

Onslow County Medical Reserve Corps Volunteer Guidebook



Onslow County



**Volunteers Building Strong, Healthy,
and Prepared Communities**

612 College Street, Jacksonville NC 28540 (910) 989-3963
www.onslowcountync.gov/MRC

Onslow County Medical Reserve Corps (MRC) Volunteer Guidebook

Volunteers are valuable resources to Onslow County Medical Reserve Corps and the community. Volunteers are extended the opportunity to be given meaningful assignments, to be treated as equal co-workers, to receive effective training and supervision, have full involvement and participation, and receive recognition for work accomplished. In return, volunteers agree to actively perform their duties to the best of their abilities and to remain loyal to the values, and goals of Onslow County Medical Reserve Corps.

Medical Reserve Corps Objective

To strengthen the community by establishing a system for medical and public health volunteers to offer their expertise throughout the year and during times of community need.

Becoming a Volunteer

- All prospective volunteers will complete necessary application paperwork which includes basic contact information, preferred volunteer position, and any current medical credentials.
- Onslow County Human Resources will review all paperwork, administer a background check, and give final approval. Volunteers who refuse permission to conduct a background check will not be accepted for placement in the Onslow County MRC.
- The Onslow County MRC unit coordinator and Onslow County Health Department will provide any needed medical certification and licensure checks.
- Volunteers must be age 18 or older.
- Onslow County MRC does not to discriminate against any volunteer because of race, religion, creed, sexual orientation, sex, age, national origin or ancestry, disability, or veteran's status.
- All Onslow County MRC volunteers will abide by the Onslow County Employee Personnel Policies Manual and all pertinent Onslow County Health Department's policies. A copy of the manual and policies can be requested through the Onslow County MRC unit coordinator.

Volunteer Involvement

- Attention will be paid to the interest and capabilities of the volunteer and to the requirements of the volunteer opportunity during placement. No placement shall be made unless the requirements of both the volunteer and the event can be met. No placement will be given to an unqualified or disinterested volunteer.
- All Onslow County MRC volunteers must volunteer a minimum of 8 hours per year to stay active within the organization. Any volunteer who falls short of the minimum hours will be notified before their one-year deadline. Failure to meet the minimum volunteer hours per year will result in removal from the organization.

Training

- Onslow County MRC will provide adequate instruction and, where necessary, training to ensure all volunteers perform a task properly and safely. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the placements and capabilities of the volunteers.
- When necessary, Onslow County MRC will provide personal protective equipment for use during volunteer events and training on proper use of the equipment.
- All Onslow County MRC volunteers will complete HIPAA, bloodborne pathogens, and general safety training prior to their first scheduled volunteer event.
- All Onslow County MRC volunteers must complete FEMA IS 100, 200, 700 and 800 within their first 6 months of volunteering. Links for all 4 courses are sent by the unit coordinator in the welcome letter.

- All training certificates and onboarding paperwork will be stored by the Onslow County MRC unit coordinator. Volunteers can request a copy of their paperwork at any time.
- Volunteers are encouraged to improve their levels of skill. Additional training and educational opportunities may be made available to volunteers during their time with Onslow County MRC.

General Guidelines

- Volunteers and the unit coordinator work together to determine a schedule that works for both parties. Volunteers are asked to call the coordinator and provide as much notice as possible when unable to fulfill their commitment to serve as scheduled.
- As representatives of the organization, volunteers, like staff, are responsible for presenting a good image to the community. Volunteers are to dress appropriately for the conditions and performance of their duties. Some volunteer opportunities may have specific dress code requirements that will need to be adhered to.
- Volunteers are not to engage in any type of solicitation or news media inquiries while serving during a volunteer opportunity for Onslow County MRC. All news media inquiries should be sent to the Onslow County MRC unit coordinator.
- Information, both verbal and written, regarding clients, employees or volunteers is to be kept confidential at all times. It is mandatory that all information be held in the strict confidence, both within and outside of Onslow County MRC volunteer opportunities.

Drug Free Workplace and Safety

- Volunteers must immediately report any injuries while volunteering. The unit coordinator will provide an Accident Report to be completed immediately. If a volunteer witnesses an accident, they should notify the unit coordinator or any other supervisor on shift immediately. A written report must be completed.
- All volunteers are expected to obey safety rules and exercise caution in all work activities. Immediately report any unsafe condition or hazardous situations that you observe to the unit coordinator or another appropriate supervisor.
- The possession, distribution or use of alcohol or illegal drugs at any Onslow County MRC volunteer opportunity is forbidden.
- All volunteer opportunities of Onslow County MRC are tobacco free. This includes products related to smoking, chewing tobacco, snuff, or smokeless tobacco.
- Onslow County MRC will not permit verbal or physical conduct by an employee or volunteer which harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive or hostile environment.

Dismissal and Resignation

- Volunteers who do not adhere to the rules and procedures of Onslow County Medical Reserve Corps or who fail to perform their volunteer assignments at a satisfactory level may be subject to dismissal.
- No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with their supervisors.
- Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of organization equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by organization policies and procedures, and failure to satisfactorily perform assigned duties.
- Volunteers may resign from Onslow County MRC at any time. It is requested that volunteers who intend to resign provide advance notice of departure and a reason for this decision to the unit coordinator.