Citizens Corps
Guidelines
Marion County, OR
October 2021

Volunteerism is one of the most selfless acts one can do. Time is so valuable and the gift of your time and abilities are invaluable, in particular during a crisis in which you are also experiencing.

Thank You!!

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Introduction

Marion County has recognized the need for an organized and trained group of volunteers that can respond to a disaster/emergency or a planned event. Marion County Citizen Corps (MCCC) is a volunteer program that operates under the authority of Marion County Emergency Management (MCEM). Our volunteers live and/or work in Marion County, are trained, and are ready to help their local communities.

MCCC, when activated for an emergency or event, will function under the direction of Marion County Emergency Management within the course and scope of the Marion County Emergency Operations Plan (EOP). In the event of a disaster, the Marion County Emergency Operations Center (EOC) may be activated and we may request assistance from our volunteer members. During a disaster, MCCC is trained to operate independently for a given period of time when normal emergency response services are overwhelmed. Upon arrival of the teams at Command Post, if communications are down, it is expected that first responders will direct the team where assistance is needed most. We ask that these directions be relayed to EOC.

MCCC will train and prepare individual citizens in communities, businesses, schools, and institutions in emergency preparedness and basic disaster response techniques. The MCCC training will prepare volunteers to take an active role in providing critical support to MCEM and first responders during incidents and/or events. In addition, MCCC members will receive training for our community planned events, such as Mount Angel's Oktoberfest. Members may be utilized for various deployments, which may include neighborhood, countywide, or statewide activations. Activations outside of Marion County will not be required to remain an active volunteer.

MCCC provides these guidelines to improve communications, manage our resources, and establish team expectations for documentation such as specific action plans and grant funding requirements. Our intent is that our volunteers have a better understanding of the events that are in Marion County and how to respond to a disaster. Incident Command System (ICS) will be used during all exercises and deployments. MCEM expects all volunteers to act professionally as they represent Marion County when deployed. This requires self-discipline and the ability to take direction from leaders.

President George W. Bush launched USA Freedom Corps to capture the spirit of service that emerged throughout the nation following terrorist attacks September 11, 2001. Citizen Corps, a vital component of USA Freedom Corps and supported by state and local government officials, was created to coordinate volunteer activities that make our

communities safer, stronger and better prepared to respond to any emergency situation. Citizen Corps provides opportunities for people to participate in a range of measures to safeguard their families, homes and communities from all types of hazards and threats; weather related or intentional.

The CERT program began in 1985 in Los Angeles, and was modeled from a similar program the Los Angeles Fire Department observed in Tokyo, Japan. The Tokyo program tested citizen skills and response during and after an earthquake. FEMA adopted and standardized the Los Angeles CERT program in 1993, as the organization was looking for programs to promote disaster preparedness and response in local communities. The Marion County Citizens Corps program is modeled directly from the Federal Emergency Management Agency (FEMA) Citizen Corps program.

For Marion County, Citizen Corps Advisory Council comprises of leadership representation from the Medical Reserve Corps (MRC), Amateur Radio Emergency Services/Auxiliary Communications (Aux Com), Community Emergency Response Team (CERT) and Logistics.

Process to join a team

Marion County Volunteer Application:
Marion County has adopted an open entry policy. Applications are accepted from individuals year-round throughout the county. In addition to the knowledge gained from Citizen Corps training, by studying together, volunteer trainees will develop the important skills necessary to work as a cohesive team. The skills and knowledge gained in the training will serve well in an emergency situation. Being a positive and productive example may serve to encourage neighbors or co-workers to become members of Citizen Corps.

Marion County (MC) volunteers must complete the following:
- Complete an application in person or on-line at https://www.volgistics.com/ex/portal.dll/ap?ap=1021291610 (and must accept calls/emails as that is how we deploy)
- Complete a Marion County New Volunteer Orientation in person by an authorized MC employee or at https://www.co.marion.or.us/HR/VOL/Pages/New-Volunteer-Orientation.aspx This includes: Ethics, Workplace Violence Prevention, Non-Discrimination, and a general new volunteer overview. Respect in the Workplace and Policies and Procedures This will need to be repeated if inactive for 2 years
- Submit authorization for MC to request a criminal background check, and pass

- Submit authorization for MC to request driving history and pass (if driving is specifically listed as part of your volunteer assignment or you are a team leader)
- Proof of auto insurance (*if* operating a vehicle is required of the position you are seeking)

Prerequisites/Training

To become a volunteer with Emergency Management (EM) you must complete the following:
- Be a minimum of 14 years of age (with written parent/guardian permission for youth)
- Provide photo of yourself, from shoulders up. Solid background, without head, eye or face coverings, please. You may make an appointment to have a photo taken if you prefer
- Reside, work or attend school in Marion County or appointed to a team by special arrangement through MCEM
- Interview with EM and/or team leadership of preferred area of volunteering and be approved for team(s) based on preference and skills
- Complete FEMA IS 100, IS 200, IS 700, IS 800, and send copy of completion certificates to MC Volunteer Services Coordinator volunteer@co.marion.or.us (Sherry Lintner) or MCEM Program Coordinator cfwilliams@co.marion.or.us (Crystal Williams)
    - https://training.fema.gov/is/courseoverview.aspx?code=IS-100.b
    - https://training.fema.gov/is/courseoverview.aspx?code=IS-200.b
    - https://training.fema.gov/is/courseoverview.aspx?code=IS-700.a
    - https://training.fema.gov/is/courseoverview.aspx?code=IS-800.b
- Provide specific documentation required for position you are seeking, such as licenses or certifications (HAM, LPN, CERT Basic, etc.)
- Members may need additional training to perform specific functions
- All Citizens Corps volunteers are encouraged to complete Basic CERT

Documentation may be mailed or dropped off at Marion County Emergency Management - 5155 Silverton Road NE Salem, OR 97305 or electronically to the above coordinators or MCEM@co.marion.or.us.

Once Marion County Emergency Management receives this documentation an email will be sent to the applicant with further instructions. A volunteer will not remain in active status if *ALL* steps are not completed within 90 days.

Limited Training Availability:
If space is limited in Basic CERT training, the Marion County Program Coordinator may prioritize applications based on the following conditions:

    a. Applicant resides/works in an underserved area by a MCCC program; or

    b. Possesses a skill or skills relevant to the responsibilities needed; and/or

    c. Is recommended to the program by a Team Leader

The FEMA Basic CERT class (Minimum 21hrs) is offered throughout the year and is free of charge. Classes are held in a variety of different ways from 1 night a week for several weeks to two weekends of back-to-back training. Classes are taught by FEMA certified & Marion County Emergency Management approved instructors. Every CERT member is required to complete a Basic CERT class; however, it is optional for MRC, Aux Com Members and admin volunteers.

Throughout the year there are various additional in-class training opportunities. Learning additional medical information & radio communication skills, as well as the FEMA Incident Command System 100, the National Incident Management System 700, and CPR/AED are common options. Most of these trainings are also free of charge and open to all MCCC members. Volunteers are highly encouraged to take advantage of all training opportunities.

Members are required to attend a minimum of 6 hours of training/skill building per year and assist with two events or large-scale exercises in some capacity. Real world incident response will be considered as an event/exercise. It is the member's responsibility to receive the required hours of continued training each year to sustain active membership to provide appropriate proof (i.e. certificate, attendance roster, letter of appreciation, etc.) to MCEM.

In addition to exercises utilized as part of MCCC training, other exercises are often conducted by Emergency Management, EMS, Law Enforcement and Fire Departments and can count toward minimum hours/events.

Membership

Marion County 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, or group affiliations.

MCEM has authority for all active volunteers under the Citizens Corps Programs. This includes accepting, training, operations, discipline, and dismissal of volunteers. Sponsoring agencies will request to activate volunteers prior to deploying. All volunteers are expected to follow Marion County policies and procedures to ensure safety and proper coverage for volunteers as well as consistency within teams that assist throughout the county. All decisions are final.

Persons with Disabilities:
Everyone has a part in emergency preparedness and response, and no application to MCCC MCEM will be denied on the basis of any physical or cognitive disability. In order to ensure equal access to the programs, MCEM will reasonably modify processes and procedures and provide auxiliary aids and services to persons with disabilities.

Criminal Background:
   a. An applicant may not be considered for membership to MCCC teams if he or she has been convicted of a crime classified as a Class A Felony, a Class B Felony, any sex crime requiring registration, or stalking.
   b. No past offense will be considered grounds to disqualify an Applicant from the MCCC teams without a process of review if requested unless the applicant has been convicted of a crime listed above.
   The Marion County Emergency Manager, or designee, may consider the facts and circumstances of a conviction, the seriousness of the offense(s), time elapsed since conviction(s) and any additional information the Emergency Manager, or designee, considers relevant.
   After the review, the decision on the applicant's eligibility to participate in the MCCC program(s) will be final.
   c. Background check does not include credit history.
   d. Driver's records are checked only if driving is a role in assignment.

Member Status:
   a. **Applicant Trainee**; has not completed entire volunteer enrolment process with Marion County Volunteer Coordinator *or* has not met requirements of the prerequisites.
   b. **Active**; participating in program and continues to meet the responsibilities of his/her assigned role and maintains good standing.
   c. **Inactive**; participation in program has terminated voluntarily, or on suspension as member has not completed member contributions and/or requirements. Member was dismissed from program for reasons of conduct.

Chain of Command – Daily Structure starts as follows:
- Applicants/Trainees
- Admin support role will change if assisting in the Emergency Operations Center (EOC)
- Team Members
- Assistant Team Leaders
- Team Leaders
- Citizens Corps Advisory Council
- Marion County Emergency Management Program Coordinator(s)
- Marion County Emergency Manager

Code of Conduct:
Volunteers represent the Marion County Citizens Corps program to current members, the public, and those who we provide services. Therefore, it is important to portray a positive image and maintain the highest standards of professional conduct. It is critical to recognize that Citizen Corps members' behavior reflects directly upon the status and substance of the entire program.

All violations will be thoroughly investigated by MCEM. During the investigative process, involved members will be placed on a temporary administrative leave or members may be suspended from all Citizens Corps related activities, pending the outcome of the investigation. Members under investigation will be notified of their status by Marion County Emergency Management. Members will not investigate other members but maybe asked to provide situational awareness and context to a developing situation. We ask that the information provided to MCEM be in writing.

