



Volunteer Handbook- 2023

Member Name _____

Date of Orientation/Handbook Class _____

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Welcome!

Dear Citizen Corps Volunteer,

It is with great pleasure that we welcome you as a Citizen Corps of Delaware County (CCDC) volunteer and a valued member of our team. We hope you will find your volunteer experience both challenging and worthwhile as you join us in fulfilling the missions of the Citizen Corps.

CCDC implements many missions, responding to a variety of disasters. We provide education, training, community support, and volunteer opportunities. Our goal is to make our community safer, stronger, and better prepared for emergencies and disasters of all types, including public health emergencies, natural, human made, terrorism, and technological disasters by improving preparedness, response, recovery, and mitigation efforts. We strive to serve our community in ways that increase our connections with and enhance the Delco spirit of all our members.

This handbook is designed to provide you with pertinent information that will maximize your knowledge base, volunteer efforts, and improve your volunteer experience. The guidelines and information in this document will help guide you to a successful working partnership with all the members of the Corps. Please read this handbook carefully and keep it as a reference to use when you have questions or concerns. If you have questions that are not covered by the handbook or suggestions to improve it, please contact Danielle Koerner at koernerd@co.delaware.pa.us.

This Handbook and the Orientation class provide the basic information for all Citizen Corps volunteers who are training, exercising, activated, or deployed by Delaware County Emergency Services. Local organizations that come under the umbrella of CCDC include the Delaware County ARES/RACES, Animal Response Team (DeICART), Community Emergency Response Team (CERT), Medical Reserve Corps (MRC), and Delaware County Crisis and Outreach Response Team (DCORT).


Once again, welcome to the Citizen Corps of Delaware County and thank you for your commitment to serving our community!

Sincerely,
Danielle Koerner, M.S., Paramedic,
Deputy Chief, Special Operations
Department of Emergency Services



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History of the USA Freedom Corps and Citizen Corps of Delaware County

Uniting Communities – Preparing the Nation

In his 2002 State of the Union address, President Bush called on all Americans to make a lifetime commitment of at least 4,000 hours (the equivalent of two years) of volunteer work that would serve their community, 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 personal responsibility.

Citizen Corps of Delaware County

Citizen Corps of Delaware County sprang from the USA Freedom Corps program and allows individuals to volunteer to help their communities prepare for and respond to emergencies.

Citizen Corps of Delaware County is the umbrella structure that brings together government entities, health professionals, community volunteers, and other Non-government Organizations (NGOs) to provide support services in mass care, public health, disaster response, recovery, and mitigation efforts, as well as providing education to the community to increase their resilience during times of upheaval.

Our partners throughout Delaware County include members of the Community Emergency Response Teams (CERT), Delaware County Animal Response Team (DelCART), Delaware County Medical Reserve Corps (MRC), Delaware County Crisis Outreach and Referral Team (DCORT), and the Delaware County Amateur Radio Emergency Service (ARES). They also include the Southeastern Pennsylvania Voluntary Organizations Active in Disasters (SEPA VOAD), and other government, non-government (NGO) organizations, faith-based groups, non-profits, and educational facilities throughout the county. We work together to provide support services in mass care, public health, and recovery operations. Citizen Corps volunteers will work with local community emergency responders, medical response systems, and public health resources.

You and the rest of our volunteers are a key component to making our community a safer place to live. We look forward to working with you in this important effort.

Our Citizen Corps started in 2011 with 118 members and expanded to over 2000 members at the height of the Pandemic Response. The Corps regularly participates in events that included mass care shelters due to hurricanes, floods, and fires, as well as fostering the emergency preparedness of the community and ongoing training of volunteers. The Citizen Corps volunteers have donated tens of thousands of hours supporting Delaware County's COVID-19 response, including testing and vaccine administration since 2020, in addition to non- COVID-19 related missions including Community Outreach, Preparedness, and Emergency Response.

The Mission of the Citizen Corps of Delaware County is to train and build a robust organization of volunteers who possess emergency preparedness, knowledge, and leadership skills to serve in emergency circumstances.

Benefits to the Community

Major local emergencies can overwhelm the capacities of the County's various first responders, especially during the first 72 hours. Engaging 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 and life-threatening situations. A trained, organized, and credentialed Citizen Corps means that volunteers can effectively respond to local emergencies.

General Information


Goals and Objectives

- Recruit, enroll, and maintain sufficient volunteer numbers to meet the needs of the county.
- Develop and maintain a volunteer database to coordinate volunteer skills and training with the community's needs.
- Provide a comprehensive training program to volunteers, using simulation exercises, classroom training, and online resources.
- Provide opportunities for volunteers to develop, lead, and staff programs.
- Design, develop, and train specialized response teams to provide augmentation to current response teams.
- Foster a culture of acceptance, recognition of the value of volunteers, and utilization of non-emergency activities as a means of nurturing volunteers' practical skills

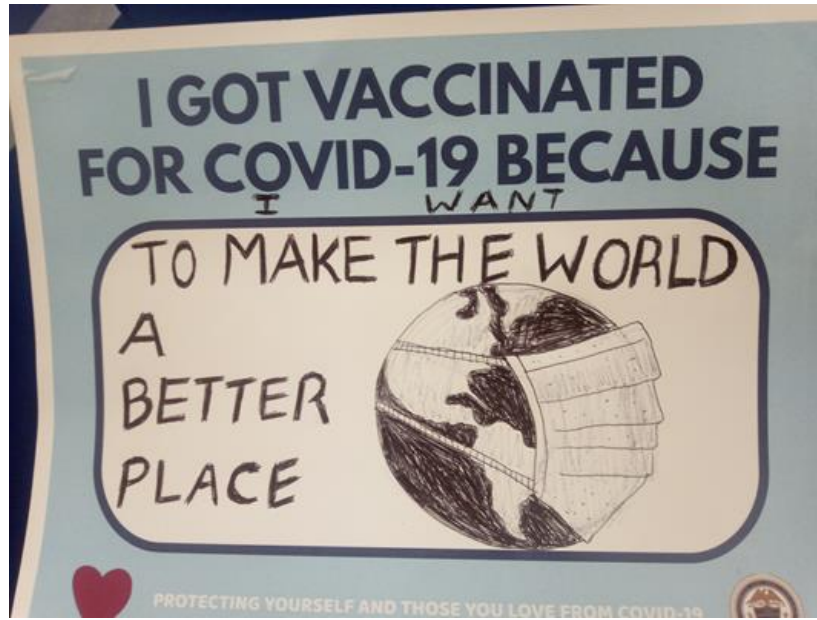
Functions

A Citizen Corps volunteer may be asked to participate in several functions, including:

