



Volunteers Building Strong, Healthy and Prepared Communities

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# **Ramsey County Medical Reserve Corps Volunteer Handbook**

Saint Paul-Ramsey County Public Health  
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St. Paul, Minnesota

Updated March 2022

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## Welcome

Dear Volunteer,

Welcome and thank you for joining the Ramsey County Medical Reserve Corps (MRC). You are joining a team that generously donates their time and talents to support Public Health and to strengthen response capabilities in the event of an emergency.

The MRC program focuses on registering volunteers to assist during public health emergencies and respond to threats ranging from influenza to natural disasters. In addition, volunteers like you can help support local health initiatives such as blood donation clinics, immunization clinics, health promotion outreach, and emergency preparedness drills. Your efforts help us create a strong, resilient community where people help each other.

This volunteer handbook is designed to give you important information about our MRC program and the principles that guide us. Please take the time to read it thoroughly and refer to it as questions arise. As you engage in MRC volunteer opportunities in the future, you will receive additional information specific to your assignment or to the emergency response.

I wish you a rewarding experience as a Medical Reserve Corps volunteer. Welcome once again to the Ramsey County Medical Reserve Corps! We are grateful to have you as part of the team.

Sincerely,

Sara Hollie  
Department Director  
Saint Paul-Ramsey County Public Health

Brian Brown  
MRC Program Coordinator  
Saint Paul-Ramsey County Public Health

## MRC History

In the wake of the September 11, 2001 terrorist attacks, thousands of Americans responded by volunteering their talents and skills to help others. Many more Americans asked, “What can I do to help?” That question led to the formation of a national program called the Medical Reserve Corps.

The Medical Reserve Corps organizes local health professionals and others with relevant skills who want to volunteer in their community. These volunteers assist local, existing community emergency medical response systems as well as provide a group of readily trained and available resources to help a community deal with pressing public health needs and improvements. Learn more at <https://mrc.hhs.gov/homepage>.

Though part of a national network, MRC units are intentionally community based and function to build and nurture safe, resilient communities at the local level. Medical Reserve Corps units will vary from community to community, depending on each community’s needs and the decisions made by the local leadership and its citizens. The initiatives in all communities share the common goal of engaging volunteers in helping their communities prevent, prepare and respond to disasters, pressing public health needs, and emergencies of all kinds.

The Ramsey County MRC was created in 2004 by Saint Paul-Ramsey County Public Health (SPRCPH) to support a broad spectrum of public and environmental health initiatives as well as emergency preparedness.

We are one of 24 MRC units in Minnesota with nearly 8,600 volunteers statewide, and part of a national force of 800 units with more than 186,000 volunteers.

## Mission Statement

Our mission is to enhance the emergency preparedness and response capabilities of the St. Paul - Ramsey County Public Health Department by recruiting and training a corps of medical and non-medical community volunteers to assist in public health emergencies and non-emergency events.

## Who are Ramsey County MRC Volunteers?

As a Ramsey County Medical Reserve Corps volunteer, you will be a part of a dynamic volunteer organization that promotes health, wellness and responds to county emergencies as they arise. Our volunteers work in partnership with Ramsey County Public Health staff and community agencies to serve the diverse needs of the residents in Ramsey County. As a volunteer, there is no monetary compensation for hours worked. However, volunteers may be subject to receive gratuity in the form of MRC promotional items and other ways as available for responding to active deployments.

## Volunteer Requirements

### New Volunteers

1. You can apply to become an MRC volunteer by creating a profile on <http://www.mnresponds.org>.
  - a. The MRC Coordinator will receive an email stating there is a new responder pending.
  - b. The Coordinator will contact you with instructions for completing orientation and a background check. All steps must be completed within ninety (90) days.
  - c. New volunteer onboarding includes:
    - Complete the assigned trainings.
    - Satisfactorily pass a criminal history background check.
    - Complete a pre-deployment health assessment.
    - Provide accurate and verifiable licensure/certificate information, if applicable, via Minnesota Responds.
    - Read through and agree to the terms, policies, and procedures in the Volunteer Handbook.
2. Complete each training and *update your MNResponds profile*. Instructions on how to update your profile will be provided.
3. When your background check has been approved and you have completed all the orientation requirements, you will receive an email confirming your status as an active MRC volunteer. You will be provided an MRC ID badge to be used at all MRC events/activities.

