



Delaware County Citizen Corps Member Handbook

Member Name: _____

Date of Orientation: _____

Date of Handbook Training: _____

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Welcome

Dear Citizen Corps Volunteer,

It is a pleasure to welcome you as a Delaware County Citizen Corps volunteer and as a valued member of our team. We hope you will find your volunteer experience both challenging and fulfilling as you carry out the mission of the Delaware County Citizen Corps.

The mission of the Citizen Corps is to provide education, training, and volunteer opportunities to engage all citizens in making our community safer, stronger, and better prepared for emergencies and disasters of all types, including threats of terrorism, crime, public health emergencies, natural, man-made, and technological disasters by improving preparedness, mitigation, response, and recovery efforts. Thank you so much for making the Delaware County Citizen Corps part of your volunteer activities.

This handbook was created to give you pertinent information that will maximize your volunteer experience. The guidelines and information in this handbook are important to a mutually successful partnership, so please take the time to read this handbook carefully. Then, keep it as a reference to use when you have questions or concerns. If you have any questions along the way, please contact the Ed Kline at klineE@co.delaware.pa.us

This handbook applies to volunteers who are training, exercising, activated, or deployed by the Delaware County Department of Emergency Services. This includes, but is not limited to, Delaware County Medical Reserve Corps and Delaware County Community Emergency Response Team volunteers.

Once again, welcome to the Delaware County Citizen Corps, and thank you for your commitment to service.

Sincerely,

Edwin C. Kline, B.A., EMT-B

Special Operations

Delaware County Department of Emergency Services

About this Handbook

Your enrollment and orientation are important first steps to an exciting and complex organization, which offers a variety of opportunities to serve our community. The following pages describe the benefits to our volunteers, plus policies and procedures that provide a framework for the services we deliver.

The information in this handbook is extensive but not complete. You will learn much of the information regarding your responsibilities through training and on the job. This handbook will be updated regularly to reflect any changes made to specific rules or regulations of the Delaware County Citizen Corps. Copies of the updated sections will be made available to all existing Delaware County Citizen Corps volunteers.

We wish you a rewarding experience as a Citizen Corps volunteer.

History of Citizen Corps/Citizen Corps

Uniting Communities - Preparing the Nation

In his 2002 State of the Union message, President Bush called on all Americans to make a lifetime commitment of at least 4,000 hours—the equivalent of two years of their lives—to serve their communities, the nation and the world. President Bush announced the creation of the **USA Freedom Corps** to help Americans answer his call to service and to foster a culture of service, citizenship and responsibility.

The **Citizen Corps** is the component of USA Freedom Corps that creates local opportunities for individuals to volunteer to help their communities prepare for and respond to emergencies.

Our partners throughout the county have the common goal of helping the community prevent, prepare for, and respond to crime, disasters, pressing public health needs and emergencies of all kinds.

Our Citizen Corps is managed by the Delaware County Department of Emergency Services in conjunction with the Office of Intercommunity Health Coordination.

Our Citizen Corps partners are municipal **Community Emergency Response Teams (CERT)** from throughout Delaware County, the **Delaware County Animal Response Team (DelCART)**, the **Delaware County Medical Reserve Corps (DCMRC)**, the **Delaware County Sheriff's Reserve Unit (SRU)**, the **Delaware County Crisis Outreach and Referral Team (DCORT)**, the **Delaware County Amateur Radio Emergency Service (ARES)**, the **American Red Cross Delaware County Disaster Action Team (DAT)**, the **Salvation Army**, the **Southeastern Pennsylvania Voluntary organizations Active IN Disasters (SEPA VOAD)**, and other government, non-government organizations (NGO's), faith based groups, non-profits, company, and education facilities throughout Delaware County.

The **Citizen Corps** is the umbrella entity that brings together government, local health professionals, community volunteers, and other NGO's to provide support services in mass care, public health and recovery operations. The Delaware County Citizen Corps volunteers will assist local existing community emergency responders, medical response systems, and public health resources.

Volunteers are a key component to making our community a safer place to live. We look forward to working with you in this important community effort.

About the Delaware County Citizen Corps

Mission of the Delaware County Citizen Corps

Is to provide education, training, and volunteer opportunities to engage all citizens in making our community safer, stronger, and better prepared for emergencies and disasters of all types, including threats of terrorism, crime, public health emergencies, natural, man-made, and technological disasters by improving preparedness, mitigation, response, and recovery efforts.

This included local volunteer medical and health professionals contributing their skills and expertise during times of community need. Our Citizen Corps unit is made up of volunteers who assist our community during an emergency, such as an earthquake/hurricane/ice storm, an influenza epidemic, a chemical spill, or an act of terrorism.