- Presenting Education Programs
- Staffing Recruitment Tables
- Recruitment & Retention Efforts
- Community Resiliency Building & Community Engagement Efforts
- Food & Essential Items Distribution
- Reception and Sheltering During All Aspects of an Emergency
- Disaster Recovery
- Medical Countermeasures (MCM) including Flu vaccine distribution

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- Support county agencies in emergency situations
 - Local and Regional training exercises
 - Logistical activities to support maintenance and deployment of equipment
 - Support Delaware County Health Department
 - Public Health Preparedness & Medical Countermeasures (MCM) Activities
 - Logistical Activities & Equipment Management or Deployment
 - Education & Training Exercises

Training, missions, and events will be updated regularly on Galaxy volunteer database.



Service Principles

The **terrorist** events of September 11, 2001 **and the global Covid-19 pandemic** changed how we view our world. They awakened an awareness of potential threats and forced us to examine our personal, local, and national levels of preparedness. The Citizen Corps of Delaware County plays an important and integral role in our local preparedness and response strategy.

Management Principles

Members of the CCDC will hold themselves to the following principles:

- We treat all people -- volunteers, clients, co-workers, and other stakeholders -- 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 member will be asked to perform work beyond the scope of his or her licensure, credentialing, training, or comfort level.
- Citizen Corps will consistently seek inclusion of all county residents, striving to be truly representative of those we serve.

Eligibility

Citizen Corps volunteers agree to be available, to the extent they are able, within Two (2) Active Categories; “Active Deployable,” and “Active Non-Deployable”. Active Deployable Volunteers must be able to work under stressful conditions and be prepared to respond with little notice. Citizen Corps encourages members to discuss their participation with their families and employers before they are activated. It is also recommended that you prepare your family and employer for your absence during an emergency.

The term deployable means that you are qualified to be on the site of an emergency where you are assisting residents in some fashion.

Minimum requirements for **Active Deployable** volunteers are:

- Citizen of the United States or legal resident,
- At least 18 years old and physically, emotionally, and mentally able to respond to disasters and other emergencies (**NOTE: Volunteers over the age of 75 may not deploy to mission locations, but are invited to attend trainings, serve as trainers, subject matter experts, and volunteer with mission activities that are based in their own home. These volunteers are considered Active, Non-Deployable.**)
- Register and maintain your current information in two online platforms.
 - Serv.PA.gov
 - [Galaxy](#) (by Galaxy Digital)
- Obtain a [PATCH](#) Criminal Background Check (*Updated every two years*)
- If applicable, maintain current professional licensure information in serv.pa.gov
- Attendance at the Orientation and Handbook training.

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- Successful Completion of NIMS 100.

Minimum requirements for **Active Non-Deployable** volunteers are:

- Citizen of the United States or legal resident.
- At least 18 years old.
- Register and maintain your current information in two online platforms.
 - Serv.PA.gov
 - [Galaxy](#) (by Galaxy Digital)
- Obtain a [PATCH](#) Criminal Background Check (*Updated every two years*)
- Attendance at the Orientation and Handbook training.

All other Volunteers are considered Inactive until they have completed the above requirements and fall into either the Active Deployable, or Active Non-Deployable Categories.

The Citizen Corps Volunteer Management Coordinator and CCDC Leadership Team will keep volunteers informed of upcoming events, activities, opportunities and needs, training, and other pertinent information.

Some subgroups of the Citizen Corps have additional training and other requirements that must be completed to be considered a full member **which you will learn about later.**

Availability

Citizen Corps volunteers agree to be available to the extent they are able, within Two (2) Active Categories: “Active Deployable,” and “Active Non-Deployable”. Active Deployable Volunteers must be able to work under stressful conditions and be prepared to respond with little notice. Citizen Corps Encourages members to discuss their participation with their families and employers before they are activated. It is also recommended that you prepare your family and employer for your absence during an emergency.

Recruitment

The Citizen Corps Volunteer Management Coordinator or designee will maintain an active and ongoing recruitment program. All volunteers are encouraged to assist with recruitment by encouraging potential members to consider joining. Opportunities to staff recruitment and information tables at various venues (fairs, health fairs, community events, etc.) will be consistently sought, as will opportunities for media coverage. The Citizen Corps website, www.delcocitizencorps.org, will be maintained with current information.

Enrollment

Registration with the State Emergency Registry of Volunteers in Pennsylvania (SERVPA) through the website www.serv.pa.gov is required and allows the establishment of a volunteer’s emergency credentialing level and provides information to the Commonwealth

and the County to be vetted. You must enroll in SERVPA and complete your account to 100% to join the Corps.

Volunteers enroll in Citizen Corps by creating an account in our volunteer database call Galaxy, where you will be asked contact information and other registration items. Galaxy is also the means of notifying volunteers of training, deployments, and events.

After the registration process is complete, the information is reviewed for approval by the Volunteer Management Coordinator or designee. The volunteer will receive notice that they have been accepted into Citizen Corps and will see in the Galaxy account that all qualifications have been approved. If you do not hear from the CCDC Leadership in a week (under normal circumstances) please contact them for more information at mrc@co.delaware.pa.us.