All volunteers with Citizen Corps shall comply with the following:
1. Dial 911 for all emergencies. When able contact MCEM to report the incident.
2. Notify any medically trained personnel on site if there is a medical emergency. Operate only within the course and scope of their duties as defined by the applicable policies and laws, including but not limited to these Guidelines, and FEMA guidance and/or training.
3. Ensure your own safety as well as your family's safety before deploying.
4. Only deploy when directed by MCEM possibly thru designated title such as EOC Director, Marion County Volunteer Coordinator, or 911 dispatch. During major disaster such as Cascadia, consider reporting to your team's designated meeting site if you can safely do so.
5. Stay within course and scope of training and certifications that fall under Citizen Corps.
6. Confine actions to physical and resource limitations when responding as a member of Citizen Corps. Such limitations may be determined by, but not limited to,

authority, hazards present, training, knowledge, skills, physical abilities, and equipment available for use. Members SHALL NOT take undue risks that are likely to cause injury to themselves, team members or others.

7. Direct anyone that is looking for official statement about the incident at hand, to the Emergency Operations Center, if set up, Marion County's Public Information Officer or Marion County Emergency Management. Volunteers may not participate in an interview without prior authorization.

8. Understand that the Incident Commander on scene has control of the scene and all activities within it.

9. Always wear proper personal protective equipment (PPE). No shorts, sandals or open toed shoes are permitted except in a classroom setting without any hands-on activities.

10. Conduct themselves with the utmost professionalism, dignity, and pride. Act appropriately and responsibly at all Citizen Corps functions, meetings, events and when assisting others.

11. Treat fellow committee and team members, visitors, other volunteer program participants, guests, and property with respect, courtesy, and fairness.

12. Be sensitive to the diversity and beliefs of team members and those we assist.

13. Respect the privacy of persons served by Citizen Corps and hold, in confidence, all sensitive, private, and personal information.

14. Keep Marion County Emergency Management informed of any injuries, exposures, or illnesses sustained during activations or drills, as well as progress, concerns, or problems with tasks which you have been assigned.

15. Shall turn in ALL monies (cash/check) that are donated to the volunteer programs (CERT, Aux Com and MRC) to MCEM.

16. SHALL NOT partake of alcohol while on shift, 8 hours prior to a shift or responding to Citizen Corps functions. There is a zero tolerance volunteers shall NOT report for duty while under the influence of alcohol, drugs, or anything that causing impairment, including prescribed medication.

17. SHALL NOT authorize the use of, or use for the benefit or advantage of any person, the name, emblem, endorsement, services or property of Marion County, without the approval of the Marion County Emergency Manager.

18. SHALL NOT receive gifts over $50.00 – Limit $50 per source per year.

19. SHALL NOT use your participation in Citizen Corps to promote politics, religious matters or positions on any issue.

20. Shall notify MCEM and receive permission to attend any training, events or exercises not sponsored by Marion County if representing CERT, MRC and/or Aux Com.

Dress Code:
For safety reasons, it is important that all members of Marion County Citizen Corps are properly dressed for classroom activities, drills/activations, and special events.

Pants or slacks must be worn at all times. Long dresses are allowed per religious beliefs. Shorts, sandals, high heels, or open toed shoes are not allowed unless in an appropriate setting, such as suit & heels for a meeting, classroom or other pre-approved circumstance. Safety gear must be worn upon instruction. MCEM will consider this guideline on a case by case basis. MCCC identification must always be properly displayed.

*Clothing may become soiled, stained, or damaged while participating in MCCC activities. Marion County is not responsible for soiled, stained, or damaged clothing. At time of activation instructions should be provided in email, verbally, or text message if there is a different expectation for the assignment.

Disciplinary Action:
Unless a situation deems an immediate administrative leave from a program, according to MCEM, disciplinary actions are handled first with verbal guidance. If corrective action is not followed, and behavior or non-compliance continues, a written notice will be given. Continuous disciplinary actions will result in release from program(s) which will also be in written form.

Separation:
At any time, Marion County or the volunteer may voluntarily choose to separate from one another. This separation will be conveyed in writing with both parties understanding the reasons of separation. If a volunteer has not been active for 1 year or has failed to meet the minimum requirements to be a member of Citizen Corps as stated in this guide, the volunteer will be considered inactive and be removed as a member. All separation issues will be handled by MCEM and not individual Citizen Corps Programs. To become re-activated you will need to go through the County Volunteer Program process again.

Members may also be removed from service for:
- Conviction of a felony, or inability for MC to complete background check
- Conduct unbecoming of a member
- Any act of insubordination
- Neglect of duty

- Any flagrant violation of the rules or guidelines governing the program as stated in this handbook or any reason determined by Marion County that would jeopardize the safety of volunteers or the integrity of the organization
- Multiple disciplinary actions

Citizens Corps Member Responsibilities

- Keep safety the top priority
- Are prepared to be self-sufficient for two weeks during any emergency/disaster. This includes your own household in order to effectively respond to events nearby in a timely manner. Examples: maintain a 2-week preparedness kit, have go-bag ready for deployment
- Understand it is best practice to provide emergency assistance to your family and immediate neighbors or co-workers/fellow students dependent on where you are at the time of disaster before deploying
- Work *collaboratively* with others (community partners; non-profit, private sector, religious entities, government employees, politicians, residents and first responders to name a few)
- Keep personal profile data current in Volgistics, and provide to Team Leader or recorder
- Maintain professional appearance, this includes team branded gear
- Must possess a cell phone or work with a team member that has the capability to text
- Possess an active email account and *actively* respond to messages
- Wear Marion County CC identification at all times you represent MCEM. The first ID badge issued is free: if your ID badge is rendered inoperable through normal wear and tear, or is stolen, a replacement ID Badge will be issued. If a card is repeatedly needing replaced, a replacement fee may be charged
- Provide basic communication within team either by cell phone or FRS radio
- Are fiscally responsible with all assets trusted to them for use and upon exit from the County volunteer program, return all equipment not awarded or gifted during service, such as your volunteer ID Badge
- Wearing proper PPE, appropriate clothing for climate and closed toed/heeled shoes. Also includes maintaining proper hydration and protecting yourself from heat-related illnesses and burns during all CC related activities
- Report any injuries or near misses to MCEM within 24 hours
- Guide emergent volunteers who have been approved to assist during a disaster
- Train to be able to provide first aid when needed

- Stay within course and scope of your training
- Maintain requirements to volunteer with Marion County and the team assignment (see MC Admin Policy 207 and MCEM requirements in this guidebook)
- Attend no fewer than six hours of approved training/skill building activities annually
- Attend additional training/meeting requirements per the unit/team you belong to
- Participate in at least one Marion County real-world incident or approved exercise requiring an Incident Action Plan every calendar year. A CERT Basic final exercise satisfies this requirement
- Assist with two pre-planned events/deployments annually
- Due to epidemic/pandemic or major catastrophe, you will not be accountable to meet minimum requirements if training and/or deployments are not being scheduled
- Submit all volunteer hours to team leader *monthly*, if not already provided on a local ICS 211, this is typically for on-line training or training provided by someone other than Marion County. If you are team leader, you provide this data to the MCEM Program Coordinator
- Volunteers are unpaid but are expected to uphold the same standards as paid staff

Activations

Notifications:
Citizens Corps volunteers will be notified of meetings, trainings, and emergent activations via Automated Citizens Alerts (volunteer logistics software tool i.e. Volgistics), email, telephone and/or text messages). It's extremely important for all volunteers to keep their contact information current with Marion County Emergency Management **and** their local team leader.

Deployments:
As a minimum standard per year, volunteers are required to participate in six hours of formal training, one large scale exercise or real-world event, *assist at two scheduled deployments/events*, and attendance of at least 75% of team meetings (not to exceed more than one meeting per team a month) to remain an active volunteer.

Deployments of any type during an epidemic/pandemic may require additional precautions such as additional PPE. Volunteers shall read the request for assistance in detail for specific guidelines pertinent to the deployment. Guidelines and protocols provided by Center for Disease Control (CDC), Oregon Health Authority (OHA), and Marion County Health and Human Services (MCHHS) will be followed. Just-in-Time

Training (JITT) may be provided on site or e-based to avoid risks and minimizing the spread of disease.

Citizen Corps teams will be activated by the Marion County Emergency Manager, or designee, when an emergency or other event requires additional resources for assistance and will follow the chain of command as outlined in the Chain of Command section. **When the Emergency Operation Center (EOC) opens, the chain of command may look different from normal day-to-day operations. FEMA Incident Command System (ICS) is followed, but no matter who you report to, stay within your team's course and scope of the mission.**

Any request for Citizen Corps equipment or personnel to be mobilized for deployment must be approved by Marion County Emergency Management for emergency and non-emergency events.   The requestor must provide Marion County Emergency Management with a written request (see Forms section for a copy of the request form). We ask for a minimum of 30 day, preferably 45 day, notice for non-emergency events in order to verify the request meets the course and scope of the teams' training and missions. This also allows for clarifications and notification of members.

The written request must include the date(s), hours, address of event, specific meeting location (such as 3rd floor bldg. 1, or North end of Track) as addresses are only helpful for driving directions. Also needed are detailed task description(s) and the number of people needed (keep in mind some people may work multiple shifts, but breaking the time down into smaller increments usually brings more volunteers). MCEM will need contact information of who is requesting the assistance, as well as who will be the sponsoring/supervising agency point of contact on-site for check in/out, briefing, safety check, and urgent issues.

If licensing of volunteers is required, that also needs to be included (such as LPN, MA, and HAM operator) in the request. Our services are free to government and non-profit agencies; however, maintaining our equipment, supplies, and apparel are not, so we always welcome donations toward those expenditures. Please see attached "Request for Deployment" form in the Forms section.   We are working on implementing a contract to work with private/public parties for a fee.

Self-Deployment:
Citizen Corps members who self–deploy (i.e. deploy without direct orders from Marion County Emergency Management via email, text, phone, Everbridge, or an app approved by MCEM, such as Active Alert,) or who fail to check-in (phone, radio, email, or in person) prior to deploying are not acting as Citizen Corps members; they are considered

independent agents. Therefore, will not receive any liability or injury coverage through Marion County. Independent agents may also be dismissed from the Citizen Corps program. In signing the guidelines, you acknowledge and agree that you understand the terms and conditions of being a Marion County Volunteer with Emergency Management. (See Confirmation of Acceptance page)

Independent agents may not display any Citizen Corps identification or wear any clothing with a Citizen Corps logo. Using Marion County Citizen Corps equipment or resources is also strictly prohibited by independent agents.

Disaster Response:
Volunteers will act first to aid their families and adjacent neighbors. Volunteers are specially trained to help others without putting themselves, or others, in harm's way. Once safety measures have been completed, team members will mobilize at their team's agreed upon location when activated (typically a fire station).

Volunteers will likely be first on the scene. During disasters and emergencies, firefighters, EMTs and police are sometimes slowed by impassable streets or overwhelmed by calls for help, or, possibly even the inability to receive communications.