Benefits to the Community

Major local emergencies can overwhelm the capability of first responders, especially during the first 72 hours. Having citizens who are prepared to take care of themselves, their families and others during times of crisis will allow first-responders to focus their efforts on the most critical, life threatening situations.

An organized, credentialed and trained Citizen Corps means that volunteers can effectively respond to local emergencies. Members should take the responsibility to become familiar with their community's response plan, know what materials are available for their use, and know who their partners in the response are, and know where their skills can be utilized to their best advantage and in a coordinated manner.

An Organized Team Approach

During a disaster an emergency management plan will be activated. That plan defines how emergency personnel (fire, law enforcement, emergency medical services) will respond to and manage the emergency. Spontaneous volunteers may hinder rescue efforts because they may not be familiar with local plans or procedures.

By creating a Citizen Corps that is linked to emergency plans across the county, our members can truly benefit the community by knowing what their role is during an emergency. They will already have been identified, credentialed and trained. They will also know how they fit into the emergency plan and how best to respond so that they are a positive support structure for the first responders.

General Information

Goals and Objectives

- Recruit, enroll and maintain a sufficient number of medical and non-medical volunteers.
- Develop and maintain a database to match volunteers' skills with the community's needs, including medical surge capacity.
- Provide opportunities for volunteers to assist with non-emergency public health initiatives, such as health education, vaccinations and public awareness campaigns.
- Design, develop and train specialized response teams to appropriately augment current response teams.
- Deliver comprehensive training opportunities to volunteers through simulation exercises, classroom training, access to online education resources, etc.
- Foster a culture of acceptance, recognition of the value of volunteers, and utilization of volunteer staffing.
- Promote a system and organization that will support the community's medical needs.

Service Principles

The events of September 11, 2001, drastically changed how we view our world. In effect, they awakened in us an awareness of potential threats and forced us to examine our level of preparedness locally and nationally. The Delaware County Citizen Corps will play an integral role in our local preparedness and response strategy.

Major community emergencies may arise from natural (earthquake, flooding), mechanical (sewage back up, power outage), or intentional (biological, chemical or other terrorist) events. In the event of an emergency that impacts or threatens the health of a large number of our citizens, or presents health issues, the Delaware County Citizen Corps will be involved.

The overall goal of our involvement in an emergency is to minimize or eliminate negative health effects, improve the safety of individuals, provide mass care services, augment existing medical and public health systems, and support the recovery process. Our volunteers may participate in the following activities:

- Mass vaccination
- Mass prophylaxis
- Mass medical care
- Communicable disease control
- Public emergency preparedness campaigns
- Stop the Bleed training
- Lay person CPR training
- Mass sheltering operations
- Assisting those with disabilities, and other access and functional needs.
- Mass logistical support
- Volunteer management and communications support
- Other needs as they arise

The Citizen Corps will augment county health services by staffing mass vaccination/prophylaxis clinics with medical and support staff volunteers. The Citizen Corps may also be utilized to enhance public health by participating in community health education.

Management Principles

The Citizen Corps will operate in accordance with the following principles:

- We treat all people, volunteers, clients and co-workers with respect and dignity in all situations.
- We honor the fact that volunteers are donating their time and expertise for the overall health and well being of the recipients of our services.
- We will communicate clearly and consistently with all volunteers.
- Input from Citizen Corps volunteers is encouraged and valued.
- No Citizen Corps volunteer will be asked to perform beyond the scope of his or her licensure/credentialing, training or comfort level.
- The Citizen Corps will consistently seek inclusion of the residents across all demographics, thereby becoming truly representative of all the citizens of the county.

Eligibility

Citizen Corps volunteers agree to be available in the event of a public health emergency, mass care, or recovery operation. They must be able to work under stressful situations and be prepared to respond with little notice. The Citizen Corps encourages members to discuss their participation with their families and employers and to prepare their families and employers for their absence in an emergency. Minimum requirements for volunteers are:

- Citizen of United States or legal/registered alien.
- Age 18 or older and able, both physically and mentally, to respond to disasters and other emergencies.
- Current mailing address and contact information in ServPa.
- Current professional licensure information (for medical professionals) in ServPa.
- Attendance to Orientation and Handbook training sessions.
- Maintaining a current ServPa account.

The Citizen Corps Coordinator (or designee) will keep volunteers informed of upcoming activities, volunteer opportunities and needs, and pertinent program information.

Recruitment

The Delaware County Citizen Corps Coordinator (or designee) will maintain active and ongoing recruitment efforts. Active volunteers are encouraged to assist with recruitment by encouraging appropriate potential volunteers to consider joining. Opportunities to set up recruitment booths at various venues (county fairs, health fairs, community events etc.) in the community will consistently be sought, as will opportunities for exposure in local media (newspapers, radio, television). The Delaware County Citizen Corps website www.delcocitizencorps.com will be maintained with current training, exercises, events, outreach, and referral information.