After being accepted into the Corps, the volunteer must review the training schedule provided on the website and attend a Handbook and Orientation session prior to being deployable. Volunteers should also review any unique training required by the groups with which they are interested in working. You may be contacted by the Volunteer Management Coordinator to review your volunteer application and discuss your expectations. Citizen Corps Handbook and Orientation training is required for all volunteers. There are several required forms that need to be filled out and handed in while at the training. These forms include the Application for Membership, Photo Release, CCDC policy acknowledgement, Volunteer Rights and Responsibilities, the Code of Conduct, and Receipt of the Handbook. These forms are at the end of the Handbook. In virtual situations, volunteers will need to upload their forms to their Training Certificate Repository.

Volunteers are not required to have any professional credentials to join Citizen Corps. The majority do not. If you have any, that information will be collected during your Galaxy/SERVPA enrollment process. If you have had a medical license in good standing in the last 5 years, but it is no longer current, it may be activated during an emergency as an emergency license if authorized by the Governor or Pennsylvania Occupational Licensure Boards. This authorization would be required for retired professionals to be deployed for activities that fall under the scope of practice of a license. Former professionals who do not have a current license or authorization are still valuable members of the Citizen Corps team and can still volunteer in a non-medical capacity.

If you have any questions regarding the application process, please email Danielle Koerner at koernerd@co.delaware.pa.us.

Organizational Structure

Citizen Corps is overseen by a Volunteer Management Coordinator who is employed by the Delaware County Department of Emergency Services. The CCDC Advisory Board is comprised of volunteer coordinators and Department of Emergency Services Staff and meets weekly to guide the Corps, in coordination and with input from the larger CCDC Leadership Team, made up of Volunteer Assistant Coordinators and the CCDC Board,

which meets monthly. This Leadership Team is responsible for the tasks of leading the CCDC forward.

Tiered Volunteering

The Delaware County Department of Emergency Services and Citizen Corps Volunteer Management Coordinator recognize that volunteers differ in many regards: interests, professional training, life experiences, and the level of obligations to family, other volunteer interests, or paid positions. A major objective of the Citizen Corps is to create a dynamic program that works well for all members and ensures the community is prepared in the event of a large-scale public health, environment disaster, or any other emergency.

The Citizen Corps has, and continues to develop, it's tiered volunteer program. Through a combination of training, exercises, mentoring, and shadowing, volunteers who wish to assume a greater leadership role or a specialized role have that opportunity. If you enjoy what you are doing and prefer to keep doing it, that is great too!

SERVPA assigns emergency credential levels (ECL) to health professionals who provide their licensing, education, and employment information when they register their SERVPA account.

If you are attending an event at a level that requires licensing or certification, please be sure your documents are up-to-date and current in SERVPA and Galaxy databases.

Identification

All Citizen Corps members are issued a photo ID badge, MRC Safety Vest, and two (2) T-shirts after they have successfully completed their enrollment. You need to upload a passport-style photo (headshot) to both of your SERVPA and Galaxy accounts to be used on your ID badge. Badges will include your name, photo, affiliation, and other information as it becomes pertinent. You will need to show your badge at all events.

Volunteer Safety

All volunteers will receive safety training that is appropriate to their mission in Citizen Corps. It is recommended that all volunteers maintain current immunization status, including tetanus (tetanus with pertussis for those under 64), influenza, Hepatitis A and B, and Covid-19. While CCDC does not require Covid-19 vaccinations, some partner agencies, particularly health facilities do require it. For this reason, you are asked to upload images of your covid vaccine card to your SERVPA account.

Citizen Corps of Delaware County policies will always be in line with CDC and Delaware County Health Department guidance at the time of deployment. Note that the 'medical' section of ServPA will not be considered complete until these items are updated. *Some Missions may require these immunizations for eligibility, but not all.*

Maintaining Readiness

All Citizen Corps volunteers must have completed SERVPA and Galaxy accounts (including photo), ID badge, obtained a PATCH Background Clearance, attend an Orientation and Handbook session to be considered “Active”. A handout listing new-member videos and recommended online coursework is available on the website.

Prior to deploying, all CCDC Volunteers joining as **Active-Deployable** (when an active emergency is not occurring) complete the Incident Command Course NIMS ICS-100 administered by FEMA online. We also strongly recommend ICS-200, ICS- 700, and ICS-800 as well. ***NOTE-** these requirements may be waived during times of active emergencies with the expectation that they are completed after the emergency concludes. We also recommend and may require additional Mission-specific trainings prior to deployment, or additional required training for Volunteers in Leadership capacities. For a complete list of current CCDC recommended training, visit our [website](#) and click on ‘Trainings’.*

NIMS is the acronym for National Incident Management System, part of the Federal Emergency Management Agency. **ICS** is the acronym for the Incident Command System, the chain of command under which we all must operate.

The CCDC Leadership Team will seek additional training opportunities for volunteers that members may take at their discretion. Please check Galaxy regularly for upcoming courses. Other sites for training include FEMA independent study (training.fema.gov) and Train PA (train.org/pa). The opportunity of taking classes with surrounding counties is also available.

Exercise Participation

Regular training and emergency exercises are essential to ensure readiness. Being prepared to respond to an emergency does not just happen – readiness requires planning, organization, and practice.

Volunteers are strongly recommended to participate in at least one exercise annually, and frequent attendance at trainings and meetings is encouraged. One or more exercise opportunities will be offered each year. Your Citizen Corps subgroup(s) may have additional exercises or training requirements for their members.

Volunteer Recognition

The goal of Citizen Corps is to build and maintain a robust volunteer recognition program. Volunteers should track their completed training and upload training information including certificates into their Galaxy User Profile. The Galaxy volunteer program shows the accumulation of volunteer hours automatically. For donated hours to workgroup activities or anything not mission-oriented, the Volunteer can enter their hours for approval.

Your Galaxy dashboard allows you to download a list of your hours via the resume.



Emergency Activation

The Citizen Corps of Delaware County can be fully or partially activated by the Delaware County Department of Emergency Services (DelcoDES) upon a declaration of emergency by the governor, county executive, or municipality, with the approval of the DelcoDES director.