### Active Volunteers

1. MRC volunteers must complete FEMA training ICS-100 and ICS-700 within twelve months of becoming a volunteer.
2. MRC volunteers are required to complete a pre-deployment health assessment form prior to their initial assignment. If their health changes, it is the volunteer's responsibility to submit a new health assessment.

3. MRC volunteers participate in exercises, drills, and trainings hosted by the Ramsey County MRC and other MRC groups as applicable.
4. MRC volunteers communicate regularly with the MRC Coordinator and share information and resources with their networks.
5. MRC volunteers are excited to be a part of this community – and actively recruit new MRC members.
6. MRC volunteers regularly update Minnesota Responds (<https://www.mnresponds.org>) with their contact and credentialing information. Keeping your contact information updated is critical.
7. MRC volunteers have personal family safety/preparedness plans, talk with their families about preparedness, and bring their skills and what they learn into their communities to increase overall community preparedness and resiliency.
8. *It is highly recommended that MRC volunteers remain current on immunizations including tetanus, MMR, hepatitis B and an annual flu shot.*

### Volunteer Deactivation

Volunteers who do not keep updated contact information in the MN Responds System and who do not regularly participate in MRC activities during active volunteer deployments (drills, trainings and/or deployments) for three months, will be asked by the Ramsey County MRC Coordinator to recommit to the organization. If no response is received after an additional three months, their status as a Ramsey County MRC volunteer will be changed to deactivated in the MNResponds system.

During non-active volunteer periods, quarterly call down exercises will gauge volunteer readiness. After no response for two call down periods (six months) the volunteer's status as a Ramsey County MRC volunteer will be changed to deactivated in the MNResponds system.

MRC volunteers may ask to be deactivated or have their MNResponds.org profile closed at any time. Please send an email to [healthready@co.ramsey.mn.us](mailto:healthready@co.ramsey.mn.us) if you no longer wish to remain active.

### Volunteer Discipline & Dismissal

Saint Paul-Ramsey County Public Health takes great pride in its high-quality volunteers. While we welcome everyone the opportunity to volunteer with the MRC, we expect adherence to our MRC Code of Conduct and all policies included in this handbook. MRC volunteer service is at the sole discretion of the Ramsey County MRC Coordinator. Removal from the MRC may be initiated to correct inappropriate behavior, violations of policy, behavior that puts staff or other volunteers at risk, or actions that reflect adversely upon the program. For additional information, see the MRC Volunteer Code of Conduct.

### Liability & Volunteer Protections

As a Medical Reserve Corps volunteer, you may be entitled to workers' compensation benefits under the Minnesota Workers' Compensation Act Chapter 176, Chapter 12, 145A.04 and/or 145A.06.

Volunteers with conditions cited as high risk by the CDC will be advised through email from our Medical Reserve Corps medical liaison that they should not volunteer for face-to-face client assignments to reduce the likelihood of illness or injury while performing the function for which you are volunteering.

## MRC Unit Operations

### Communication

The SPRCPH MRC Coordinator is the main contact for any questions or concerns about the MRC. Communication is generally done via email. Contact us via [healthready@co.ramsey.mn.us](mailto:healthready@co.ramsey.mn.us).

Volunteers will receive regular newsletters via email, and are encouraged to provide feedback, request articles, and provide article submissions.

### Volunteer Roles

Major local emergencies can overwhelm the capability of our local public health and medical care systems.

As a member of the Ramsey County Medical Reserve Corps, you will have the opportunity to work in both emergency and non-emergency roles. Through trainings, drills, exercises, and non-emergency volunteer opportunities, you will become familiar with our community's response plans, who our response partners are, and where your skills can be utilized to their best advantage in emergency situations. The Ramsey County Medical Reserve Corps will play an integral role in our local preparedness and response strategy. The role of Ramsey County MRC volunteers will vary depending on the needs of our communities or the cause of the deployment. The Ramsey County MRC is intended to supplement existing emergency response and public health systems.