Brochures and flyers will be available and the Citizen Corps program will continually seek new venues for information distribution. The coordinator is responsible for having flyers/brochures available.

Enrollment

Volunteers may enroll in Citizen Corps by registering with the State Emergency Registry of Volunteers in Pennsylvania (SERVPA) through the website: www.serv.pa.gov Registration with SERVPA allows the establishment of a volunteer's emergency credentialing level and provides the coordinator with the information necessary to contact you regarding upcoming training opportunities, community events, or in the occurrence of an emergency situation. SERVPA will also verify any licenses and conduct a background check on the applicant.

After the registration process with SERVPA is completed and your information is reviewed for approval by the Citizen Corps Coordinator, or designee. The volunteer should receive notice that they have been accepted into the Citizen Corps.

After being accepted into Citizen Corps, the volunteer should review the training schedule provided on the website and register for the next orientation session. The coordinator, or designee, may contact them to review the volunteer's application and expectations if necessary. The Citizen Corps handbook will be offered to every volunteer while attending the orientation training. Of course, any volunteer may take the Handbook training at anytime. At the handbook training signatures will be obtained, as volunteers agree to comply with the following: Citizen Corps policies on Photography, HIPAA, Confidentiality, Accountability, Citizen Corps Policy Acknowledgment, Rights and Responsibilities, Code of Conduct, and Receipt of Handbook.

Application

All members must complete an application at the orientation session and affiliate through SERVPA before being accepted into the Delaware County Citizen Corps (See licensure and credentialing section below regarding background checks).

If you have any questions regarding the application process, or need further information, please call (610) 610-565-8700 or email Ed Kline at klineE@co.delaware.pa.us

Orientation

Volunteer orientation meetings will be offered to enrolled volunteers as well as individuals interested in finding out more about the Citizen Corps. Orientation meetings will include a summary of the Citizen Corps, organizational structure, volunteer requirements, response plan, and volunteer opportunities.

Licensure and Credentialing

Current licensure is not a requirement for medical professionals to volunteer with Citizen Corps. Inactive *and* active medical professionals will be required to provide license number(s) via the SERVPA application. Credentials/licenses will be verified annually via ServPa. Affiliation through ServPa may require that all volunteers have a criminal background check and child abuse history clearance completed.

Emergency Licensing

Citizen Corps will determine the scope of practice for volunteers who held professional licenses in good standing within the past 10 years, but no longer maintain those licenses. Such members will be added to the database under the heading of an emergency license, which can be activated during a national, state or locally declared emergency.

A list of Citizen Corps members with such emergency licenses will be shared with the Pennsylvania Division of Occupational Licensing, as required via ServPa.

Survey and Placement

After reviewing an application, the Citizen Corps coordinator may interview prospective volunteers and determine what roles they will serve. Such placement will be reviewed regularly and changes may be made at any point in time. If at any time your volunteer assignment does not meet your expectations or you wish to explore other areas or volunteer service within Citizen Corps, please make your team leader or the coordinator aware so we can find an assignment which better matches your skills, interests, availability, and comfort level.

Organizational Structure

Citizen Corps is led by a coordinator employed by the Delaware County Department of Emergency Services (DCDES). A Citizen Corps Leadership Council with representation from the volunteers, various partner organizations and medical professionals is in place. The council will provide guidance and input for the overall operation of the Citizen Corps. Memberships on this council may include, but are not limited to, representation from county council, the officer of intercommunity health coordination, county emergency management, local hospitals, local EMS agencies and Citizen Corps volunteers.

Tiered Volunteering

The DCDES and the Citizen Corps Coordinator recognize that volunteers differ in many regards: age, interests, professional training, life experiences, and level of obligations to other volunteer or paid positions. An objective of Citizen Corps program is to create an atmosphere that works well for *all* members *and* ensures the community is prepared in the event of a large-scale public health, natural or man-made emergency. The tiered system of volunteering as defined in ServPA facilitates that goal:

Level 1: Includes professionally licensed or certified volunteers. Volunteers with a current medical license can give vaccinations, help prepare vaccinations, prepare and hand out medication, provide medical screening, etc. Licensed mental health professionals can provide counseling, mental health consultation, or help with distressed or traumatized people.

Level 1A: This will be comprised of licensed healthcare professionals (such as Paramedic, Physicians Assistants and Registered Nurses) that are licensed to dispense medication. This group would be utilized for Flu Clinics (in which we are partnered with the PA Dept of Health) and for mass prophylaxis (through the Strategic Nation Stockpile Program).