In the event of a standby notice or an activation Citizen Corps will be notified through SERVPA, which provides emergency alerts, notifications, and updates to members' email accounts and cell phones. Depending on the emergency, members may be instructed to report their availability. If volunteers are needed to deploy, they will view the mission details in their Galaxy account and respond if they want to participate. If necessary, members will be given a rally point to meet at with instructions. (A rally point is a common location that everyone goes to for a briefing and other instructions, for example, the 911 Center).

CCDC also works to maintain teams of specially trained volunteers for specific functions called 'Strike Teams'. For example, members of the 'Shelter Strike Team' are specially trained to stand up emergency Reception and Shelter Centers after an emergency has occurred.

Confidentiality Agreement

Privacy is not only a matter of ethical responsibility, but a matter of law. All Citizen Corps volunteers are strictly prohibited from discussing information regarding a patient, client, or another volunteer with anyone except those with a specific need-to-know, such as EMS or hospital staff. Citizen Corps members are required to sign a confidentiality statement and abide by that agreement. The volunteer will sign the forms, answer the handbook qualifying questions, and upload them into their Galaxy Profile Account in "My Files".

Just-in-Time Training (JITT)

It may not be feasible or appropriate to train all Citizen Corps volunteers in every task they may be assigned. In the event a volunteer is asked to perform a task for which they have not received training, Just-in-Time training for that mission will be provided to the volunteer by the organization or mission that has direct authority for that operation. No volunteer will be required to perform any task that is out of the scope of their professional practice or that they are not comfortable doing. It is up to the volunteer to say if this is the case.

Mass Testing/Medical Countermeasures (MCM) Clinics

In the event of an infectious disease outbreak or other public health threat that impacts a high percentage of County residents, **the county** may establish emergency mass testing or MCM PODs (Points of Dispensing). When feasible, clinic staff, activated Citizen Corps members, immediate family members, and first responders and their immediate family

members will be offered vaccines or other appropriate medications early in the dispensing process.

These clinics will require the assistance of medical and non-medical personnel to run effectively. Key components of these clinics will include:

- | | |
|---|---|
| <ul style="list-style-type: none">• Traffic control• Crowd control• Security• Triage• Forms distribution• Forms review | <ul style="list-style-type: none">• Medical screeners• Physician evaluators• Data entry• Logistics• Staff support |
|---|---|

Command Structure

Citizen Corps emergency operations will be coordinated through the Delaware County Department of Emergency Services (DelcoDES). 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 will be filled at the discretion of the incident manager. Volunteers should take the applicable NIMS ICS [courses](#) to familiarize themselves with the protocols.

Staffing

Each mission will be staffed in accordance with DelcoDES emergency response plans. Citizen Corps volunteers will be assigned duties according to their skills, abilities, credentials or licenses, experience, comfort level, and interest. No Citizen Corps volunteer will be required to perform tasks that they are uncomfortable doing.

Accountability

The Delaware County Citizen Corps is under the jurisdiction of Delaware County Department of Emergency Services (DelcoDES). As such, the Director of DelcoDES holds the ultimate authority and responsibility for Citizen Corps. The Director of DelcoDES supervises the Citizen Corps Volunteer Management Coordinator, a role that falls into the Community Engagement Section of DelcoDES.

The Citizen Corps Volunteer Management Coordinator and CCDC **Volunteer** Board maintains responsibility for day-to-day administrative management of Citizen Corps. These tasks include:

- Volunteer recruitment and retention
- Maintenance of volunteer rosters
- Maintenance of volunteer records
- Verification of volunteer credentials and licenses
- Issuance of IDs, uniforms, and supplies
- Providing volunteer assignment information
- Routine communications with volunteers

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- Oversight of training development and delivery to volunteers
 - Spokesperson for Citizen Corps for media
 - Preparing and submitting reports to grant agencies and funding partners
 - Management of grant and budget expenditures

Outside-of-Area Deployment of Volunteers

The Citizens Corps may, at times, be requested to assist outside of Delaware County. Volunteers will only be notified of out-of-county requests if it can be reasonably assumed there will be no or limited need for a local response at that time.

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

The Volunteer Management Coordinator is responsible for tracking volunteer hours donated to any out-of-county deployment. Each volunteer will be responsible for reporting their hours to the Volunteer Management Coordinator upon completion of the deployment.

Reimbursement

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

- Education and training
- Shirts and vests
- Protective equipment and clothing (PPE)
- Supplies (gloves, masks, etc.)
- Food and shelter

You may be able to deduct your mileage to and from an event or mission. Check with a tax professional for details.

Communications

Non-emergency communications will be achieved via email, phone, and mail. Phone calls and emails from volunteers will be returned as promptly as possible.

Citizen Corps schedules for training, events, and other items will be distributed to all volunteers on a regular basis. If you do not have internet access, please let the Volunteer Management Coordinator know and communications will be mailed to you or provided by phone. This information will keep you up-to-date on what is happening in the volunteer

program. Our website, www.delcocitizencorps.org, will have pertinent items of interest. Scheduled trainings and events will be posted on our Galaxy platform, where volunteers can respond to indicate they plan to participate.

Training sessions and classes also serve as an opportunity to communicate with volunteers as well as an opportunity to meet each other. The Citizen Corps Galaxy website includes operational information that will keep you updated as to training schedules, events, etc.

Data Management

Citizen Corps volunteer information is maintained through the Galaxy and SERVPA databases. Information includes essential data (address, phone, email, licensure information) as well as information that contributes to efficient management of the program (training levels, volunteer interests, level of involvement, etc.). Each volunteer is responsible for ensuring that their information remains current. The database shall be maintained by a team overseen by the Volunteer Management Coordinator. Strict security will be maintained so that the database information and hard-copy applications are only accessible to those persons with the authority and need to view such information.

Volunteers are responsible for providing and updating information in their accounts. This database is used to notify volunteers of mission opportunities, record their responses, and track their hours served. It is vital that current email, phone, and text numbers be maintained in both SERVPA and Galaxy.