Even though many of our volunteers are trained and licensed medical professionals, volunteers may not always be engaged in their professional capacity. Volunteer roles and assignments will be determined based on need and other available resources. **Volunteers must not engage in skilled care—even if licensed—unless specifically assigned that role.**

### Volunteer Response Opportunities

Major community emergencies may arise from natural (tornado, flooding, pandemic), technical (sewage back up, power outage), or intentional (biological, chemical, or other terrorist) events. In the event of an emergency that impacts or threatens the health of a large number of our citizens, or presents health issues in the county, the Ramsey County Medical Reserve Corps may be asked to deploy along with SPRCPH staff and other responders in the following emergency responses:

- Mass vaccination
- Mass prophylaxis
- Mass medical care
- Communicable disease control
- Disease and foodborne illness investigation
- Seasonal vaccination clinics

- Targeted public awareness campaigns
- Community health, environmental or emergency preparedness education

*The Medical Reserve Corps is not a first responder organization and it is not within our capability to respond within minutes of an event. In general, the MRC is used to support response later in the situation, after Incident Command has completed an initial assessment and identified the immediate services that are required. **Volunteers are not authorized to respond to an emergency independently without being officially deployed by the Ramsey County MRC Coordinator.***

## Volunteer Safety

Safety is the number one concern for MRC volunteers. You will receive just-in-time (JIIT) training that is appropriate to your assigned role during an MRC response. Your JIIT training will include a safety briefing.

The completion of the pre-assessment health form is important to ensure your safety for any deployment you may be assigned.

## MRC Training

Disaster Medicine and Public Health Competencies as well as MRC Performance Qualifications inform the Ramsey County MRC training outline. Required trainings for becoming an MRC Volunteer are selected by the Ramsey County MRC Coordinator in consultation with other Metro MRC Coordinators, the Director of Public Health, and Emergency Preparedness staff.

Disaster Medicine and Public Health (DMPH) Competencies serve as the foundational competency set for MRC volunteers and represent a baseline level of knowledge and skills that all MRC volunteers should have, regardless of their role within the MRC unit. They are widely understood to be the knowledge needed for a health care professional and/or first responder to perform a task in a safe and consistent manner.

MRC Performance Qualifications break down the DMPH Competencies into MRC specific measurable actions (knowledge, skills, and attitudes) that a volunteer should be able to perform to be considered competent in an area.

Training and experience are given consideration when assigning volunteers roles during exercises and real-world emergencies.

## Required trainings

New volunteers:

New volunteers complete required readings provided to you when you receive your orientation email.

Current volunteers:

Two FEMA courses must be completed within twelve months of acceptance as an MRC volunteer:

1. *IS-100.c (ICS 100): Introduction to the Incident Command System*  
This FEMA course introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training.



2. IS-700.B: An Introduction to the National Incident Management System  
This FEMA course introduces the National Incident Management System and provides the foundation for further higher-level NIMS training.

### Recommended Trainings for Competency

It is suggested that volunteers complete additional trainings to gain a baseline level of competency regarding disaster medicine and public health (DMPH). Suggested trainings include:

- Additional FEMA trainings available on their [website: https://training.fema.gov/is/crslist.aspx](https://training.fema.gov/is/crslist.aspx)
  - Community Preparedness (IS-909)
  - Introduction to Hazardous Materials (IS-5)
- Other trainings available at the University of MN School of Public Health [website: https://learning.umn.edu/public/category/programStream.do?method=load&selectedProgramArealId=18870&selectedProgramStreamId=18871](https://learning.umn.edu/public/category/programStream.do?method=load&selectedProgramArealId=18870&selectedProgramStreamId=18871):
  - Psychological First Aid
- MRC Train: <https://www.train.org/mrc/welcome>
  - Your Family Disaster Plan
  - Personal Preparedness
  - Personal Protective Equipment

Suggested trainings are not required but recommended. If a training is required for an upcoming event or exercise, the MRC Coordinator will communicate this via email.