Level 1B: This tier will include EMTs, Licensed Social Workers/Case Workers that will conduct medical screenings, offer Mental Health (MH) consults or assisting with the coordination of healthcare services.

Level 2 These volunteers can be greeters to provide orientation and walk patients through paperwork, answer patient questions, provide patient assistance at the registration area, and facilitate the education sessions on the site. Volunteers with translation/interpretation skills can float to different areas to provide patient translation.

Level 3: Includes volunteers with non-medical and non-mental health skills who can provide a variety of functions including clinic flow assistance to ensure an orderly flow of people, forms collection and data entry, logistics such as computer support, supply stocking, etc.

Identification

The Citizen Corps Coordinator will ensure that individual photo ID badges are prepared and issued to each volunteer. Badges will include at least a name and photo with "Delaware County Citizen Corps" on the front. Additional information or color coding, position or assignment, certifications and licensure may be added. .

Volunteer Safety

All volunteers will receive safety training that is appropriate to their function in the Citizen Corps. It is recommended that all volunteers have current immunizations, including tetanus (tetanus with pertussis for those under age 64), influenza, and hepatitis A and B. If you do not have these immunizations, please inform the Citizen Corps Coordinator.

Maintaining Readiness/Training

Regular training and exercises are essential elements for ensuring readiness. Being ready to respond in an emergency does not just happen—readiness requires planning, organization and practice.

All Citizen Corps volunteers are strongly encouraged to complete the following training prior to activation:

- Orientation & Handbook
- Fire Safety
- Hazardous Materials
- Disaster Preparedness
- Disaster Management
- Cardiopulmonary Resuscitation (CPR)/Automated External Defibrillator (AED)/First Aid
- Family/Personal Preparedness
- Simple Triage and Rapid Treatment (START) Triage
- National Incident Management System (NIMS)/Incident Command System (ICS)
- Activation Protocol

The Citizen Corps Coordinator will seek additional training opportunities for volunteers that members may take at his/her discretion.

The Citizen Corps Coordinator will:

- Periodically list pertinent web-based trainings.
- Offer American Red Cross courses upon request and at the discretion of the coordinator
- Conduct trainings throughout the year on various topics.
- Exercises which simulate activation, mass vaccination clinics, etc. will be developed and offered as appropriate. Real life situations that provide hands- on experience may preclude simulations.

Citizen Corps volunteers will be encouraged to log and track their training in a web-based system called PATrain at www.pa.train.org. This is a web-based delivery system of education programs and information-sharing related to public health and emergency preparedness. The system allows Pennsylvania health and emergency response professionals to complete training and share information in the convenience of their workplace or home. Access is available 24/7 to registered users. Citizen Corps volunteers need to enter their PATrain username on SERVPA under the identity category. This will allow SERVPA to maintain an up-to-date and accurate record of completed PPrepared.net training courses.

Citizen Corps volunteers may elect to sign-up to take additional training courses at [MRC TRAIN](#). MRC TRAIN provides access to a nation-wide data base of available training pertinent to Citizen Corps. Training records through MRC TRAIN are made available to the coordinator for monitoring and federal grant purposes.

Exercise Participation

Participation in an annual exercise is strongly encouraged for volunteers. If attendance is not possible other arrangements may be made. The coordinator will offer exercise opportunities, at minimum, once a year.

Volunteer Recognition

It is a goal of Citizen Corps to maintain a robust volunteer recognition program. Volunteers, who participate in non-emergency functions such as flu clinics, awareness campaigns, helping in the office, etc., will be formally thanked, either by e-mail, letter or certificate.

The coordinator or designee is responsible for tracking cumulative volunteer hours for each volunteer who donates time. Cumulative volunteer hours will be a significant factor in determining the Citizen Corps volunteers of the year. In addition to accumulated hours, the coordinator will consider contributions to the county, to the Citizen Corps and to the overall welfare of citizens of the county when determining the volunteer of the year.

Special Projects

Non-Emergency Activation: Citizen Corps volunteers may be enlisted in non-emergency services to assist with Citizen Corps or other functions that are outside the scope of normal day-to-day operations. Situations in which Citizen Corps volunteers may be asked to assist include:

- Public awareness campaigns.
- First Aid Booths
- Vaccination clinics (flu, etc.)
- Localized disease outbreaks
- Public health education events.
- Citizen Corps recruitment tables.
- Special projects
- Food distribution
- Stop the Bleed training
- Lay person CPR training
- Etc.

When volunteer opportunities arise, the coordinator (or designee) will notify volunteers via phone, e-mail and/or regular post (if time allows). Notification will include a description of the volunteer need, the dates and times of the need, what volunteers will be requested to do, and contact information.