Team members shall only perform tasks equal to their level of training, and at no time shall they attempt to perform tasks beyond their scope of training and the assignment directive.

CERT members will select a team leader from those present. The leader will evaluate volunteers' safety by assuring that all team members have completed the required training, have the appropriate safety **p**ersonal **p**rotective **e**quipment (PPE) and other equipment is in good working order and are capable of performing the assigned task(s).

Foreseeable issues will be discussed as the team conducts a size-up of the situation from what they already witnessed on the way to the Command Post. The team, usually via an Aux Com member, will then contact the EOC with Situational Awareness and size-up information then wait for further instructions.

MCEM will evaluate the needs of the overall response and may deploy volunteers from CERT, MRC, and Aux Com teams together as one unit. Further, Aux Com unit may be requested to respond by providing communication support in the County's Emergency Operations Center (EOC). MRC may be deployed to respond to incidents and provide

support by setting up an alternate care site and/or medical aid station when activated to assist.

Volunteers will receive instruction from Marion County Emergency Management and supervision from our partners such as fire/police/health professionals, and on occasion, public works staff when providing emergency disaster assistance.

Specific instructions or procedures to initiate the response and recovery process will be decided and delegated out. Leaders will then assign teams such as Command Post, Search and Rescue, Triage. If needed, sub-teams may be formed within those teams such as Team A, Team B, etc. for further assignments such as scribe, communications, tracking and rotation. This also provides the ability to scale according to incident needs. MRC and Aux Com may be assigned to work side by side with a CERT team, such as Command Post or Search and Rescue, or be assigned together such as MRC at a medical triage site.

These Sub-Teams will always have a minimum of two (2) members, and those teammates shall stay together until reassigned. Members must not "free-lance" away from the assigned tasks. Sub-Teams will be responsible for communications with the Command Post and Aux Com will be responsible for contacting Marion County EOC and/or MCEM if they are present. If Aux Com is not present, then another person shall be designated to do so.

Partner Agency Activation:
Incident Command (IC) of a partnering agency can mobilize their local CERT by making a request for activation through MCEM. If the situation warrants using Aux Com to relay the request to the EOC and unable to request by normal routes, then please utilize the radio to place the request for local support. An activation must be within the CC course and scope. If disposable PPE is needed, please be sure it is accessible for CC.

If a team is activated (i.e. Volgistics, Active 911 or another preapproved dispatching tool), MCEM staff is to be included in the activation roster.

Once a deployment is completed, the leader or agency of the activation will contact MCEM, via email, and give a close out report within 7 days.
This report will include:
- Total number of volunteers that participated (followed by submission of sign-in/out sheet)
- Any injuries or damages that involve volunteers (volunteer also required to inform MCEM within 24 hours)

- Lessons learned
- Recommended changes

Non-Emergency Activation Request – See form in Forms section:
Volunteer teams (CERT, MRC, Auxiliary Communications, Fire Fighter Rehab, and Logistics) that would like to participate in events/incidents as a representative of the Marion County Citizens Corps will need to submit a proposal for sponsorship to the Marion County Emergency Manager or the MCEM Program Coordinator at least 30-45 days prior to the event. See Form in the forms section.

The proposal must include (who, what is needed, when and for how long, where):
- Title of the event
- Date(s)
- Location(s) – include specifics for meeting not just physical address of event
- Working Conditions (inside/outside, extensive walking, etc.)
- Mission Description (usually a sentence or two)
- Required qualifications, if any (Amateur Operator's license, EMT, etc.)
- Required time commitment (shift length)
- Requesting agencies contact info (phone, email)
- Contact info for Event Supervisor who will be on-site

If approval is given, an after-action report is expected within 7 days after the event and must include:
- Total number of volunteers that participated (sign in/out sheet)
- Names of volunteers
- Total hours volunteered
- Lessons learned
- Recommended changes

Participation in all Citizens Corps activities, exercise, and deployments is entirely voluntary i.e.; no payments will be provided to members.

TEAMS:
Community Emergency Response Team

The CERT program educates individuals to assist their families and neighbors in preparing for disasters or emergencies that may impact their area. CERT trains individuals in basic disaster response skills such as fire safety, light search and rescue,

team organization, and disaster medical operations. Once deployed, CERT members assist others in their neighborhood or workplace/school following an incident until professional emergency responders and critical resources arrive. Following a major disaster like Cascadia where communications are down, if it is safe to do so, CERT members meet at designated sites and may assist local first responders within the CERT scope of practice.

CERT members' mission:
- Promote emergency preparedness
- Provide situational awareness (SA) and/or windshield surveys while in route to Command Post
- Provide immediate assistance to survivors in the period immediately following a major disaster or emergency
- Support first responders (such as Fire, Police, Health/EMT, Public Works) within CERT's course and scope of practice and training

CERT programs must *always* be endorsed by local government per the FEMA CERT Liability Guide, and often have additional sponsoring public agencies for more direct support. Occasionally, CERT programs establish a separate nonprofit organization or are sponsored by an educational or business entity. Marion County does not support that without an active board of directors that meet additional public responsibilities and must have prior permission before applying for non-profit status. *Please contact Marion County Emergency Management prior to applying.*

CERTs do not:
- Suppress large fires
- Enter structures that they consider heavily damaged and dangerous (i.e. leaning, structural damage, moved from foundation, or missing a roof)
- Perform hazardous materials cleanup or respond to incidents involving radiological, chemical or biological agents
- Perform medical, fire, or search and rescue operations beyond their level of CERT/first aid training
- Activate or deploy unless activated by an authority listed in these guidelines
- Do not respond to terrorist events unless activated by MCEM

- *Direct* traffic – *Unless trained and approved by MCEM, otherwise, must have flagger training and valid certificate on file with Marion County Emergency Management [Directing vs. managing traffic is different based on who approves the traffic flow change and if flags and hand-held signs are used.]

- Operate any medium/heavy equipment without permission and authorized training certificate on file with MCEM

Team leaders and members shall "stand by" for further instructions after they have completed their assigned task(s), and will await further deployment or demobilization instructions from MCEM.   During a regional catastrophic event, such as Cascadia, professional partner agencies (typically Fire/Police), are asked to notify MCEM of team's arrival and work together to deploy them where needed most.

If a team leader would like to activate their team, they will need to contact MCEM to get permission prior to an official activation.

Fire Fighter Rehab

FFR is designed to ensure the physical and psychological well-being of fire fighters. This program assists with mitigating the known highest risk of death for their line of work: heart attacks. By monitoring heart rates, pulse and temperature, as well as providing hydration, cooling and a form of energy such as granola bars, the negative risks are reduced considerably.

This team undergoes additional training to assist responders without interfering. Notification of deployment currently is sent out by an approved app; Active911/Active Alert.

The team members contact a professional responder if an emergency arises or someone approaches seeking medical assistance.

All media inquiries are directed to the Incident Commander (IC) or Public Information Officer (PIO) if on site. If there is not an IC or PIO available you must contact MCEM prior to having contact with any media outlets.

FFR members' mission:
- Promote wellness of first responders on scene or during extensive training
- Sign in when arriving on scene, and sign out once approved for dismissal
- Set up and tear down recovery area away from immediate scene and onlookers
- Record temperature, pulse and heart rate of those responding
- Understand the high-risk areas and inform first responders if their results fall into those categories

- Provide hydration, a form of energy such as granola bar, and cooling towels
- Operate timers to verify first responders have proper recovery time
- Notify Command if first responder returns to duty or operates equipment before attaining healthy numbers
- Maintains safety of all equipment used, such as, but not limited to: disinfecting used towels, properly secure pop-up awning(s), use fresh thermometer probe covers between responders, wear gloves, wipe *everything* down after returning to fire station to remove ash, watch for tripping hazards like hoses, cables, electrical wires, verify all tables, chairs, benches are properly locked to avoid collapsing
- Sets up lighting when the scene requires it

Medical Reserve Corps

MRC is comprised of both medical and non-medical trained citizens who have come forward to ensure healthcare needs are met during a crisis or disaster. Our volunteers offer their skills for free, providing expertise and direction in disaster healthcare planning and services.

Volunteers from every walk of life are critical in building regional disaster healthcare capacity. During a disaster, hospital, fire, and EMS personal become overwhelmed. To fill gaps in patient care, the MRC's licensed professionals work within their scope of practice during a deployment, treating patients with acute injuries and providing behavioral health care. MRC members can also assist first responders and volunteers with their injuries and mental well-being.

During a disaster, MRC will assist with care in the field and bringing injured survivors to a safe area for further medical care. MRC may assist in setting up the triage site used to stabilize, treat and prepare injured residents for transport. When invited to do so, MRC volunteers may work alongside fire/EMS and healthcare agencies by assisting with patient assessments and treatment. Otherwise, they turn the survivor(s) over to professionals and provide vital information, if known, to first responders.

MRC members' mission:
- Promote safety and wellness by educating others
- Assist with First Aid during scheduled community events
- Provide immediate assistance to survivors in the period immediately following a major emergency or disaster; support CERT with triage
- Support first responders (such as Fire, Police, Health/EMT) within MRC's scope of practice, when invited to do so

Auxiliary Communications

Aux Com consists of licensed amateur radio operators who have voluntarily registered their qualifications and equipment with Marion County Emergency Management for communications deployments when disaster strikes. Aux Com may support operations with radio and satellite capability for the Emergency Operations Center (EOC) as well as assist during events, trainings, and exercises.

Aux Com members' mission:
- Maintain amateur radio licensing and follow all government operating requirements (i.e. F   regulations)
- Routinely verify equipment is in working order by attending monthly drills, exercises and/or events
- Provide positive direction to others inquiring about the team and/or radio functions and capabilities
- As a team, Aux Com will lead monthly drills for Marion County Emergency Management partners to verify their equipment is operating correctly *(temporarily suspended 8/21)*
- Provide communications between CERT MRC   to Marion County EOC
- Maintain proper paperwork/scribing of events, trainings, exercises for Marion County Emergency Management's Records and submit them monthly
- Complete State required training FEMA IS2200 in *addition* to Citizen Corps required courses

Logistics

Logistics team is deployed at the discretion of MCEM. The team is responsible for the movement of Marion County assets so Citizen Corps teams can perform their missions. The team is also specially trained on how to mobilize and demobilize MCEM assets to reduce damages and injuries. If equipment needs instruction on operating, Logistics can provide "just-in-time" training or possibly written instructions to those assigned to use it.

Visibility is key for the public to know where further resources are, so Logistics assists the teams by setting up assets as identifiers. Residents will be able to see where to receive first aid, or get information on disaster preparedness.