### In-Person Trainings

The Ramsey County MRC Coordinator may host in-person trainings as available. Possible trainings include Point of Dispensing basics, Basic Life Support (BLS) and Stop the Bleed. Training is also offered at the regional level. These opportunities will be shared with volunteers through email.

In-person trainings are not required but recommended. If a training is required for an upcoming event or exercise, the MRC Coordinator will communicate this via email.

### Exercises

Saint Paul-Ramsey County Public Health is required to conduct exercises intermittently to test existing emergency response plans and public health preparedness capabilities. Participation in SPRCPH's emergency preparedness exercises will occasionally be offered to MRC volunteers and is strongly encouraged for all Ramsey County MRC volunteers. Participation in public health emergency preparedness exercises helps us evaluate our units' response strengths and abilities. Your participation also helps familiarize volunteers with SPRCPH staff and operations and introduces our volunteer corps to staff.

SPRCPH staff and volunteers are also occasionally asked to participate in other metro and organization emergency preparedness exercises and drills. Volunteers may be asked to participate as an actor or may be placed in a supporting role.

## Communication Drills

The Ramsey County MRC Program will conduct a quarterly call down drill through Everbridge. Everbridge is the alert notification system used by the MRC program. Your participation in these drills is required! We use these drills to measure readiness, response time, the accuracy of volunteer contact information and level of volunteer commitment. The results of these drills are critical to our programming and funding.

When a call down drill is sent, a volunteer may be contacted by phone, email, text, or a combination of these. Usually, advance notice of the drill will be given. A drill will always include an announcement that the message is only a drill. If a volunteer is ever confused about the veracity of a message or unsure of how to respond, please contact the MRC Coordinator at HealthReady@co.ramsey.mn.us.

A call down drill will often present an emergency scenario and give options for you to respond. If the drill message asks for a volunteer's availability for an emergency deployment, please answer as if it were a real event. If you are unavailable, please indicate as appropriate. It is helpful for us to know how many volunteers might be available at different times of day.

## Deployment Procedures

Deployment of the Ramsey County MRC for public health emergencies and disasters will be approved by the MRC Coordinator. The MRC may be requested at any time to assist with community events, disasters, or public health emergencies. Volunteers will be contacted by phone, email, text, or a combination of these when a deployment opens. As a volunteer, responding to a request for activation is based solely on your ability to respond. While there is no requirement for you to participate, your participation to any extent possible is encouraged and appreciated. You may be working alongside members of other volunteer agencies recognized by National Voluntary Organizations Active in Disaster (VOAD) or County staff.

## Public Information Dissemination

During a deployment event, only the Public Information Officer (PIO) identified in the Incident Command System is authorized to communicate with the media. MRC volunteers must refer all media inquiries to the MRC Coordinator or Site Manager of a deployment rather than give any information or opinions themselves. Should there be a request to interview volunteers, this will be coordinated with the MRC Coordinator and the Public Information Officer.

## Background Check for Volunteers

### Policy

Saint Paul-Ramsey County Public Health requires criminal background checks on all volunteers to ensure that the County is providing screened volunteers for an emergency response in the community.

Background checks will screen an applicant's criminal history only.

### Procedure

#### A. Processing Background Check

1. All Ramsey County Medical Reserve Corps (MRC) volunteers will be asked to consent to a criminal background check screening. If a current volunteer does not wish to give their consent, the volunteer will be removed from volunteer list and their profile on Minnesota Responds will be deactivated.
2. New volunteers who contact SPRCPH directly or through MN Responds will be notified that their acceptance is contingent upon passing a criminal background check.
3. Once a background check is complete, in addition to other required onboarding steps, the volunteer will be notified and accepted into the Ramsey County MRC.