The coordinator is responsible for tracking volunteer hours donated to all special projects. If the Coordinator is not directly involved in the project, a staff person or team leader responsible for the project will be asked to track volunteer hours and report them to the coordinator.

Volunteers who are acting in a medical capacity during a non-emergency, which requires licensure or certification, must possess current Pennsylvania credentialing. The coordinator is responsible for ensuring that credentialing is current for volunteers who serve in a medical capacity.

Emergency Activation

The Delaware County Citizen Corps can be fully or partially activated by the Delaware County Department of Emergency Services (DCDES) upon:

- A declaration by the governor of the State of Pennsylvania indicating that there is a state of emergency- public health or otherwise.
- A declaration by the county executive of Delaware County, Pennsylvania, that there is a county emergency- public health or otherwise.
- A declaration by a municipality within Delaware County, that there is a municipal emergency, public health or otherwise.

- By direction of the Delaware County Department of Emergency Services Director or his/her designee that the Citizen Corps is needed for emergency or non-emergency activities.
- As directed by the Delaware County Emergency Operations Plan, the related Emergency Service Functional plans, and any annex or addendums.

In the event of activation, Citizen Corps volunteers will initially be notified through ServPa, which provides emergency alerts, notifications, and updates to email accounts, cell phones, pagers, and smart phones/PDAs. Depending on the situation members may be informed of the nature of the emergency and may be instructed to report to designated areas. Response to volunteer notification will be tracked by the coordinator and/or his designee.

Confidentiality Agreement

Patient privacy is not only a matter of ethical responsibility – it is a matter of law. All Citizen Corps volunteers are strictly prohibited from discussing information regarding a patient (or client) with anyone except those with a specific need-to-know (such as EMS and hospital staff, public health officials, etc.) Citizen Corps members are required to sign a confidentiality statement and abide by that agreement. The coordinator will maintain records of the signed forms.

Just-in-Time (JIT) Training

It may not be feasible or appropriate to train all Citizen Corps volunteers in every task they may be called upon to perform. In the event a Citizen Corps volunteer is asked to perform a task for which he/she has not received prior training they should be trained on site prior to assuming their responsibilities. This JIT training should be provided by the organization that has direct authority for the operation the member is participating in.

Mass Vaccination/Dispensing Clinics

In the event of an infectious disease outbreak or other public health threat that threatens the health of a high percentage of county residents DCDES may establish emergency mass vaccination or mass dispensing clinics. On the first day of clinic operations, clinic staff, activated Citizen Corps volunteers, immediate family members, and first responders and their immediate family members should be offered vaccination and/or prophylaxis.

Key components of each clinic will include:

- Traffic control
- Crowd Control
- Security
- Triage for ill or contact patients
- Contact Evaluation
- Forms distribution
- Forms review
- Medical Screeners
- Physician evaluators

- Vaccinators/Witnesses
- Vaccine preparation
- Medical Records/Data entry
- IT Support
- Supply management
- Staff support

Clinics will, as much as possible, be organized according to the established DCDES Strategic National Stockpile (SNS) Medical Countermeasures (MCM) Point of Dispensing (POD) Plan.

Command Structure

Citizen Corps emergency operations will be coordinated through the Delaware County Emergency Operations Center (EOC). Organizational structure will be in accordance with accepted Incident Command System (ICS) protocols. A team leader will be assigned as the direct overall supervisor of each emergency operation. Additional leadership positions may be filled with DCDES staff and augmented by Citizen Corps members. Emergency operations leadership positions will be filled at the discretion of the incident manager.

Staffing

Each emergency will be staffed in accordance with DCDES emergency response plans. Citizen Corps volunteers will be assigned duties according to skills, abilities, credentialing/licensure (for medical professionals), experience and comfort level. No Citizen Corps volunteer will be asked to perform tasks that he or she is uncomfortable doing. Staffing needs may require that volunteers will be requested to work at sites other than those closest to their home. DCDES and the coordinator will make an effort to minimize such requests.

Accountability

The Delaware County Citizen Corps is under the jurisdiction of Delaware County Department of Emergency Services (DCDES). As such, the Director of DCDES holds the ultimate responsibility for Citizen Corps. The Director of DCDES supervises the Citizen Corps Coordinator.

The Citizen Corps Coordinator maintains direct responsibility for day-to-day administrative management tasks of Citizen Corps. These tasks include:

- Volunteer recruitment & retention oversight.
- Maintenance of volunteer rosters.
- Volunteer assignments.
- Verification of volunteer credentials/licensure.
- Maintaining Citizen Corps records.
- Issuance of volunteer ID badges.
- Organization of meetings and preparation of related documentation.
- Development & delivery of a quarterly newsletter.