Logistics members' mission:
- Are timely to prescheduled events
- Complete mobilize/demobilize process of assets
- Inform MCEM and note any damage or missing items before mobilizing or after demobilizing of assets (form 214 activity log)
- Understands who to contact if equipment needs immediate attention (i.e. flat tire, safety issue, etc.) day or night (also include on 214)
- Sign in/out for each deployment (211 form)
- Inform MCEM if County vehicle needs fuel (form 214)
- Maintains communication during deployment (cell phone or radio)
- Familiar with radio operations (FRS/HAM Radio operations)
- Have proven ability to safely transport, back-up and park MCEM assets (Complete the MCEM Training and certification shall be kept on file)
- Proper management of access (keys and combinations) to assets and facilities
- Maintain security protocols at each site
- Assists in mobilizing and demobilizing

Qualifications/Responsibilities by role

Applicant/Trainee: (All teams, Interns and Admin Assistants)
1. Qualifications are to complete the Marion County volunteer application and release for ordering a background check. This includes the New Volunteer Orientation (NVO) which covers Ethics, Workplace Violence, Non-Discrimination and volunteer overview. You must use the confirmation link that states you completed the NVO training, in order to get credit for it.
2. Responsibilities:
    a. Follow thru with successful completion of applications and background check
    b. Provide picture in jpeg format for ID badge. (i.e. Solid background, shoulders and above only, without hat/face mask/dark glasses.)
    c. Complete an interview with MCEM, or designee, to verify the volunteer has a clear understanding of the program of interest and is a good fit
    d. Once accepted, must also complete FEMA IS courses 100, 200, 700 and 800

Team Member (CERT):
1. Qualifications in addition to Marion County volunteer requirements, and EM's Citizen Corp requirements, CERT members must also:
    a. Complete FEMA Basic CERT Training

2. Responsibilities:
   a. Has established and reliable means of communicating with a Team Leader (such as email and phone or texting)
   b. Keep your information current (such as address, contact info, trainings, number of hours volunteered)
   c. Maintains minimum training and attendance requirement
   d. Contributes required minimum service hours annually
   e. Possess and maintain Personal Protective Equipment (PPE) and a Go-bag for immediate deployment
   f. Abides by MC Volunteer Guidelines and a signed copy is on file
   g. Return all assigned gear/equipment to MCEM in your possession upon dismissal/resignation
   h. Sign in and out for all deployments and training
   i. Report any injuries or near misses

Team Member (Fire Fighter Rehab):
1. Qualifications in addition to Marion County volunteer requirements, and Emergency Management's Citizen Corp requirements, FFR members must also:
   a. Complete FFR training by the Fire Department in which you are assisting
   b. Have ability to be contacted by Fire's preferred method, such as an app, or text messaging
   c. Basic First Aid, AED, and CPR trained
   d. Ability to work outside in all weather conditions
   e. Have legible handwriting
   f. Capable of carrying and setting up tables, benches, traffic cones, lighting, pop-up awnings, and other items needed to operate FFR
2. Responsibilities:
   a. Attend meetings and trainings as required
   b. Sign in/out for all deployments and trainings
   c. Assist with set-up and tear-down of equipment needed to provide FFR services during activation
   d. Provide hydration and nutrition to fire fighters
   e. Take blood pressure and temperature and compare with chart provided
   f. Provide clean cooling towels to fire fighters
   g. Operate timers or use clock/watch to track time fire fighter is being tended to
   h. Document required information
   i. Understand who the IC is and notify if additional medical services are needed or fire fighter returns to work when results are not showing safe. ***Not your responsibility or duty to stop a fire fighter, just to document and notify IC ***

j. Wear proper PPE and Citizen Corps ID when activated

k. Maintain cleanliness of towels, tables and general working area

l. Post list of all items needing replaced, if any

m. Assist in wiping EVERYTHING down after returning to the station

n. Place dirty towels in appropriate area for laundering

o. Aware of fire scene safety (trip hazards, smoke, falling ash/debris, possible crime scene, etc.)

p. Contribute to the teams' minimum number of calls annually

q. Reports any injuries or near misses

Team Member (MRC):

1. Qualifications in addition to Marion County volunteer requirements, and Emergency Management's Citizen Corp requirements, MRC members must also:

   a. Register with SERV-OR at https://serv-or.org/

2. Responsibilities:

   a. Has established and reliable means of communicating with a Team Leader (such as email and phone or texting)

   b. Keep your information current (such as address, contact info, trainings, number of hours volunteered)

   c. Maintains minimum training and attendance requirement

   d. Contributes required minimum service hours annually (either active participant at event or assists with training of other CC members)

   e. Possess and maintain Personal Protective Equipment (PPE) and a Go-bag available for immediate deployment

   f. Maintains medical certificate/licensing if signing up as having such certificate/license or annotating proper expiration date

   g. report any injuries or near misses

Team Member (Auxiliary Communications):

1. Qualifications in addition to Marion County volunteer requirements, and Emergency Management's Citizen Corp requirements, Aux Com members must also:

   a. Complete FEMA IS2200 training & submit certificate to MCEM (https://training.fema.gov/is/courseoverview.aspx?code=IS-2200)

   b. Possess and provide a copy of your valid HAM Radio License to MCEM

   c. Maintain HAM Radio License

2. Responsibilities:

   a. Has established and reliable means of communicating with a Team Leader (such as email and phone or texting)

b. Keep your information current (such as address, contact info, trainings, number of hours volunteered)
c. Maintains the required minimum service hours/attendance contribution
d. Possess and maintain Personal Protective Equipment (PPE) and a kit (go-bag) available for immediate deployment
e. Abides by MC Volunteer Policy and Procedure Manual
f. Return all assigned gear/equipment to MCEM in your possession upon dismissal/resignation
g. Report any injuries or near misses

Team Member (Logistics):
1. Qualifications in addition to Marion County volunteer requirements, and Emergency Management's Citizen Corp requirements, Logistics members must also:
   a. Submit release form to order driver's history
   b. Meet MC driving history requirements
   c. Complete driving skills test (once established and approved by MC)
   d. Pass driving competency and abilities review for set-up and tear-down of equipment (at the discretion of MCEM and/or competency instructor/tester)
2. Responsibilities:
   a. Attend meetings and trainings as required
   b. Maintain automotive insurance, and submit proof to MCEM at each renewal
   c. Provide support by transporting assets, set-up and tear-down
   d. Respond to at least four transport or set-up/tear-downs annually
   e. Follow check in/out procedures for MCEM equipment (such as T-cards)
   f. Complete maintenance/damage form(s) if necessary and return to MCEM
   g. Track monthly volunteer hours and submit to MCEM monthly
   h. Report any injuries or near misses involving volunteers

Admin Assistant:
1. Qualifications in addition to Marion County volunteer requirements, and Emergency Management's Citizen Corp requirements, Admin Assistants must also:
   a. Be proficient with general office equipment and software
   b. Maintain professional behavior and wear appropriate attire for the task
2. Responsibilities:
   a. Treat each shift as a deployment (requires prior approval and confidentiality must be kept)
   b. Sign in/out each shift
   c. Maintain a clean and organized shared work space

    d. Specific duties will vary according to events and activities but routine items *may* include:
        1) entering volunteer hours into various databases
        2) welcoming new volunteers
        3) completing thank you cards to volunteers, donors and partners
        4) assessing equipment returns, noting damages or used inventory
        5) take/type minutes of CC meetings
        6) create monthly newsletter for CC to include upcoming events, trainings, tips, cartoon/joke/puzzle, picture of teams in action, member tidbits, leadership reports
        7) overseeing the multitude of MCEM handouts
        8) monthly MCEM fire extinguisher checks (on campus)
        9) assists with EOC duties when activated such as operate and/or schedule call center volunteers, making copies, taking notes, oversee 214's, assist with lunch orders and set-up
    e. Report any injuries or near misses that involve volunteers

Leadership and Above

Assistant Team Leader Role:
1. Qualifications (in addition to Team Member qualifications):
    a. Successful completion of Train-the-Trainer course (G428), be enrolled in next class offered, or given exception by MCEM
    b. Successful completion of the CERT Program Manager course (G427), be enrolled in next class offered, or given exception by MCEM
    c. Be approved by MCEM and assigned by Team Leader
    d. Demonstrate ability to work with EM partner agencies and professionals
    e. Encouraging of team members
2. Responsibilities:
    a. Assist the Team Leader with various duties
    b. Perform Team Leader's responsibilities when Team Leader is unable to fulfill the role
    c. Communicate with MCEM as needed when performing duties as Team Leader and debrief Team Leader at appropriate time

Team Leader Role:
1. Qualifications (in addition to Team Member qualifications):
    a. Successful completion of Train the Trainer course (G428), or given exception by MCEM

b. Successful completion of the Program Manager course (G427), or given exception by MCEM
   c. Approved by MCEM to lead a team
   d. Demonstrate ability to work with various agencies such as hospitals, schools, police, fire, health, public works and city officials
   e. Welcoming personality
   f. Be able to encourage other team mates/volunteers
2. Responsibilities:
   a. Have established and reliable means of communicating with Team Members and MCEM
   b. Respond to communications with Team Members and MCEM in a timely manner
   c. Schedule and conduct team meetings on a regular basis
   d. Coordinate with local jurisdictions event POC or Incident Commander
   e. Maintain volunteer hours and submit monthly to MCEM (May delegate out to another CC member) Use sign-in/out sheets when possible and create a list for additional hours such as on-line training not accounted for with a 211 form.
   f. Assist new members in becoming Marion County volunteers (May delegate)
   g. Maintain current Team Member roster and submit to MCEM when requested
   h. Submit sign-in sheets of all events, meetings, trainings to MCEM
   i. Review Rules and Regulations annually with Team Members
   j. Maintain equipment inventory – or delegate to a team member
   k. Return all paperwork, keys/pass codes for equipment access, and any other pertinent information upon resignation/removal from leadership position to MCEM
   l. Refers all disciplinary actions to MCEM Program Coordinator
   m. Will not develop and/or implement their own Policies/Procedures/Rules and or regulations without written permission from MCEM
   n. Will notify MCEM of date/location of all team and leadership meetings, exercises and trainings. Try to keep consistent dates/location/time
   o. Submit After Action Reports to MCEM after deployments. This may be delegated out to event lead if you are not present
   p. Attend Citizen Corps Council meetings. May delegate if unable

Marion County Emergency Management Program Coordinator(s):
   1. Qualifications:
      a. NIMS Compliance
   2. Responsibilities:
      a. Communicate with Team Leaders

b. Communicate with MC Volunteer Coordinator to verify applicants are being processed for approval/denial
c. Assist in providing training for Team Members
d. Assist with exercises MCCC would like to participate in
e. Work directly with Emergency Manager for activations, etc.
f. Purchase requested items when funding available
g. Maintain volunteer database, currently, Volgistics
h. Maintain Team Leads contact information
i. Track volunteer hours, currently using Volgistics and MRC.org databases
j. Follows MC guidelines for disciplinary actions
k. Provide direction to team members
l. Provide list of active volunteers to Team Leaders
m. Provide list of unmet requirements to Team Leaders
n. Evaluate new volunteer credentials
o. Asset protection: Secure and maintain control of assets assigned (i.e. equipment, keys, codes, locks, and etc.)
p. Assist with grant applications to fund MCCC needs
q. Review MCCC guidelines as needed (living document)
r. Communicates MCCC Council recommendations to EM

Marion County Emergency Manager:
1. Qualifications:
   a. NIMS Compliance
2. Responsibilities:
   a. Communicate with MCEM Program Coordinator(s)
   b. Activate Marion County Citizens Corps teams as necessary
   c. Dismiss team members according to the guidelines under separation

Equipment

CERT members are assigned equipment from the cache if needed during an emergency response. Some equipment, including a backpack (if funding is available) may be assigned in advance after they successfully become a registered Marion County volunteer and meet the requirements of membership.