#### B. Evaluating Background Check Report

1. An applicant or current volunteer may be disqualified from the Ramsey County MRC because of prior criminal conviction(s), if the crime(s) are determined to relate to the duties of the volunteer, unless the volunteer demonstrates competent evidence of sufficient rehabilitation and present fitness to perform the duties of the volunteer position are sought.
2. The County shall consider the following when determining if a conviction directly relates to the duties of the volunteer position sought:
  - The nature and seriousness of the crime(s) for which convicted;
  - The relationship of the crime(s) to the purpose of the position being sought;
  - The relationship of the crimes(s) to the ability, capacity, and fitness required to perform the duties and responsibilities of the position of employment.
3. A candidate who has been convicted of a crime that directly relates to the volunteer position sought shall not be disqualified from volunteering if the candidate can show competent evidence of sufficient rehabilitation and present fitness to perform the volunteer duties.
  - Evidence of rehabilitation may include the production of:
    - i. A copy of the local, state, or federal release order, evidence that one year has elapsed since release without subsequent conviction of a crime, and evidence showing compliance with all terms and conditions of probation or parole; or
    - ii. A copy of the relevant corrections discharge order or other documents showing completion of probation or parole supervision
4. SPRCPH Human Resources, when necessary, will examine any documentary evidence provided and/or received along with any evidence presented by the candidate regarding:
  - i. The nature and seriousness of the crime(s) for which convicted;
  - ii. All circumstances relative to the crime(s), including mitigating circumstances or social conditions surrounding the commission of the crime(s);
  - iii. The age of the person at the time the crime(s) was (were) committed;
  - iv. The length of time elapsed since the crime(s) was (were) committed;
  - v. All other competent evidence of rehabilitation and present fitness presented, including, but not limited to, letters of reference by persons who have been in contact with the

candidate since the candidate's release from any local, state, or federal correctional institution.

5. In conjunction with a determination by the County that there is not competent evidence of sufficient rehabilitation or present fitness to perform the duties sought, the following criminal convictions may disqualify a candidate from appointment to a position:
  - i. Any crime that involves causing or threatening bodily harm or injury.
  - ii. Any crime that exhibits dishonesty or false statement.
  - iii. Any crime that has the effect to legally preclude the candidate from performing the essential functions of the job.
6. Nothing in this policy precludes SPRCPH from withdrawing an offer to provide volunteer services based on the candidate's past behavior without record to whether it has resulted in a criminal conviction.

**C. Volunteer Responsibility to Report**

1. Volunteers must notify their MRC Coordinator within one business day if the volunteer is the subject of a misdemeanor, gross misdemeanor, or felony arrest, charge, and/or conviction or is incarcerated for any reason.
2. Notification may be a direct telephone call or written communication to the MRC Coordinator and must include the offense for which one is arrested or charged, date, time, jurisdiction of the alleged occurrence, and any other relevant information.
3. The MRC Coordinator must notify the Human Resources Director that one of their volunteers is the subject of a misdemeanor, gross misdemeanor, or felony charge, arrest, and/or conviction or is incarcerated for any reason.
4. If a volunteer does not notify the MRC Coordinator within one business day, the volunteer is subject to discharge.

**D. Records**

All documents pertaining to this process will be maintained by Human Resources in accordance with the Minnesota Data Practices Act.

## MRC Volunteer Code of Conduct

### ***Personal Responsibility***

- Participate in quarterly call down drills.
- Be dependable and engaged, recognizing the commitment and responsibility of volunteer assignment(s).
- Accept assignment(s) commensurate with volunteer interest, abilities, and available time.
- Accept assignment(s) with an open mind and a willingness to learn.
- Accept feedback from the MRC Coordinator or Site Lead to do the best job possible.

### ***Ethical Behavior***

- Maintain high standards of moral and ethical conduct that includes self-control and responsible behavior. A volunteer must consider the physical and emotional well-being of others and display courtesy towards others.
- Volunteers do not have special privileges and must not use their volunteer status for personal gain.
- Provide quality care to people without regard to race, color, sex, religion, national origin, age, sexual orientation, or disability.
- Abstain from the use of provided equipment and resources for personal use.
- Abstain from transport, storage, and/or consumption of substances of abuse when performing volunteer duties.
- Abstain from transport, storage and/or use of weapons when performing volunteer duties.
- Abstain from attending volunteer duties while impaired by substances of abuse.
- Avoid conflict of interest situations and refrain from actions which may be perceived as such. Volunteers should reveal any potential or actual conflicts of interest as they arise.