- Routine communications with volunteers.
- Oversight of training curricula & delivery of training to volunteers.
- Citizen Corps spokesperson in local media & at local events
- Preparing and submitting reports to grant agencies & funding partners.
- Management of overall grant fund expenditures.

Outside-of-Area Deployment of Volunteers

Some Citizen Corps volunteers may opt to be registered as “deployable” to areas outside of the county. During large disasters/emergencies (hurricanes, floods, earthquake, wildfire, pandemic or outbreak, etc.) outside the district a determination may be made that volunteers need to be brought in from other areas to assist in response and recovery. Notification of a need for volunteers will generally come from the Pennsylvania Emergency Management Agency (PEMA) for both out-of-state and in-state emergencies, through the Citizen corps Coordinator.

Citizen corps volunteers will only be notified of outside needs if it can be reasonably assumed that there will be no need for a local Citizen Corps response during the time the volunteers would be deployed.

Those volunteers who choose to register as deployable must meet established criteria for statewide and out-of-state deployment. While criteria may be established pre-event, final approval authority is the responsibility of the requesting organization/agency. When deployment opportunities arise the coordinator will notify volunteers via ServPa. Notification will, as much as possible, include a description of the volunteer need, the dates and times of the need, what volunteers will be requested to do, and contact information.

The coordinator is responsible for tracking volunteer hours donated to all outside deployment. Each volunteer will be responsible for reporting his/her hours to the Coordinator upon completion of the deployment.

Funding

All volunteer time is uncompensated. However, supplies and other support during a disaster will be provided. This may include:

- Education and training
- Shirts, hats, or vests
- Protective equipment and clothing
- Supplies (gloves, syringes, splints, etc.)
- Food and shelter

Communications

Non-emergency communications will be achieved via e-mail, phone and the postal system. Phone calls and e-mails from volunteers will be returned promptly. If circumstances prohibit a prompt reply, the coordinator will return phone calls and e-mails as soon as possible.

A Citizen Corps schedule and training notification will be distributed to all volunteers on a regular basis. If you do not have internet access, please let the coordinator know and communications will be mailed to you or provided by phone. This information will keep you up to date on what's happening in the volunteer program. Our website www.delcocitizencorps.com will have statistics, volunteer profiles, new volunteer opportunities, and upcoming events. It will also include recognition of recent volunteer efforts, upcoming trainings and events, pertinent items of interest, and a personal preparedness tips.

Training sessions and classes will also serve as an opportunity to communicate with volunteers as well as an opportunity for volunteers to meet each other.

Web Site (www.delcocitizencorps.com)

The Citizen Corps website includes information that will keep you updated as to training schedules, events, etc. Your family, friends, and colleagues, can also use this site to find out more about the Citizen Corps and to access SERVPA to apply to become a volunteer.

Data Management

Citizen Corps volunteer information is maintained through ServPa in our Citizen Corps database. Information includes essential data (address, phone, e-mail, licensure information) as well as data that contributes to efficient management of the program (credentialing information, volunteer interests, volunteer's level of involvement, etc.). Each volunteer is responsible for ensuring that volunteer information in ServPa remains current. The Citizen Corps database shall be maintained by the coordinator or designee. Strict security will be maintained so that database information and hard-copy applications are not accessible to those persons without authority to view such information.

Liability

Volunteers of a Citizen Corps are given certain protections under the following Federal or Pennsylvania State laws:

The Federal Volunteer Protection Act of 1997

The purpose of the Volunteer Protection Act of 1997 is to provide certain protections to volunteers in lawsuits based on the activities of volunteers. No volunteers shall be liable for harm caused by the act or omission of the volunteer if ...

- A. The volunteer was acting within the scope of their responsibilities;
- B. The volunteer was properly licensed, certified, or authorized to undertake the activities in question;
- C. The harm was not caused by willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the right or safety of the individual(s) harmed; and
- D. The harm was not caused by a volunteer operating a vehicle that requires an operator's license or insurance.

Policies

Harassment-Free Environment Policy

The Delaware County Citizen Corps is committed to providing a harassment/discrimination free work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices, including harassment. It is the policy of the Delaware County Citizen Corps that harassment based on race, color, religion, age, gender, sexual orientation, national origin, marital status, disability, veteran status or any other basis is strictly prohibited.

Any harassment, whether verbal or physical, is unacceptable and will not be tolerated. It is the intent that all Citizen Corps volunteers will work in an environment free from discrimination and/or harassment by another employee, supervisor or another volunteer for any reason. Discriminatory conduct in any form undermines morale and interferes with productivity.

The Delaware County Citizen Corps is committed to preventing all discrimination in the workplace and specifically condemns sexual harassment of employees and volunteers by other employees or volunteers.