Marion County CERT members are responsible for replenishing their own supplies contained within their backpacks (i.e. gloves, snacks, water, etc.).

Any specialized equipment that is needed will be provided by Marion County Emergency Management at the time of need if funding permits and equipment is attainable.

Persons participating in the Marion County CERT, MRC and/or Aux Com programs agree to and understand that equipment and supplies provided to them for training and/or activations is property of Marion County. Members that purchase items for use, will not store those items in County maintained facilities such as Conex Containers, trailers, or other areas for volunteer access, unless they are donating them to the county and have been approved by MCEM *beforehand,* and when appropriate, added to the inventory listing.

Members will use provided equipment and supplies only for approved training sessions and/or activations.

Members will report damaged equipment and supplies to the Emergency Management Program Coordinator within three business days. If damage needs immediate attention such as trailer with flat tire, member will need to contact MCEM, Public Works Dispatch or the Duty Officer (see Reference Page for further information). Examples of equipment that should be reported if damaged would also include Personal Protective Equipment (PPE); hard hat, safety goggles.

On occasion, partnering agencies provide equipment to be used by CERT's. This equipment is owned, maintained and insured (if needed) by the partnering agency and will not become property of Marion County. Examples include vehicles, radios, and storage buildings. Care and proper use must be exhibited, as well as protective measures for access. These items should be documented and MCEM should be made aware. The equipment shall only be used by MC volunteers with proper training and it must fall within the course and scope of the program.

Volunteer ID badge must be returned to Marion County Emergency Management when a member:
- Resigns from any MCCC program
- Is physically unable to complete tasks
- Is removed from membership roles for rules violations

Theft of Assets:
Contact your team leader or the MCEM Program Coordinator as soon as possible to report the theft and submit all requested documentation. This is to be done immediately after the theft is detected and submitted in writing. If appropriate, contact

responsible police agency where theft occurred and forward a copy of the report to MCEM.

Any assets not returned after exiting any CC team, will be considered theft.

Funding

The primary source of funding has been through grants, many of which are Federal, and none can be guaranteed. If a City is not NIMS compliant, Marion County is not permitted to provide financial assistance (grant funds) to procure items from any Homeland Security funded award. If the City is on a Corrective Action Plan (CAP), they are only allowed use of the items the first year being placed on CAP. A CAP is only valid for one year.

No program is allowed to enter into any contract for goods or services or apply for any grants, fundraisers, or accept donations without prior approval of MCEM. The intent is to make certain that everything falls directly in line with MCCC goals and objectives. If a program applies for funding (awarded or not) or purchases equipment without approval of MCEM, the program risks losing their sponsorship from Marion County.

MCEM can reimburse volunteers for Citizens Corps expenses *only* if the purchase was *preapproved* by MCEM and is accompanied by an original itemized receipt. Preapproval is vital as there are purchasing rules that must be abided by and will be identified as part of the approval process. Reimbursement also requires completion of a W-9.

Every Citizen Corps program is encouraged to utilize MCEM when purchasing items and/or equipment. MCEM is set up to order, track, and receive the items. Allow plenty of time for purchasing as we have a budget cycle we need to be mindful of.

Ownership of all items purchased/donated will remain as MCEM property and will be marked as such. The item(s) will then be assigned to the specific program intended and then added to the team inventory list. Once the item(s) is no longer useful to the program or becomes damaged, it will be disposed of following Marion County property disposal rules.

Fundraising and Donations:
Non-monetary donations will be assigned to the program intended for if it is within course and scope of the team's function.

MCCC Teams may receive or canvass for donations from private individuals, organizations or businesses. Teams may also pursue funds by other sources such as applying for grants. All methods of fundraising must be reviewed and approved by MCEM Emergency Manager or Program Coordinator(s) in advance. There are regulations and laws that must be adhered to in order to eliminate liability to the county and remain in good standing.

1. If funds are collected, they must be turned in to MCEM Program Coordinator within four business days, unless prior permission is granted for an extension.
   a. An extension might be appropriate when funds will accumulate over a specific period of time and total proceeds may be kept together until event has terminated.
   b. Once funds are turned in, they will be processed in the usual county methods and placed in an account earmarked for the team that procured them. Funds should be spent before fiscal year end, June 30. Allow time for ordering, processing AND receiving before fiscal year end.
   c. It is expected that thank-you letters are sent to donors that donate anything valuing $50.00 or more.
   d. If a donor asks for a receipt, one must be supplied.
   e. All grant applications, public or private, must be reviewed by MCEM Program Coordinator and approved **prior** to submission.
2. Allow plenty of time for review before the submission deadline, taking into consideration the length and detail of the grant and the Marion County signature approval process which is typically two weeks.

Non-Profit Status:
No team may apply for non-profit status as the rules interfere with government tax regulations and puts both at risk of fines.

Liability and Injury

Injury Coverage:
This section gives an overview of how liability coverage is provided to Citizen Corps members.

Coverage is initiated when a completed and signed Volunteer and Intern Application Form and the Marion County New Volunteer Orientation Confirmation of Completion is submitted to county's volunteer services coordinator in Human Resources

Active members are covered by Marion County Volunteer Injury Coverage during deployment, training, and other approved events. Coverage is secondary to the volunteer's primary insurance (see MC Admin policy 514). Coverage requires signing in/out, wearing appropriate PPE, and volunteer accident, injury or illness related to CC service must be reported within 24-hours to MCEM and MC Risk Management on the Marion County Occupational Injury Report Form. The form must be signed by both the injured person and either the MC Emergency Manager or the PW Director.

Marion County's Policy 514, Volunteer Injury Coverage addresses volunteer-related injury incurred during the course of a volunteer's official duties as outlined on the volunteer job description.

Limits for volunteer injury coverage are $10,000 for accidental death and dismemberment, $5,000 for medical expenses, and $500 for dental expenses. For coverage to be available, the volunteer's conduct must have been within the scope of official duty, and it must not constitute willful neglect.

Any damage to personal or county vehicles, property, or personal injuries that occurs during a volunteer's official volunteer duties for Marion County must be reported immediately to MCEM.

Non-active members will be considered spontaneous volunteers and will not be covered. There will be no exceptions to this policy.

Oregon Tort Claims Act:
The act allows a tort victim to recover damages from s government agency up to a specific amount, but prohibits a victim from recovering any damages from the individual employee(s) or volunteer(s) whose negligence cases his or her injury. An "injury" can include financial loss, damage to reputation, emotional injury, as well as physical injury. A volunteer deployed pursuant to SERV-OR is subject to the following general conditions:
1) Serve without compensation
2) Working on a state agency task assigned by an authorized agency supervisor
3) Provide or perform services for which they are authorized under the terms and conditions of their professional licenses
4) Perform assigned tasks in good faith, and do not act in a manner that is reckless or with the intent to unlawfully inflict harm to others

The conditions and limits of this protection are as stated in the Oregon Tort Claims Act, ORS 30.260-300, and Oregon Department of Administrative Services Risk Management Division Manual, 125-7-202 (for deployments under SERV-OR).

Volunteer Protection Act:

Individuals volunteering with Marion County Citizen Corps may also qualify for protection under the Federal Volunteer Protection Act of 1997, which in some cases protects volunteers from personal liability. The act states that 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 accused 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.

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.

Automobile Liability:

Volunteers may be cleared to drive as part of their volunteer work. Driving as part of volunteer work is considered driving on county business and subject to Marion County Policy 502, Driving on County Business. Volunteers are not covered under County automobile liability or insured in route or leaving an authorized assignment. In the event a volunteer is needed to drive during an authorized activation the volunteer must complete and submit a driving history release form (on occasion the driving record is reviewed as part of the criminal history check) to the Volunteer Services Coordinator prior to driving. A valid driver's license, insurance, and an acceptable driving record are required before a volunteer will be permitted to drive on county business. MC Risk Management has the final authority for determining if an individual's driving history meets Marion County standards. The County coverage is secondary to the volunteer's primary insurance.

In case of an accident in a vehicle not owned or leased by Marion County, the volunteer's own insurance is primary. More detailed information is provided in Marion County Policy 502. In order for coverage, as described in MC Policy 502, the volunteer must be approved to drive and the volunteer's conduct must have been within the course and scope of official duty, and it must not constitute willful neglect. Marion County does not reimburse volunteers for deductibles or pay for damage to the volunteer's private vehicle.

Media

Citizen Corps members acknowledge that photos will be taken during events, trainings, meetings, and/or deployments. If you do not want your photo included in MCEM media sources, you will need to advise MCEM in advance. Please keep in mind that we cannot control what others post on personal pages.

Team social media will be limited to one designated site per type of social media (i.e. one Facebook account). All Citizen Corps teams that wish to use the approved account(s) will be given limited posting authority that must be approved my MCEM.

When posting on personal pages/sites, remember that you are not authorized to use the Marion County logos or the team logos without permission of MCEM. Doing so can lead to dismissal as branding is important to the owners and must be used according to their rulings in sharing with Citizen Corps. We do not want to risk losing support of those who entrust their logos for our use.

No photographs are allowed to be taken in the EOC, shelters or distribution sites and shared without *written* PIO or IC's permission in advance and photos must be included in the request. You are welcomed to share social media posts from official MC sites as they have already been approved.

Volunteers shall not participate in any interviews with media outlets without prior approval from MCEM or the incident PIO.