Liability

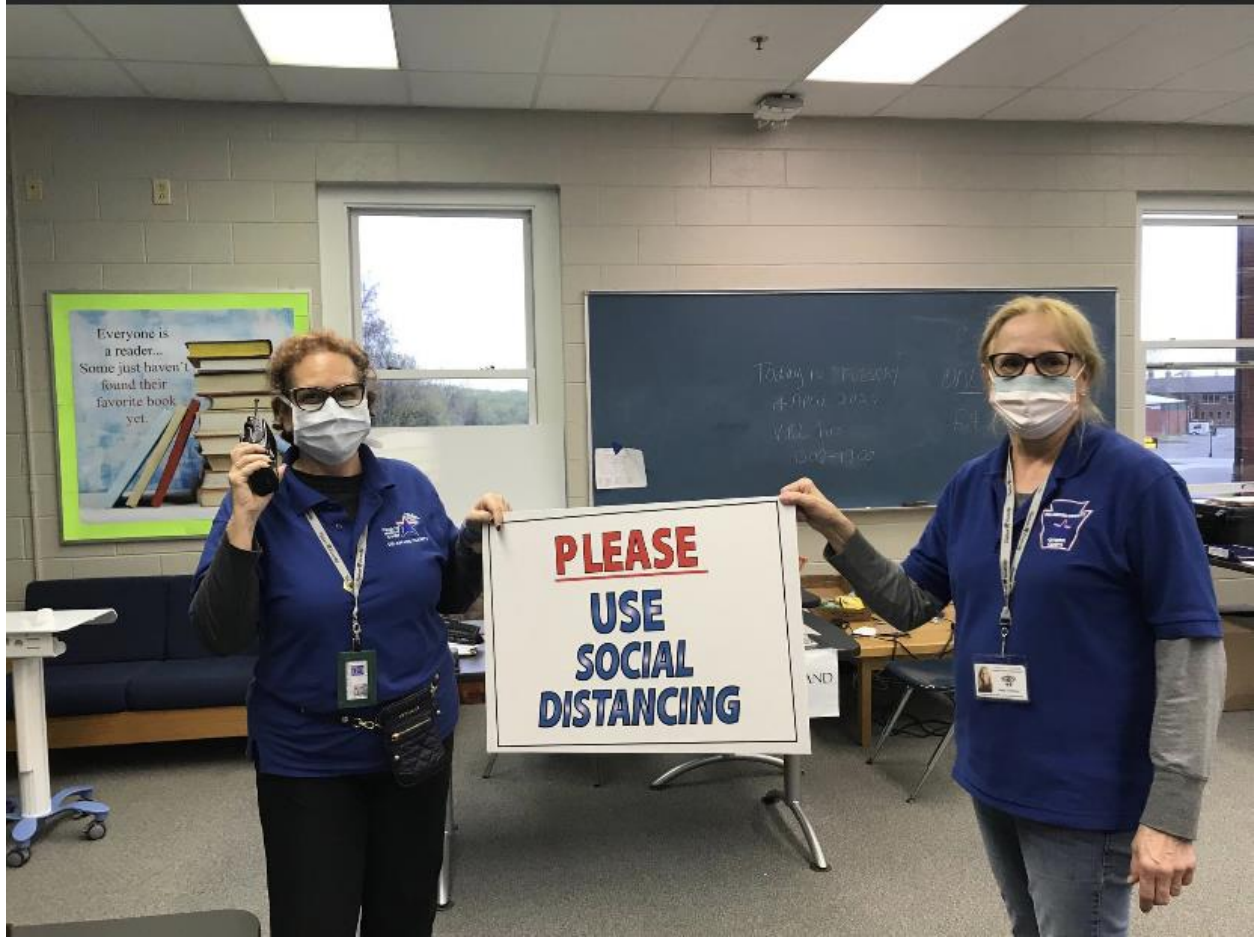
Volunteers of Citizen Corps are given certain protections under the following Federal or Pennsylvania State laws:

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 volunteer shall be liable for harm caused by the act or omission the volunteer if:

- 1) The Volunteer was acting within the scope of their responsibilities,
- 2) The Volunteer was properly licensed, certified, or authorized to undertake the activities in question,
- 3) 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
- 4) The harm was not caused by a volunteer operating a vehicle for which the State requires the operator or the owner of the vehicle to
 - a) possess an operator's license, or
 - b) maintain insurance.

The SERVPA Operations Manual outlines multiple statutes that protect volunteers. The manual is available on the SERVPA home page without logging in.



Harassment-Free Environment

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

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 volunteer, or employee or supervisor. Discriminatory conduct in any form undermines morale and interferes with productivity.

If you feel you have been the subject of harassment or discrimination, contact the Citizen Corps Volunteer Management Coordinator at koernerd@co.delaware.pa.us. All reports are taken seriously and will be thoroughly investigated and resolved promptly.

Safety

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

If you are unclear about any safety policies or procedures check with the Safety Officer, Mission Lead, or Volunteer Management Coordinator.

As a volunteer, you have the primary responsibility for your own safety and health. This includes using all required safety devices. You must notify your Mission Lead or the Volunteer Management Coordinator of any physical conditions such as drowsiness due to medications, 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 Mission Lead.

A near-miss is when there was almost an injury or accident, but it did not occur.

In addition, if you see any unsafe practices occurring or the potential for injury during any event, it is your responsibility to stop the action or report it to your Mission Lead or the Safety Officer.

Drug Free Workplace

The 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 legally or illegally of any drug or alcohol will be immediately relieved of duty and escorted offsite.

Citizen Corps encourages volunteers who may have an alcohol 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 & Weapon- Free Work Environment Policy

Citizen Corps is committed to our volunteers' 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.

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

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

Electronic Communications Policies

Electronic communication systems, including telephones, email, voice mail, faxes, internet, Amateur Radio (HAM) and Family Radio Service (FRS), and Very High Frequency (VHF) radios are available to conduct Citizen Corps business.

All communications are to be professional and appropriate. Users are prohibited from using any communications for the solicitation of funds, political messages, harassing messages, or personal use.