If you feel you may have been the subject of discrimination or harassment, you should contact the coordinator. Any reports of discrimination or harassment will be thoroughly investigated and resolved promptly.

Safety

Providing a clean, safe and healthful work environment is a goal of the Delaware County Citizen Corps. No job is considered so important or urgent that volunteers cannot take time to perform their job safely.

If you are unclear about any safety policies or procedures you may ask the coordinator.

As a volunteer you have a responsibility for your own safety and health. This includes using all required safety devices. You must also notify your team leader or the coordinator of any physical conditions such as drowsiness due to medication, illness or emotional strain, which may affect your performance and safety. You are expected to immediately report all work-related accidents, injuries, illnesses and near-misses to your team leader or the coordinator.

Electronic Communications Policy

Electronic communication systems, including telephones, e-mail, voice mail, faxes, internet, Amateur Radio (HAM) radio and Family Radio Service (FRS)/Very High Frequency (VHF) radios are available to conduct business. All communications are to be professional and appropriate and users are prohibited from using any communications systems for the solicitation of funds, political messages, harassing messages, or personal use. Furthermore, all electronic data are the property of Delaware County Department of Emergency Services and may be considered public records.

Drug Free Workplace

The Delaware County Citizen Corps is dedicated to a safe, healthy and drug-free work environment. No Citizen Corps volunteer will report to work while under the influence of any drug or alcohol whether legally or illegally obtained. Any member determined to be under the influence of any drug or alcohol will be immediately relieved of duty and escorted offsite.

Delaware County Citizen Corps encourages volunteers who may have an alcohol and/or drug problem to voluntarily seek evaluation and treatment that will lead to successful rehabilitation. Volunteers must abide by the provisions of this policy as a condition of volunteer service.

Violence-Free Work Environment Policy

The Delaware County Citizen Corps is committed to our volunteer's safety and health. This policy has been developed to help ensure a safe workplace and to reduce the risk of violence. Citizen Corps will not tolerate any type of threat or act of violence committed by or against a volunteer and therefore prohibits workplace violence.

In order to ensure a safe work environment Citizen Corps prohibits volunteers from possessing a handgun, firearm, or weapon of any kind while engaged in any Citizen Corps sponsored function or event.

The only exceptions to this policy are police officers, licensed private security guards, or military personnel who are engaged in their official duties.

If you feel threatened you should retreat and request intervention from a team leader or other available management staff. If fear of violence is imminent immediately retreat and contact 911.

Media/News Releases

Citizen Corps media and/or news releases will be submitted and released in accordance with existing DCDES protocol. Newsletters and other official releases will be submitted and approved via the coordinator.

Photos of Citizen Corps volunteers and/or DCDES staff may be included in Citizen Corps newsletters, social media, our website, or released to the media *only* if the person depicted in the photo has signed a photography consent form.

Code of Conduct

Introduction

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

Code of Conduct

No volunteer shall:

- a. Authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the Citizen Corps.
- b. Accept or seek on behalf of himself/herself, or any other person, any financial advantage or gain which may be offered as a result of the volunteer's affiliation with the Citizen Corps.
- c. Publicly utilize any Citizen Corps affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official positions of Citizen Corps.
- d. Disclose any confidential Citizen Corps information that is available solely as a result of the volunteer's affiliation with Citizen Corps to any person not authorized to receive such information, or use to the disadvantage of the Citizen Corps any such confidential information, without the express authorization of the coordinator.
- e. Knowingly take any action or make any statement intended to influence the conduct of the Citizen Corps in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
- f. Operate or act in any manner that is contrary to the best interests of the Citizen Corps.

In the event the volunteer's obligation to operate in the best interests of the Citizen Corps conflicts with the interests of any organization in which the individual has a financial interest or an affiliation, the individual shall disclose such conflict to the Citizen Corps coordinator. Upon becoming aware of such obligation the member shall absent him or herself from the room during deliberations on the matter and shall refrain from participating in any decisions or voting in connection with the matter.

Performance

Volunteers are expected to comply with the policies, procedures, and standards of the Citizen Corps as explained at the volunteer orientation and in this volunteer handbook. If another volunteer or team leader is dissatisfied with a volunteer's performance the first course of action is to communicate that concern to the volunteer. If the two are unable to reach an understanding the coordinator will resolve the matter. The volunteer will be given sufficient time to respond to the allegation. In some cases, however, immediate action may be required depending upon the severity of the issue.

Commitment to Diversity

The Delaware County Citizen Corps is committed to being a diverse organization. It seeks to recognize value and incorporate diversity in its services, policies and operations, and to appropriately service recipients, and paid and volunteer workforce. Diversity includes differences such as age, belief, citizenship, culture, economic

level, ethnicity, gender, language, national origin, and philosophy of life, physical ability, physical appearance, race, religion, and sexual orientation.

