct yourself with professionalism, dignity and pride, and act appropriately and responsibly at all times while assisting others.
3. Respect the privacy of clients and coworkers and hold, in confidence, all sensitive, private, and personal information at all times.
4. Refrain from activating if using any medical prescription or other drug that has the potential to render them impaired, unfit, or unable to carry out their emergency assignment.
5. Refrain from activating if the volunteer has ingested an alcoholic beverage within 12 hours prior to deployment.
6. Dress appropriately for the setting and the task at hand, and wear the proper identification badge, shirt, etc. at all events and activations. Absolutely no shorts, sandals or open-toed shoes are allowed during a disaster or emergency deployment. Uniforms should not be worn into bars, taverns or other adult establishments or environment that would reflect poorly on the Capital Area Citizen Corps
7. Inform the on-scene authorized official whether they are mentally and physically fit for their assigned duties. Citizen Corps volunteers reporting as not fit for currently assigned duties may request a less demanding assignment that is appropriate to their current capabilities.
8. Possess the required liability insurance for any private vehicles, vessels, boats, or aircraft being used in any mission, training event or other authorized activity unless specifically directed otherwise by an authorized official in accordance with current law.
9. Keep track of the hours you work on the form provided and submit them to the Citizen Corps Coordinator.

10. Be amenable to serving all people regardless of race, gender, age, religion, sexual orientation, or disability.
11. Stay within the scope of your training. You have been trained under the curriculum of FEMA's Community Emergency Response Team program and Medical Reserve Core Curriculum. Confine your actions to those guidelines and stay within the scope of your training and certification.
12. Check in and check out with the appropriate on-scene official when deploying to an incident.
13. Offer feedback and suggestions.
14. Be prepared and present at any regularly scheduled meetings or required training.
15. Represent the Citizen Corps appropriately in the community by knowing the mission of the Capital Area Citizen Corps.
16. Not accept or seek on behalf of himself or herself 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 Citizen Corps.
17. Not publicly utilize any Citizen 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.
18. Not knowingly take any action or make any statement intended to influence the conduct of the Citizen 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.
19. You shall avoid inappropriate conduct, both on- and off-duty, that would jeopardize program effectiveness. Such behavior includes, but is not limited to, the following:
  - a. Offensive or profane language or gestures
  - b. Public criticism of a Citizen Corps team member, its leaders or the Citizen Corps program
  - c. Jeopardizing another team member's safety.

The Capital Area Citizen Corps is committed to a policy of fair representation and will not discriminate on the basis of race, ethnicity, age, disability, gender, color, religion, sexual orientation, geography, or group affiliations. Volunteers will adhere to these same standards in the course of their duties

Name (please print) \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_

# Notes