References

http://intra.co.marion.or.us/HR/VOL/Pages/Vol_Mgmt_Res.aspx
Marion County OR web Address:
https://www.co.marion.or.us/HR/VOL/Pages/default.aspx
All MCCC teams will use Marion County Fire Maps when needed. These maps can be found at https://www.co.marion.or.us/IT/Pages/gis.aspx

Emergency Response Teams (Butler County CERT) (Jan 2006)
FEMAs CERT Liability Guide – A Risk Management Overview For Local CERT Programs (not dated)

FEMAs Starting and Maintaining a CERT Program (not dated)

City of Plano Texas Community Emergency Response Team Dress Code (not dated)
Organization and Standard Operating Guidelines of Butler County Community
LAFD CERT Code of Conduct (2010)

Resources

- US Environmental Protection Agency's air quality app.

- OSHA and NIOSH have created a heat safety app for both iPhones and Android phones. It will show the current heat index for the location you are in based on the current temperature and humidity level.
  - For iPhones - OSHA-NIOSH Heat Safety Tool on the App Store (apple.com)
  - For Android Phones- OSHA NIOSH Heat Safety Tool - Apps on Google Play

 Ready.gov > Resources
>Disasters and Emergencies
How to get emergency alerts, detailed hazard information sheets, family communications card, 12 ways to Prepare, checklist for critical documents
>Make a Plan, Build a Kit, Evacuation, Safety Skills and Shelter information

 http://www.arrl.org/home: (National Association for Amateur Radio) licensing, education, training, and more

 SERV-OR.org: (State Emergency Registry of Volunteers in Oregon) primarily for health professionals. This is to register for the State of Oregon volunteer pool which can include Marion County but is not the way to register for Marion County Volunteer teams. If you register here, there will be additional opportunities for classes, many of which are free. You can register as admin support if you do not hold a medical certificate/license.

 www.co.marion.or.us Our County web page where you can find emergency information related to Marion County such as Cooling Centers.

Acronyms

AAR	After Action Report
Aux Com	Auxiliary Communications (Team)
CAP	Corrective Action Plan
CC/MCCC	Citizen Corps/Marion County Citizen Corps
CERT	Community Emergency Response Team
FEMA	Federal Emergency Management Agency
FFR	Fire Fighter Rehab (Team)
HR	Human Resources
IC	Incident Command(er)
ICS	Incident Command System
IS	Independent Study
JITT	Just In Time Training
MCEM	Marion County Emergency Management (or EM)
MRC	Medical Reserve Corp (Team)
NIMS	National Incident Management System
NVO	New Volunteer Orientation
PPE	Personal Protective Equipment
PW	Public Works (MCEM is under PW)
SUV	Spontaneous Untrained Volunteer

Contact Information

MCEM 503 588-5108 If emergency triggers the call center to open, a message can be sent thru call center if unable to reach us directly. MCEM phone will forward to call center. If using Auxiliary Communications; K7MAR on the WA7ABU repeater on VHF 145.290 MHz (no tone usually, as needed tone 100) or 146.460 simplex or K7MAR@Winlink.net using WinLink RMS Express and the included ICS forms.

After Hours Emergency:
Crystal 503-798-5490 or Kathleen Silva 503-991-6926

Marion County currently sponsors these Citizen Corps programs, the leadership contact information is also included:

- **Aumsville** CERT – Brian Czarnik, 503 428-1206 aumsvillecert@gmail.com
- **Aux**iliary **Com**munications - Paul Guthrie, 503 508-2091 Guthrie.paulj@gmail.com
- **East Salem** Suburban CERT
- **F**ire **F**ighter **R**ehab
- **Gervais** CERT - Micky Wagoner, 503 888-8763 gervaiscert@gmail.com
- **Keizer** CERT - Susan Baker, 971 240-8217 kcert.bakersd@gmail.com (thru Dec. 2021)
- **Logistics** – Brian Cottings, 503 373-8502 BrianCVol@outlook.com
- **M**edical **R**eserve **C**orps - Trevor Douglass, 503 365-3186 trevor.douglass@state.or.us
- **North Marion** CERT (Aurora, Butteville, Charbonneau, Donald, St. Paul) - Greg Leo, 503 804-6391 Greg@theleocompany.com
- **Santiam Canyon** CERT (Gates, Lyons, Detroit, Idanha, Elkhorn, Mill City)
- **Silverton/Mt. Angel**/Scotts Mills CERT
- **Stayton/Sublimity** CERT
- **Turner** CERT
- **Woodburn** CERT – Uli Reich, 503 318-7237 uli.reich@woodburnfire.com

Contact Crystal if no contact is listed 503 365-3186 cfwilliams@co.marion.or.us
There are additional support roles within Citizen Corps as well. Administration, leadership teams, instructors and intern positions are a few examples. The Citizen Corps programs are reviewed as needed by the Emergency Management Program Coordinator(s) and/or the Emergency Manager.

FORMS – see separate attachment for specific forms

Request for Team Deployment – to be completed when Citizen Corps services are wanted. Need to be approved by MCEM before deployment.

Occupational Injury Report - Complete and return to MCEM Emergency Manager within 24 hours of injury. EM or the PW Director must also sign and then forward to MC Risk.

Compensation for Injury Form - Complete and attach pertinent invoices and proof of payment to MCEM Program Coordinator to be forwarded to Risk and the insurance underwriter, if known.

Safety Briefing checklist – to be completed with each volunteer and turned in to MCEM with sign in/out sheet.

*201 Incident Briefing – review safety and provide situational awareness type of information, such as weather that may hinder operations. It also gives basic direction to meet specific goals; evacuate by keeping traffic moving and what to do if someone stalls-intentionally or not. Provide direction to evacuees as to what time/level, where to go if prior arrangements not made.

*202 Incident Objectives – greater detail of 201. Use SMART (Specific, Measurable, Achievable, Realistic, Timely

*203 Organization Assignment List – Most teams use white boards for Ops section but be certain to capture board data routinely. Often it is easier to take photo of board vs. complete this section of the form. Keep in mind ability to send the pics as needed.

*204 Assignment List – Sections 5-8 most commonly used at CC level. Works best for equipment and personnel that stays with equipment. Example; MRC trailer and team of 6 with medical supplies (list team members.)

*211 Incident check in - aka Sign-in/out sheet (is included.) Used for all deployments, disaster or not. This includes trainings and meetings. If web-based, the team leader can complete or assign someone to complete it. Team leaders complete one for administrative time and turn ALL team 211's in to MCEM monthly. Review for legibility and completeness after each event. Please annotate non-members either by completing "affiliation" section or highlighting entire line. This will assist with data entry and clarification if event is a declared a disaster.

***213 General Message** – typically used when normal flow of communications cannot be transmitted due to power outages, unavailability of equipment, or field work prohibits proper flow of signal.

*214 Activity log – Used to annotate major decisions or change in order. Make note of additional things that you feel may be brought up that you will want better recollection of months later, such as anything witnessed that may end up in court. Should also include items you want to mention at shift change, briefing, or Incident Action Review.

*Can be downloaded from FEMA site

DOCUMENT, DOCUMENT, DOCUMENT – "if it is not documented, it didn't occur"

Confirmation of Acceptance

I, (print name legibly) _____, have read and agree to abide by the Marion County, OR, Citizens Corps Guidelines dated October of 2021. I understand the consequences of not following the guidelines while volunteering with Marion County.

Please print your name legibly above. Sign, date below and scan to Crystal Williams at cfwilliams@co.marion.or.us, or mail to 5155 Silverton Rd, Salem, OR 97305. Feel free to drop off at the above address as well. The gates and door are open Mon-Fri 8-5pm

Signature:_____Dated:_____

Marion County Values Volunteers
Emergency Management relies on you to assist the communities we serve.
Thank you for your commitment!

Distribution

05/24/2018 - Distributed to entire Citizen Corps Registered Volunteers
10/12/2021 - Distributed to entire Citizen Corps Registered Volunteers

Marion County Emergency Management Volunteer Program

Requesting a Marion County Volunteer → **City Official** → **Is the activity within the Course and Scope of the training the volunteer is trained to do?**

From "Is the activity within the Course and Scope...":
- **YES** → **Submit form to Crystal Williams primary if unavailable to Kathleen Silva.** → **Event authorized**
- **NO**

From "Requesting a Marion County Volunteer" (down):
Volunteer Program Leader → **Is the activity within the Course and Scope of the training the volunteer is trained to do?**
- **YES** → **Submit form to Crystal Williams primary if unavailable to Kathleen Silva.** → **Event authorized**
- **NO**

Request for Volunteer Services from Marion County Citizen's Corp

1. **Requestor Name:**   **Requestor's Agency:**
   Contact email: **Contact Phone #:**

   Contact person on-site:
   On Site Contact phone #:

2. **What date(s) are you needing assistance?**
   What time will you need assistance?

(Allow for briefing and if length of time is more than 5 hours, we recommend you break into shifts)

How many people do you need per shift per placement/post? (List each day, each post and each shift as some shifts require more or less assistance from day to day and you can overlap to have extra coverage during busier hours)

Date:
Time:
Duty:

Date:
Time:
Duty:

You may attach a schedule or another page – see shift example instructions

3. **Address of event**:   (Be sure to list city)
4. **Meet-up location and/or entrance details**:

5. **Are there specific requirements or licensing requested?**

Example: Must be able to stand or walk entire shift, or, RNs and LPNs only.

6. **Will additional equipment be needed?** ☐ **Yes** ☐ **No**
   If so, what?

Example: Pop-up awning, table, chairs or light wands for 3rd and 4th shifts.

Additional comments:

1. **Requestor's Name / Primary agency contact on site:**

Requestor is typically the one organizing event that can answer any questions about the request.

On-Site Contact is the person on-site at the event and will be responsible for providing sign-in/out sheet(s) and returning them to MC Emergency Management after the event. Will also make certain volunteers are safe (wearing proper PPE, rotate out for a break) and can be called upon if there is an issue (missing gate key, lights need to be turned on, irate individual, traffic backing up into street due to vehicle break down) as well as briefing. Briefing can be done by volunteers when shifts overlap just make certain volunteers know they are responsible for doing so.