All electronic data are the property of Delaware County Department of Emergency Services and are considered public records.

Media and News Releases

Citizen Corps media requests and news releases will be submitted and released in accordance with existing DCDES protocol. Newsletters and other official releases will be submitted and approved by the Volunteer Management Coordinator before release.

Photos of Citizen Corps volunteers and DCDES 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 which is included at the end of this handbook. (Any volunteer who declines the photography consent has the responsibility of notifying the site manager of their preference.)

Citizen Corps volunteers are prohibited from taking photos of client/ Survivors at all times. However, we do encourage volunteers to take pictures, with the knowledge and approval of the Site Lead or Mission Lead of deployment areas, and fellow volunteers to be then sent to mrc@co.delaware.pa.us to celebrate and track the good work of the team through social media, Press Releases, or the CCDC Newsletter, "The Blue Light Express."



Volunteer Code of Conduct

Introduction

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

Code of Conduct

No volunteer shall:

1. Authorize the use of or use for the benefit or advantage of any person, including themselves, the name, emblems, services, or property, nor use any of the above to provide an endorsement.
2. Accept or seek on behalf of yourself or others, any financial advantage or gain which may be offered because of your affiliation with Citizen Corps.
3. Publicly make use of a 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.
4. Disclose any confidential Citizen Corps information that is available solely because of the volunteer's affiliation with Citizen Corps to any person not authorized to receive such information or use to the advantage or disadvantage of the Citizen Corps, any such confidential information, without the express authorization of the Volunteer Management Coordinator.
5. 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.
6. 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 volunteer has a financial interest or an affiliation, the volunteer shall disclose such conflict to the Volunteer Management Coordinator. Upon becoming aware of such obligations, the volunteer 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 Citizen Corps as described at the volunteer orientation and in this 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 matter is not resolved, the Volunteer Management Coordinator will resolve the matter. The volunteer will be given an appropriate length of time to respond to the allegation. In some cases, immediate action may be required depending on the nature and severity of the issue.

Commitment to Diversity

The Citizen Corps is committed to being a diverse organization. It seeks to recognize the value of and incorporate diversity into its services, policies, and operations, and to appropriately provide services to the whole community. Diversity includes differences such as age, belief, citizenship, culture, economic status, ethnicity, gender, language, national origin, physical ability, physical appearance, race, religion, sexual orientation, and philosophy of life.

Disciplinary Procedures

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 their policies.

Disciplinary action may be initiated to correct inappropriate performance, work-related behavior, or behavior which reflects adversely on Citizen Corps or DCDES. The degree of the disciplinary action shall relate to the gravity of the 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
- Insubordination
- Neglect of duty
- Dishonesty
- Possessing, dispensing, being under the influence of or impaired by alcohol or any substance while on duty including use 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 Citizen Corps

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- 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 using force, fear, or intimidation.
 - Mishandling public funds
 - Falsifying of county records
 - Any other improper conduct or performance that constitutes cause.

The Volunteer Management Coordinator is responsible for addressing such issues as noted above and may coordinate with DES Leadership and other limited entities as appropriate.

Volunteer Dismissal

DelcoDES accepts the service of all Citizen Corps volunteers with the understanding that such service is at the sole discretion of the DelcoDES. Citizen Corps volunteers agree that DelcoDES may, at any time and for whatever reason, decide to terminate the volunteer's relationship with the Citizen Corps. Upon termination for any reason, all Citizen Corps equipment, clothing, ID, keys, etc. will be turned in and the member given a receipt.

The Citizen Corps volunteer may, at any time and for any reason, decide to end their relationship with the Corps. Notice of such a decision should be communicated to the Volunteer Management Coordinator as soon as possible and in writing.

Volunteer Rights

As a volunteer with the Citizen Corps, you have the right to receive the following:

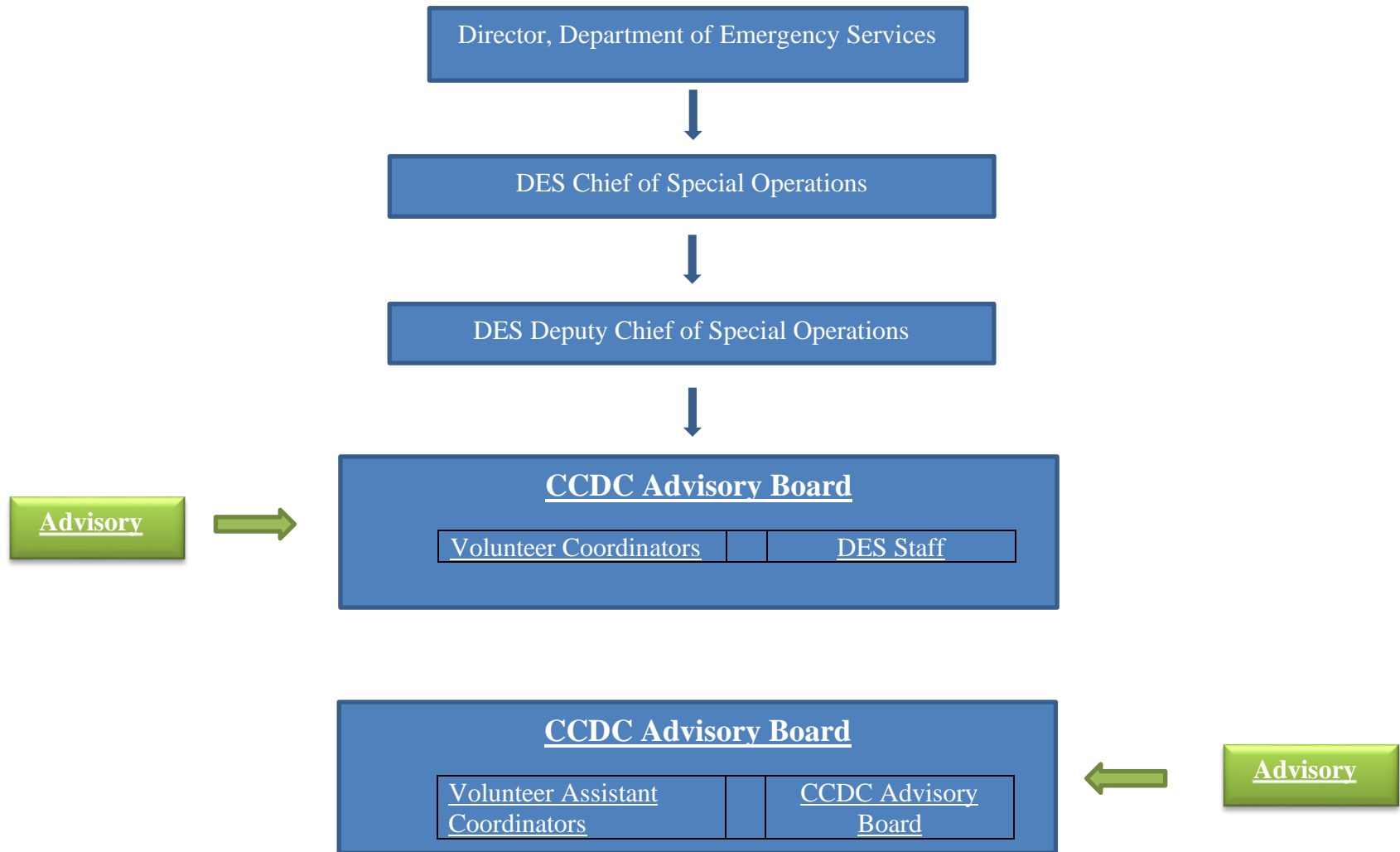
- Orientation to the program
- Information on a variety of assignments that utilize and develop your skills and interests.
- Adequate information and training to enable you to carry out your assignments.
- Clear and specific directions
- Recognition and appreciation for your contributions
- Opportunities and training to advance into leadership roles.
- Opportunity to offer feedback and ask questions.
- Feedback on your work
- Adequate space, equipment, and supplies to perform your tasks.
- As much knowledge about the organization as possible
- Respect in your workplace.