### ***Respect***

- Avoid profane and abusive language and disruptive behavior that is dangerous to self and others.
- Abstain from the use of photo, audio and/or video recording equipment unless authorized.
- Not proselytize or pressure anyone to accept political, cultural, or religious beliefs.
- Comply with mandated reporting in cases of suspected child and vulnerable adult abuse or neglect, if applicable to my profession and/or role.

## **Safety**

- Participation as a volunteer is limited to those persons age 18 and above.
- Put safety first in all volunteer activities.
- Wear required identification and clothing. Maintain an appropriate dress code, which requires all clothing to be clean, be appropriate for the work environment, and not contain offensive materials (slogans or graphics). Closed-toes shoes are required.
- Follow safe workplace practices, including participation in applicable education sessions, using appropriate personal safety equipment and reporting accidents, injuries, and unsafe situations.
- Report suspicious activities to the Site Lead.
- Understand and accept that the volunteer has a responsibility to adhere to the policies and procedures of the Ramsey County MRC. Failure to do so or failure to satisfactorily perform my volunteer assignment may cause subject to dismissal.

Volunteers are expected to comply with the policies, procedures, and code of conduct of the Ramsey County Medical Reserve Corps as included in the Volunteer Handbook.

In the event a complaint is received regarding volunteer performance or actions during an MRC assignment, the Ramsey County MRC Program Coordinator will contact the volunteer within one week of the complaint. The volunteer will be provided with specific information about the nature of the complaint. The MRC Coordinator and their supervisor will determine if the volunteer actions are in violation of the Code of Conduct or policies of Ramsey County MRC. If a volunteer is determined to have violated policy, they may be dismissed from the Ramsey County MRC program. Volunteers agree that MRC membership is considered at will and may be revoked at the discretion of Ramsey County MRC Coordinator.

## **Ramsey County MRC Policies & Procedures**

### **Communication and Photo Release**

I give my permission to the Ramsey County Medical Reserve Corps program to use my photograph or digital image for news, marketing, and communication purposes. I understand that I may be asked to share my volunteer experience in an interview or other event. I am over 18 years of age.

### **Confidentiality Agreement**

The Ramsey County Medical Reserve Corps is committed to honoring the privacy of individuals and protecting all data and information as required by applicable rules, regulations, and laws for sharing and handling such data.

The Minnesota Government Data Practices Act establishes categories and definitions for types of data the government keeps. This law and others restrict the release of Not Public data. Employees and volunteers of the Ramsey County Medical Reserve Corps are responsible for complying with all the laws, rules and regulations governing the collection, creation, storage, maintenance, access to and dissemination of data.

Most individual/client information in a medical record and/or computer system or other document created by a client visit or otherwise gathered and known by the Ramsey County MRC volunteers is private. A volunteer of the Ramsey County should not read or otherwise have knowledge of specific Not Public information unless it is required for the volunteer to perform his or her job duties. Information on individuals that is Not Public may not be released without the individual's or their authorized representative's written permission, verbal consent (in limited circumstances), or as authorized by law.

## Data Privacy

In my volunteer role with the Medical Reserve Corps of Ramsey County, I may have access to Not Public data. I agree to refer all inquiries for access to any such data to a supervisor or Site Lead, unless I am already authorized by my supervisor or Site Lead to provide any such information.

I understand that as a volunteer in the Ramsey County MRC,

- I may share specific, authorized client information with other authorized MRC volunteers or staff of the organization where I am assigned for the purpose of service coordination.
- I will access only the information and data necessary to do my legitimate work activities.
- I am not permitted to process or access information about myself.
- I am not permitted to process or maintain information on people that I know unless permitted by MRC policy.
- I am not permitted to use system access privileges to browse private and confidential information on individuals and or nonpublic and protected nonpublic information.