2. **Shift schedule example**:

Day 1 (list date) Fri July 3	Day 2 – Sat July 4	Day 3 – Sun July 5
Parking	Parking	Parking
Shift 1: 4:00-8:00pm X2	Shift 1: 08:15-12:15pm X2	Shift 1: 8:15-12:15pm X2
	Shift 2: 12:00-04:00pm X2	Shift 2: 12:00-4:00pm X2
	Shift 3: 03:45-08:00pm X2	
	Shift 4: 07:45-11:30pm X2	
First Aid	First Aid	First Aid
Shift 1: 04:00-09:00p X4	Shift 1: 09:00-01:15pm X2	Shift 1: 09:00-01:15pm X2
	Shift 2: 12:00-04:15pm X2	Shift 2: 01:00-04:00pm X2
	Shift 3: 03:00-07:00pm X2	
	Shift 4: 05:00-09:00pm X2	
	Shift 5: 08:00-midnight X2	

3. **Address of event**: Address for pulling driving directions
4. **Address where volunteers meet and/or entrance specifics:**

Where on site are volunteers meeting to sign in/out and given briefing i.e. directions to their post, and PPE review? Example: First Aid booth near main entertainment stage. Or, office in Building 2. If "office" is not clearly marked inside the building, please post a temporary sign.   List parking information, entry ticket pickup location, gate access code, weather cancelation, radio frequency, if water or food will be provided, what additional precautions need to be taken such as face masks during pandemic response, etc.

5. **Requirements or Licenses Required for deployment:** examples
   - First Aid; provide immediate first aid if needed and roaming event watching for heat exhaustion. Contact EMT's on site if needed.
   - Parking; identify open spaces to keep traffic flowing. Close lot when full, watch for vacant spots to fill, set traffic cones up according to map provided.
   - Table attendant; provide directions to participants and hand out information on fire safety. Have participants sign in/out of event.
   - Safety: Assist at National Night Out handing out crime prevention and emergency alert system information to attendees.

6. **Additional Equipment/Resources needed:**
   Such as tables, chairs, pop-up awning, light wands for 2nd and 3rd shifts.

G:\Emergency Management\Citizen Corps\Forms\Request for Volunteer Services from Marion County Citizen.docx

We ask that the request be turned in to our staff at least 4 weeks prior to scheduled events. This allows for absences (vacation/illness/training, etc.) as well as time to clarify things and verify if the equipment is available and properly functioning. It also allows us to prepare a sign-up and give volunteers enough time to verify schedules and commit to assisting you.

For responses to emergency needs such as flood, we can deploy quicker but recommend you call our office and inform us that the request has been submitted. Just in case we are behind in email responding to the disaster in another capacity, or if the person(s) you sent it to is/are absent.

Once details are clear and MC approves the request, you will be notified. That does not guarantee all shifts will be filled, or that assets will be available. If a Sign-Up Genius is used, we can send you the link so you may view how many volunteer shifts are filled.

Teams we have available and their primary missions:
AuxCom; Auxiliary Communications members have their HAM radio operator's license to assist with communicating from cities to MC Emergency Management. This team also works with CERT to relay information from teams in the field to the command post during non-emergency deployments. They assist with events like bicycle races and host monthly radio checks with hospitals, schools and other community partners.

CERT; Community Emergency Response Team members focus on light search and rescue, triaging, basic first aid, provide situational awareness, traffic/crowd management for evacuations, parades and large events, as well as assist with community outreach.

CERT is required to work in teams of two or larger. We abide by that for non-emergency deployments as well, but line-of sight is sufficient. They can be teamed up with a member of another unit or a government employee as well. This is a safety and liability issue.

Logistics; once this team is built, they will assist with transporting, setting up and taking down equipment and possibly inventory assets MC Emergency Management is responsible for. Assets are typically acquired by grant funds and can only be used for the grant approved activities. This team will oversee the organization of assets and report any damage or loss. This team is intended to supplement MC Public Works Fleet & Operations as many community events are during PW's highest peak season and/or weekends when staff is extremely limited.

MRC; Medical Reserve Corps is comprised of primarily medical professionals, although some certificates/licenses are no longer valid. Primary response during emergency will be triage, however, abilities outside of that are based on volunteers' training such as mental wellness, physical, dental, assisting those with limited mobility, and even veterinary care. IF you require current valid license holders, you MUST state that. Many of our volunteers have allowed certifications to lapse.

G:\Emergency Management\Citizen Corps\Forms\Request for Volunteer Services from Marion County Citizen.docx

Safety Check-In Briefing Form

Event: _____ Date: _____ Time: _____

_____Volunteer ID Badge (visible)
_____PPE: Minimum Personal Protective Equipment is closed toe/heeled shoes
_____   Hi Vis ANSI 2 ratied Safety vest if working near moving vehicles/equipment
         or during semi-dark environment (dusk/dawn, night fall, smoke or dust)

Circle additional PPE for this deployment and verified volunteer has: hard hat, goggles, sun screen, gloves (work or medical), face mask/shield.

Housekeeping: Provide Name and contact # or location of person if there are questions.

Contact _____ @ _____or_____

Provide information such as location of restrooms, break area, where to get water, etc.

Remind volunteers to sign in (using 211 form provided) and out – <mark>legibly</mark>

Details pertinent to deployment such as radio frequency being used, map of site, time/location to be on post, time parade starts, shift change, etc.

Notes:

I, _____, provided Safety Briefing at above date/time.

Please complete and attach with Sign-In/Out sheet for each shift.

If any emergency occurs, or even close calls, that involve MC volunteers, please contact Kathleen Silva at 503 991-6926 or Crystal Williams at 503 798-5490 immediately.

INCIDENT CHECK-IN LIST (ICS 211) Marion County Aux Com / CERT / MRC

1. Incident Checl-In List ☐ Personnel ☐ Resource ☐ _____	2. Incident Name/Event	3. Check-In Location	4. Date/Time

Check-In Information

4. ID?	5. Name	6. Phone #	7. Home Team/agency	8. PPE	9. Email Address	10. Time In	11. Time Out	

12. Notes:

14. Volgistics entry _____

13. Name/Contact info: _____

INCIDENT CHECK-IN LIST (ICS 211) Marion County Aux Com / CERT / MRC

ICS 211
Incident Check-In List

Purpose. Personnel and equipment arriving at the incident can check in at various incident locations. Check-in consists of reporting specific information, which is recorded on the Check-In List (ICS 211). The ICS 211 serves several purposes, as it: (1) records arrival times at the incident of all overhead personnel and equipment, (2) records the initial location of personnel and equipment to facilitate subsequent assignments, and (3) supports demobilization by recording the home base, method of travel, etc., for resources checked in.

Preparation. The ICS 211 is initiated by the Resources Unit at the designated reporting location which could include: Regional/District offices, EOC, Staging Areas, Base, and Incident Command Post (ICP).

Distribution. ICS 211s, which are completed by personnel at the various check-in locations, are provided to the Resources Unit, Demobilization Unit, and Finance/Administration Section. The Resources Unit maintains a master list of all equipment and personnel that have reported to the incident.

Block Number	Block Title	Instructions
1	**Organization Type**	Check appropriate organization type or write in as applicable
2	**Incident Name**	Enter the name assigned to the incident.
3	**Check-In Location**	Check appropriate box and enter the check-in location for the incident.
4	**ID**	Check if ID badge is displayed. This is a requirement of CC members and most professional agencies (fire, police *uniform* OK)
5	**Name**	First and last name
6	**Mobile Phone Number**	Enter mobile phone number of personnel resources if applicable
7	**Home Team/agency**	Enter the home Team/Office to which the resource or individual is normally assigned
8	**PPE**	Initial if all Personal Protective Equipment is met for incident/activity
9	**Email Address**	Address to be reached at after and possibly during incident
10	**Time In**	Enter time of check-in (24-hour clock) onsite of the event
11	**Time Out**	Enter time leaving site (24-hour clock)
12	Notes	Other notes as necessary
13	**Sign bottom of page, left**	If you completed most of page, please write your name/contact info
14	**Initials/date bottom right corner**	Data entry initials for Volgistics

ACTIVITY LOG (ICS 214)

| 1. Incident Name: | 2. Operational Period: | Date From: | Date To: |
| | | Time From: | Time To: |

| 3. Name: | 4. ICS Position: | 5. Home Agency (and Unit): |
| | | |

6. Resources Assigned:

Name	ICS Position	Home Agency (and Unit)

7. Activity Log:

Date/Time	Notable Activities

8. Prepared by: Name: _____ Position/Title: _____ Signature: _____

ICS 214, Page 1 Date/Time: _____

ACTIVITY LOG (ICS 214)

1. Incident Name:	2. Operational Period: Date From: Date To:
	Time From: Time To:

7. Activity Log (continuation)**:**

Date/Time	Notable Activities

8. Prepared by: Name: _____   Position/Title: _____   Signature: _____

ICS 214, Page 2   Date/Time: _____

ICS 214
Activity Log

Purpose. The Activity Log (ICS 214) records details of notable activities at any ICS level, including single resources, equipment, Task Forces, etc. These logs provide basic incident activity documentation, and a reference for any after-action report.

Preparation. An ICS 214 can be initiated and maintained by personnel in various ICS positions as it is needed or appropriate. Personnel should document how relevant incident activities are occurring and progressing, or any notable events or communications.

Distribution. Completed ICS 214s are submitted to supervisors, who forward them to the Documentation Unit. All completed original forms must be given to the Documentation Unit, which maintains a file of all ICS 214s. It is recommended that individuals retain a copy for their own records.

Notes:
- The ICS 214 can be printed as a two-sided form.
- Use additional copies as continuation sheets as needed, and indicate pagination as used.

Block Number	Block Title	Instructions
1	**Incident Name**	Enter the name assigned to the incident.
2	**Operational Period** • Date and Time From • Date and Time To	Enter the start date (month/day/year) and time (using the 24-hour clock) and end date and time for the operational period to which the form applies.
3	**Name**	Enter the title of the organizational unit or resource designator (e.g., Facilities Unit, Safety Officer, Strike Team).
4	**ICS Position**	Enter the name and ICS position of the individual in charge of the Unit.
5	**Home Agency** (and Unit)	Enter the home agency of the individual completing the ICS 214. Enter a unit designator if utilized by the jurisdiction or discipline.
6	**Resources Assigned**	Enter the following information for resources assigned:
	• Name	Use this section to enter the resource's name. For all individuals, use at least the first initial and last name. Cell phone number for the individual can be added as an option.
	• ICS Position	Use this section to enter the resource's ICS position (e.g., Finance Section Chief).
	• Home Agency (and Unit)	Use this section to enter the resource's home agency and/or unit (e.g., Des Moines Public Works Department, Water Management Unit).
7	**Activity Log** • Date/Time • Notable Activities	• Enter the time (24-hour clock) and briefly describe individual notable activities. Note the date as well if the operational period covers more than one day. • Activities described may include notable occurrences or events such as task assignments, task completions, injuries, difficulties encountered, etc. • This block can also be used to track personal work habits by adding columns such as "Action Required," "Delegated To," "Status," etc.
8	**Prepared by** • Name • Position/Title • Signature • Date/Time	Enter the name, ICS position/title, and signature of the person preparing the form. Enter date (month/day/year) and time prepared (24-hour clock).