Volunteer Responsibilities

Volunteers have the following responsibilities to the Citizen Corps:

- Abide by the policies of the Citizen Corps and DelcoDES
- Be dependable, reliable, and professional.
- Dress appropriately for the setting, task at hand, and environment
- Maintain the confidentiality of information revealed to you regarding clients and coworkers.
- Maintain accurate records of your volunteer time
- 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 to improve Citizen Corps's operations
- Attend as many regularly scheduled meetings and trainings as possible
- Represent Citizen Corps professionally in the community

CITIZEN CORPS OF DELAWARE COUNTY ORGANIZATIONAL CHART



Forms

Photography Consent

Citizen Corps of Delaware County takes photographs at all or nearly all outreach programs, trainings, meetings, exercises, and actual events. In addition, each volunteer is photographed for identification purposes. Photos may be used on the website, in newsletters, and other publications.

Volunteer Printed Name

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

Signature Date

I do **NOT** give Citizen Corps Delaware County permission to use my photo as stated above. I will alert the mission leads at events where I am working that I do not want my picture taken.

Signature Date

Receipt of Handbook

I have received a copy to the Citizen Corps of Delaware County Handbook (v 3). I have read and understand the policies and information in it and agree to abide by these policies during my volunteer time.

Volunteer Printed Name

Signature Date



Confidentiality

Due to the nature of services provided by Citizen Corps of Delaware County, you may have access to information that is confidential and not for public dissemination. For that reason, you are asked to sign this confidentiality agreement, confirming 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 with its terms.

I realize, as a volunteer with Citizen Corps of Delaware County, I may acquire knowledge of confidential information from a variety of sources. I agree that such information is not to be discussed or revealed to anyone not authorized to have that information.

Volunteer Printed Name

Signature Date



Citizen Corp of Delaware County Handbook
Addendum

This handbook will be reviewed and revised, if needed, each December.

As requests for changes occur during the year, they will be noted on this page and hyperlinked to the appropriate Section, page and paragraph for reference.

The Approval of each year's Handbook will be recorded on the following Revision Page with the Version and Date of Approval. This information will be documented in the footer of the handbook to designate the version being read.

Citizen Corp of Delaware County Handbook
Revision Page

<u>Revision</u>	<u>Date of Revision</u>	<u>Approved By</u>
Version 3	04/22/2022	D. Daye, A. Favinger, D. Koerner, C. Pensyl,
Version 4	01/05/2023	A. Favinger, D. Koerner, J. McKinney, C. Pensyl B.
Version 5	03/13/2023	D. Koerner



ARES Amateur Radio Emergency Service

Amateur Radio Emergency Service (ARES) personnel are licensed by the Federal Communications Commission (FCC) and are trained in emergency communications procedures. They drill frequently to maintain readiness. Members are also certified in emergency management protocols, such as the National Incident Management System and receive training through FEMA courses. In addition to providing reliable voice communication for local, county and state governments, ARES/RACES is capable of transmitting email for served agencies using Amateur Radio digital links such as the WinLink 2000 system and D-Star repeaters. The unit also maintains portable HF radio capability for communicating with the state capital in Harrisburg and the federal government in any national office. The ability to communicate from the field in remote locations with no outside power requirement is one of the unique features of ARES/RACES. It was this valuable capability during Hurricane Katrina that demonstrated the importance of Amateur Radio in emergency management. The Radio Amateur Civil Emergency Service (RACES) is activated for national service when requested by the federal government.



Delaware County ARES/RACES is an affiliate of the American Radio Relay League and comes under the jurisdiction of District 1 of the Eastern Pennsylvania Section. The unit maintains a close working relationship with the Delaware County Department of Emergency Services and has an office and communications station at the 911 Center in Lima (Media), Pennsylvania. The Delaware County unit also works closely with sister units in Bucks, Chester, Montgomery and Philadelphia Counties and provides mutual aid when requested.