I agree that if I have questions about classification of data or any restriction on its use, storage, dissemination, or disclosure, I will discuss these concerns with a supervisor.

I agree to follow organizational policies and procedures regarding copying, reproducing, or altering data or parts of data belonging to the organizations where I am assigned.

When discussing private or confidential data, I will take care not to discuss sensitive information in person or over the phone in public areas such as hallways, elevators, lobby, or grounds.

I will not remove Not Public data from the premises except as is necessary to administer the program with which I am working and / or with the knowledge and consent of a supervisor.

## Workspace Security / Data Protection

- I will use passwords, keys, badges, cards, or any other security devices that are in my possession only for MRC work purposes. I will not allow anyone else to use or copy security devices without the consent of a supervisor.
- I will notify a supervisor when I lose any security information or device or if it may become compromised.
- I will prevent unauthorized persons from accessing or viewing Not Public data by not leaving information unattended in public or semi-public areas, including information on computer screens, printers, fax machines, etc.
- I will inform a supervisor if I observe unauthorized persons harming or accessing any computer systems where I am assigned.
- I will surrender any passwords, keys, badges, or any other security device issued to me immediately upon the request of a supervisor.

## Badge Acknowledgement

I understand that this badge identifies me as a representative of the Ramsey County Medical Reserve Corps, Saint Paul Ramsey County Public Health. When wearing my badge and serving these agencies, I will act in accordance with the Ramsey County Medical Reserve Corps Code of Conduct.

I will never use my badge as identification at an emergency or other public event unless formally deployed by the Ramsey County MRC Coordinator or other authorized agency. I will never use my Ramsey County MRC badge to misrepresent myself or my work.

Upon resigning my volunteer membership with the Ramsey County MRC, I will return my badge to the MRC Program Coordinator.

## Authorized Signature

The Minnesota Government Data Practices Act requires you to be informed that the information you have been asked to provide to the Medical Reserve Corps program, in some cases, is considered PRIVATE Data and may be shared with Ramsey County staff, volunteer coordinators or others with a legitimate business need to access the information. You may refuse to provide any of the data requested on this form; however, refusal may result in denial of your application for volunteer assignment. The data you supply (such as demographic information) may be used in aggregate form (not identifying you individually) for reports and other statistical purposes.



## Acknowledgement of Ramsey County MRC Volunteer Handbook

This Volunteer Handbook is an important document intended to help you become acquainted with the operations and expectation of volunteering with the Ramsey County Medical Reserve Corps. This handbook will serve as a guide; it is not the final word in all cases.

If you have any questions regarding anything covered in this handbook or any other Ramsey County Medical Reserve Corps volunteer policies, contact the MRC Coordinator listed on the welcome page of the most current handbook version.

Please read the following statements and sign below to indicate your receipt and acknowledgement of the Ramsey County Medical Reserve Corps Handbook and the information and policies contained therein.

- I acknowledge receipt of the Ramsey County Medical Reserve Corps Volunteer Handbook. I will thoroughly read and understand the policies and rules set forth and agree to abide by them prior to my first volunteer assignment.
- I understand that the content, policies, and procedures of this Volunteer Handbook may change, and I am responsible for reviewing any updates or revisions provided to me by the Ramsey County MRC Coordinator.
- I understand that my volunteer service is terminable at will by either Ramsey County MRC Program Staff or myself at any time.
- I understand that it is my responsibility to maintain up-to-date and accurate information on my volunteer profile at MN Responds. Failure to do so may result in the termination of my Ramsey County Medical Reserve Corps membership.

I certify that I have read the above Ramsey County MRC Policies and Procedures and agree to abide by all policies and procedures in the Ramsey County MRC Volunteer Handbook.

Volunteer Printed Name \_\_\_\_\_ Date \_\_\_\_\_

Volunteer Signature \_\_\_\_\_

Check here if acknowledging receipt of this handbook electronically. No signature required.