Marion County
OREGON

Occupational Injury Report

This page to be completed by INJURED WORKER

Please check one: ☐ Employee ☐ Temp Hire ☐ Client ☐ Volunteer

Last Name:	First Name:	Middle Initial:
Dept/Program:	Job Title:	Phone:

Date of Injury:	Type of Injury: (e.g. scrape, sprain)	
Time of Injury:	Injured Body Part:	

Location injury took place: (e.g. Bush Park, Courthouse Square 3rd floor)

Describe the task you were performing at the time of injury:

Describe in detail how the incident happened:

Were there any witnesses? ☐ Yes ☐ No	If yes, please identify:
Was first aid given at time of injury? ☐ Yes ☐ No	If yes, please specify:
Do you intend to see a doctor for this injury? ☐ Yes ☐ No	If yes, please identify:
Have you injured this body part before? ☐ Yes ☐ No	If yes, please provide details: (include approximate dates)

Worker's Signature:	Date:

This page to be completed by SUPERVISOR

The purpose of this report is for documentation and to determine what type of constructive actions can eliminate the causes of the accident. It is not meant to establish blame. Forward this report to Risk Management within 24 hours. Keep a copy on file for 5 years.

Supervisor's Name:	Phone Number:

Investigative Details (other workers involved, property damage, faulty equipment, weather, lighting, etc). Attach additional pages if needed:

Was the worker qualified to perform the task involved with this incident?	☐ Yes ☐ No
Was the worker properly trained before the incident?	☐ Yes ☐ No
Did the task have proper operating procedures established?	☐ Yes ☐ No
Were the procedures followed?	☐ Yes ☐ No

If you answered No to any of the questions above, please explain why:

Determine what constructive actions could be taken to eliminate the causes of the incident:

What actions have already been taken to prevent recurrence:

Supervisor's Signature:	Date:
Manager's Signature:	Date:

SUBJECT: VOLUNTEER INJURY COVERAGE

<u>Volunteer Injury Compensation Request Form</u>
Volunteer: Complete this form and return it to your supervisor.
Please attach a copy of your medical bill(s).

Last Name _____ SSN _____-_____-_____

First name _____ Middle initial _____

Date of birth _____

Home address _____

Home telephone _____ Work telephone _____

Type of injury (e.g. sprain, cut) _____

Date of injury _____

Department you were volunteering for _____

Compensation requested $_____

Name of the doctor who saw you _____

Date of doctor visit _____

Facility you received medical attention from _____

_____

Name of your primary insurance _____

_____

_____

==

Volunteer's signature _____ Today's date _____

TITLE:	Volunteer Injury Coverage		PROCEDURE #:	514-A
DEPT:	Business Services		DIVISION:	NA
EFFECTIVE DATE: 5/08		REVIEWED:	REVISED:	7/13

OBJECTIVE: To establish procedures to guide departments and volunteers in reporting accidental injuries and making claims under the volunteer injury coverage.

REFERENCE: Policy #514

POLICY STATEMENT: Marion County under limited circumstances may provide accidental injury coverage to volunteers who are appointed in writing by a department for specified duties.

APPLICABILITY: Volunteer accident coverage applies to:
1. Volunteers registered with the Marion County volunteer coordinator while working under the direction and control of the supervising department
2. Sheriff's office registered volunteers while working under the direction and control of the sheriff's office

Volunteers in the following categories are covered under Marion County's self insured workers' compensation benefits (see policy #505):
1. Sheriff reserve deputies
2. Sheriff cadets
3. Sheriff search and rescue volunteers while under the direction and control of the sheriff's office, including crew 18, jeep patrol, posse, search and rescue communications (SARCOM), special vehicle unit, northwest search dogs, and chuckwagon

PROCEDURES:

1. Coverage:
   1.1. Volunteer injury coverage is initiated by submitting a completed volunteer application form, proof of volunteer orientation, and a job description to the Marion County volunteer services coordinator or the sheriff's office volunteer coordinator.

   1.2. Coverage begins on the date the volunteer coordinator receives the completed volunteer application form, proof of volunteer orientation, and job description.

   1.3. Only the volunteer named on the proof of volunteer orientation will be covered.

514-A.1

SECTION:	General Administration		POLICY #:	207
TITLE:	**Volunteers and Volunteer Service**		**PROCEDURE #:**	
			ORDER #:	**09-77**
DEPT:	**Business Services**		**DIVISION:**	**Human Resources**
ADOPTED:	**8/96**	**REVIEWED:** 8/09	**REVISED:**	**2/99, 8/09**

PURPOSE: To establish a policy that supports participation, career experience and community involvement of members of the public through volunteer, unpaid intern and practicum student opportunities within Marion County departments.

AUTHORITY: The Marion County Board of Commissioners expresses the governing body's formal, organizational position of fundamental issues or specific repetitive situations through formally adopted, written policy statements. The policy statements serve as guides to decision making for both elected and appointed officials on the conduct of county business.

The Administrative Policies and Procedures Manual of the Board of Commissioners outline the forms and process through which the board takes official action on administrative policy, and is the official record of county administrative policy.

APPLICABILITY: All county departments and employees

GENERAL POLICY: Marion County's mission is best served by the active participation of members of the public who through volunteer service allow continuation and expansion of services and provide support for paid county staff.

POLICY GUIDELINES:

1.   Definition:

A volunteer shall be defined as any person who donates approved service to Marion County without pay or reimbursement from Marion County other than approved incidental expenses or stipend for services rendered.

2.   Volunteers:

Volunteers in Marion County departments may be:

SUBJECT: VOLUNTEERS AND VOLUNTEER SERVICE

    2.1.   Persons who are not employed by the county and county employees who have met the established criteria to volunteer, age 18 or older

    2.2.   Children, age 12 – 17 years, with written parent permission

    2.3.   Children, age 7 – 11 years, accompanied by a parent or legal guardian participating in family volunteer activities

    2.4.   Persons who are in non-paid job experience or on-the-job training programs

    2.5.   Unpaid intern and practicum students

3.   County Employees as Volunteers:

County employees who meet the established criteria may perform volunteer service:

    3.1.   If the volunteer position is with an established volunteer program.

    3.2.   If the duties of the position are outside the employee's normal work duties.

    3.3.   If the employee agrees that no work time will be used to perform the volunteer duties.

    3.4.   If the employee signs a waiver indicating that the decision to volunteer is entirely his or her own and no payment for the work will be made.

4.   Emergency Volunteers:

During an emergency when the Marion County Emergency Operations Center (EOC) has been activated, emergency volunteers will be considered Marion County volunteers only if they are assisting at county supervised work sites and sign in and out on an official EOC sign-in sheet, which is available from Emergency Management or the county's volunteer services coordinator.

5.   Advisory Board Volunteers:

Volunteers are appointed by the Board of Commissioners to serve on county advisory boards. Guidelines regarding the appointment and service of volunteers on county advisory boards are available in Administrative policies 203 *Appointment to Advisory Boards and Committees* and 209 *Bylaws of Advisory Boards and Committees*. Information for staff about the management of county advisory board volunteers is available online at: http://www.co.marion.or.us/BS/VOL/VM/advisoryboards/.

6.   Management of Volunteer Resources:

County departments are encouraged to involve volunteers, unpaid intern and practicum students and work experience participants in the implementation of service and support for paid staff. The

SUBJECT: VOLUNTEERS AND VOLUNTEER SERVICE

Marion County Volunteer Manager's Handbook, which is available online at
http://www.co.marion.or.us/BS/VOL/VM/ contains procedures and guidelines pertaining to:

6.1.   Recruitment

6.2.   Screening and eligibility

6.3.   Orientation and training

6.4.   Liability and safety issues

6.5.   Record keeping and reporting

6.6.   Supervision and coaching

6.7.   Working agreements with communities and agencies

7.   Volunteer Services Coordinator:

The county volunteer services coordinator in Business Services is a resource for departments
regarding the engagement, placement, management and recognition of volunteers, unpaid interns
and practicum students. Additionally, the volunteer services coordinator manages the county
volunteer database, ensures that all volunteers receive county volunteer orientation and have a
volunteer job description at placement, and compiles the county's annual volunteer report.

8.   Volunteer Injury Coverage:

Marion County provides accident and liability insurance for registered volunteers. Most volunteers
are covered by the Volunteer and Client Insurance Coverage; however, some Sheriff's Office
positions are covered by Workers Compensation coverage. Information pertaining to volunteer
injury coverage and claims is found in Administrative Policy 514, *Volunteer Injury Coverage*.

9.   Use of Vehicles:

Volunteers may drive a county vehicle or a personal vehicle as part of their volunteer work if
approved to do so. Volunteers may also transport clients in a county vehicle if approved to do so.
Approval is contingent on the volunteer meeting the county's driving criteria and having driving
duties defined in the volunteer's job description. Information regarding volunteer use of vehicles
is found in Administrative Policy 502, *Driving on County Business*.

10.   Orientation and Training:

All volunteers, unpaid interns and practicum students shall receive the Marion County New
Volunteer Orientation (NVO) and other pertinent policies and procedures concerning the
service(s) they render prior to the first day of service. Under no circumstances should volunteer
orientation be conducted later than 15 days after the beginning date of service. Volunteers who

serve less than 60 days may receive a modified volunteer orientation that is applicable to their duties. Information about NVO is available at http://intra.co.marion.or.us/Dept/BS/VOL/.

11.   Volunteer Job Descriptions:

All volunteers, work experience volunteers, unpaid interns and practicum students must have a volunteer job description on file with the county volunteer coordinator. Unpaid intern and practicum students associated with an educational institution and who are receiving course credit for service with the county must have either a contract signed by both the county and the educational institution or a volunteer job description which outlines the duties of the position.

12.   Drug Testing of Volunteers:

Marion County, in keeping with the provisions of the federal Drug Free Workplace Act of 1988, and to promote employee safety, health and efficiency, is committed to establishing and maintaining a workplace that is free of prohibited alcohol and drug use. Volunteers are expected to report for work or be on call and not be under the influence of alcohol, illegal drugs or prescription drugs for which there is no prescription. Volunteers are subject to the guidelines set forth in Administrative Policy 518 *Drug and Alcohol Use and Testing*.

13.   Compliance with Statutes and Ordinances:

Nothing contained in this statement of policy and procedures shall be construed to be in conflict with any state law or Marion County ordinance. Should there be an appearance of conflict, the appropriate state law or county ordinance shall prevail.

14.   Periodic Review:

The county volunteer services coordinator shall review and revise the policy every three years or as needed to implement the volunteer program.

207.4

Marion County Emergency Management Volunteer Program

Marion County Emergency Management (MCEM)

Citizens Corp Program

Community Emergency Response Team (CERT)

Medical Reserve Corp (MRC)

AUX Com