Delaware County ARES/RACES serves a critical role in a heavily populated industrialized area of suburban Philadelphia. Within its jurisdiction more than half a million people live and work. Most of Philadelphia International Airport lies within Delaware County as do major refineries at Marcus Hook, where ocean-going tankers offload crude oil. Major highways traverse the county including Interstate 95, Route 1 and Route 476. A major river, the mighty Delaware, conveys considerable tonnage through Delaware County to the Port of Philadelphia. The potential for both man-made and natural disasters is real and Delaware County ARES/RACES stands ready to assist with auxiliary emergency communications services should the need arise.



Citizen Corps of Delaware County Mission Groups

[Delaware County Animal Response Team \(DelCART\)](#)



DelCART is a federally mandated, state-run, county-based volunteer organization that provides pet sheltering during disasters and educational programs to the public to create a citizenry that is prepared for disasters – both for their pets and themselves.

The group is registered 501(c)(3) (non-profit organization) that operates through the direction of the County 911 system and the Citizen Corps Volunteer Management Coordinator and Executive Board.

There are several required trainings, and they are offered on-line or nearly every year at one of our five-county mutual aid CARTs. We work with Bucks, Chester, Montgomery, and Philadelphia counties. We provide assistance as requested to these counties as needed and they also help us as needed. We work together for training, equipment, and supply ordering, and maintaining frequent communications so we are all working towards the same goals.

The group consists of a volunteer coordinator working in concert with a steering committee. There are several working groups within the committee including outreach, training, equipment, membership, and others as needed for the efficient running of the group.

DelCART, along with our parent group, Pennsylvania Animal Response Team, has a required set of trainings and requirements to be a fully participating member. These include an orientation to CART, a shelter course, Incident Command Structure (ICS) and Hazardous Materials. These last two (and many others) can be found on FEMA's Independent Studies web site. You also must obtain a police background check.



DelCART meets monthly at the Penn State Brandywine campus in the Vairo Library, Room 108. Meetings are held on the 4th Tuesday of each month except for December at 7pm. We also host several “trailer” meetings to check, inventory, and arrange the equipment.

We also meet with our Southeastern 5 County group a couple of times a year. We partner with Bucks, Chester, Montgomery, and Philadelphia Counties to assist each other with events, provide training for all five counties, order equipment, and other things as needed.

DelCART Brochure

Citizen Corps of Delaware County Mission Groups

DCORT



DCORT's mission is to assist those individuals that have been impacted by crisis or disaster by providing emotional support and therapeutic activities to ease stress, foster a compassionate presence, and to aid in community resilience.

DCORT assists individuals and communities in recovering from the challenging effects of natural and human-caused disasters and personal crises through the provision of community-based outreach and psycho-educational services. DCORT strives to stabilize emotions and reactions to crisis and disaster.

DCORT Volunteer Opportunities

All Volunteers must complete the following trainings in order to join the DelCo DCORT. Once completed please send a copy of your certifications to the DCORT volunteer coordinator via email ThomasSF@delcohsa.org or via fax 610-713-2378 then visit the SERVPA website at <https://www.serv.pa.gov/> and request to join Delaware County DCORT.

- NIMS-700: <http://training.fema.gov/IS/NIMS.aspx>
- ICS-100: <http://training.fema.gov/IS/NIMS.aspx>
- Psychological First Aid: <https://learn.nctsn.org/enrol/index.php?id=38>
- DCORT training: Contact DCORT volunteer coordinator for date of next training opportunity

Resources & Helpful Links

[Disaster Crisis Outreach and Referral \(DCORT\) Fact Sheet](#)

<http://www.delcohsa.org/dcort.html>

Citizen Corps of Delaware County Mission Groups



MRC Medical Reserve Corps

A national network of local groups of more than 200,000 volunteers engaging local communities to strengthen public health, reduce vulnerability, build resilience, and improve preparedness, response and recovery capabilities. In Delaware County, MRC falls under the umbrella of the Citizens Corps.

Medical Reserve Corps (MRC) volunteers include medical and public health professionals, such as physicians, nurses, physician assistants, pharmacists, dentists, veterinarians, and epidemiologists. Many other non-medical community members also support the MRC, such as interpreters, chaplains, office workers, and legal advisors.

Our Organization and Leadership

The MRC is organized into community-based units located throughout the United States and its territories. The program is directed at the local, regional, state, and national levels, and is designed to locally organize and use volunteers to support healthy and strong communities. The MRC is the largest group by membership of the Citizen Corps of Delaware County.

The MRC operates under the aegis of the Office of the Assistant Secretary of Preparedness and Response, U.S. Department of Health and Human Services.

Citizen Corps of Delaware County Acronyms

AFN	Access and Functional Needs
ARC	American Red Cross
ARES	Amateur Radio Emergency Service
CCDC	Citizen Corps of Delaware County
CERT	Community Emergency Response Team
DCDES	Delaware County Department of Emergency Services
DCHD	Delaware County Health Department
DCORT	Disaster Crisis Outreach and Referral Team
DelCART	Delaware County Animal Response Team
EOC	Emergency Operations Center
FAST	Functional Assessment Service Team
FEMA	Federal Emergency Management Agency
HHS	Department of Health & Human Services
HIPAA	Health Insurance Portability and Accountability Act
IAP	Incident Action Plan
ICS	Incident Command System
JITT	Just-In-Time Training
MCM	Medical Countermeasures
MRC	Medical Reserve Corps
NIMS	National Incident Management System
OEM	Office of Emergency Management
PART	Pennsylvania Animal Response Team
PEMA	Pennsylvania Emergency Management Agency
PIB	POD in a Box
PIO	Public Information Officer
POD	Point of Distribution
PPE	Personal Protective Equipment
RACES	Radio Amateur Civil Emergency Service
SERVPA	State Emergency Registry of Volunteers in PA
VOAD	Voluntary Organizations Active in Disaster
VPOD	Vaccine Point of Distribution
VRC	Volunteer Reception Center