Disciplinary Procedures

Delaware County Citizen Corps volunteers, while performing duties or rendering services for DCDES, are expected to maintain the same standards of conduct as DCDES employees as per DCDES policy.

Disciplinary action may be initiated to correct inappropriate performance, work-related behavior or behavior which reflects adversely upon the Citizen Corps or DCDES. The degree of disciplinary action shall relate to the gravity of the improper performance or conduct.

Disciplinary actions may consist of:

- Informal or formal Counseling
- Suspension
- Dismissal

Any of the following may constitute cause for disciplinary actions:

- Incompetence
- Inefficiency
- Neglect of duty
- Dishonesty
- Possessing, dispensing, under the influence of or impaired by alcohol or any substance while on duty except in accordance with medical authorization.
- Commission or conviction of a felony or a misdemeanor either of which would affect the volunteer's suitability for continued association with the Delaware County Citizen Corps.
- Discourteous treatment of the public
- Willful disobedience of personnel policies, rules and regulations or instructions.
- Engaging in prohibited political activity while on duty.
- Misuse of government property.
- Unsafe work habits.
- Seeking to obtain financial, sexual, or political benefit from another employee, volunteer or client by the use of force, fear or intimidation.
- Mishandling of public funds.
- Falsifying of county records.
- Any other improper conduct or performance that constitutes cause for disciplinary action.

DCDES employees who hold supervisory authority with Citizen Corps volunteers may initiate informal counseling. However, it is preferable that the Citizen Corps Coordinator be involved in any discipline. Any disciplinary action beyond informal counseling **MUST** involve the coordinator.

Volunteer Dismissal

DCDES accepts the service of all Citizen Corps volunteers with the understanding that such service is at the sole discretion of DCDES. Citizen Corps volunteers agree that DCDES may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Delaware County Citizen Corps.

The Citizen Corps volunteer may at any time, for whatever reason, decide to end his/her relationship with the Citizen Corps. Notice of such a decision should be communicated to the coordinator as soon as possible and in writing.

Upon termination for any reason all Citizen Corps equipment, clothing keys, etc. will be turned in and the member receipted.

Volunteer Rights and Responsibilities

Volunteer Rights

As a volunteer with the Delaware County Citizen Corps you have the rights to:

- Full orientation and training
- Assignments that utilize and develop your skills
- Adequate information and training to carry out your assignments
- Clear and specific directions
- Recognition and appreciation for your contribution
- Opportunity to offer feedback and ask questions
- Expect regular feedback on your work
- Adequate space, equipment and supplies to perform your job
- Know as much about the organization as possible
- Be respected in your workplace

Volunteer Responsibilities

Volunteers have the following specific responsibilities to the Citizen Corps:

- Be dependable, reliable, and businesslike, and abide by the policies of the Citizen Corps and DCDES.
- Dress appropriately for the setting and the task at hand.
- Carry out duties in a safe, responsible way.
- Maintain the confidentiality of information revealed to you regarding clients and coworkers.
- Keep track of the hours you work on the form provided.
- Be non-discriminatory in serving all people regardless of race, gender, age, religion, sexual orientation, or disability.
- Work within the guidelines of your job description and accept supervision.
- Offer feedback and suggestions.
- Be prepared for any regularly scheduled meetings.
- Represent the Citizen Corps professionally in the community.

Forms

Photography Consent

The Delaware County Citizen Corps frequently takes photographs of volunteers in action during trainings, exercises, and actual events. In addition, each volunteer is photographed for identification purposes. Photographs may be used on the website, in newsletters, and other publications.

Volunteer Printed Name

Please sign the appropriate line below:

I give Delaware County Citizen Corps permission to use my photo as stated above.

Signature

Date

I do NOT give Delaware County Citizen Corps permission to use my photo as stated above.

Signature

Date

Receipt of Handbook

I have received a copy of the Delaware County Citizen Corps Handbook v.2. I have read and understood the policies and information in it and agree to abide by these policies during my volunteer term.

Volunteer Printed Name

Signature

Date

Confidentiality

Due to the nature of services of the Delaware County Citizen Corps, you may process information that is confidential and not public record. For that reason you are asked to sign this confidentiality statement indicating that you will keep information to which you have access confidential and not discuss it with anyone other than the staff person with whom you are working.

CONFIDENTIALITY PLEDGE

I, _____, certify that I have read the statement below and agree to comply
Volunteer Printed Name

with the terms.

I realize that as a volunteer with the Delaware County Citizen Corps I may acquire knowledge of confidential information from files, case records, missions, conversations, etc. I agree that such information is not to be discussed or revealed to anyone not authorized to have the information.

Signature

Date