

SEACOAST MEDICAL RESERVE CORPS VOLUNTEER HANDBOOK



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WELCOME!

Hello Seacoast Medical Reserve Corps Volunteer!

On behalf of the Seacoast Public Health Network, WELCOME and thank you for joining our volunteer efforts!

The Seacoast Public Health Network supports 23 towns; Brentwood, East Kingston, Epping, Exeter, Fremont, Greenland, Hampton, Hampton Falls, Kensington, Kingston, New Castle, Newfields, Newington, Newmarket, Newton, North Hampton, Nottingham, Raymond, Rye, Portsmouth, Seabrook, South Hampton and Stratham; however, our volunteers come from many additional towns throughout New Hampshire. Volunteers are needed to donate their time and talents to help local citizens in public health incidents as well as support local health initiatives. We need volunteers to reach all of our goals! Thank you so much for making the MRC part of your volunteer activities.

This handbook was created to provide you with information that will help to maximize your volunteer experience. Please take the time to read through it and refer back to it as questions arise. It is updated frequently and the most up to date version will always be available on the website for you to refer to.

Respectfully,

Seacoast Public Health Network Team

ABOUT THIS HANDBOOK

The following pages outline several key features of the Seacoast MRC for our volunteers including policies and procedures.

The information in this handbook is informative but is always evolving. Each community need or emergency activation will have more specific detailed descriptions and guidance. The most up to date handbook and information can be found on the Seacoast Public Health Network website www.seacoastphn.org.

Please take the time to read this handbook carefully. There are several forms in the back in which you are not expected to fill out but will need to sign the separate Acknowledgement Form and return via email to the volunteer coordinator stating you agree to them.

Volunteers are key to making our community a safer place to live. We look forward to working with you throughout many important community efforts. We wish you a rewarding experience as a volunteer and are excited to have you on board!

MISSION & VISION STATEMENT, OUR MRC

Mission Statement

The mission of the Seacoast Medical Reserve Corps is to recruit, train, deploy, and retain volunteer health and other non-clinical professionals who will contribute their skills and expertise in response to threats of terrorism, public health emergencies, and other community needs as they arise.

Vision Statement

The vision of the Seacoast Medical Reserve Corps is to enhance the regional medical and emergency response capability while assisting the community with any current needs.

We have a common goal along with partner organizations throughout the state to help the community prevent, prepare for and respond pressing public health needs, emergencies and community needs of all kinds.

Our MRC

An organized team means that volunteers can effectively respond to an emergency, are familiar with their community's response plan, know what materials are available for their use, 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.

By joining this MRC team we are linked to emergency management in the region. Our members can truly benefit the community by knowing what their role is during an emergency, how they fit into the emergency plan, and how best to respond so that they are a positive support structure for the first responders and support their community throughout all types of need.

MISSION & VISION STATEMENT, OUR MRC

We service an area in which we encounter and support a variety of individuals and are exposed to several populations spanning older adults, mental health crisis, substance misuse and a young adult population.

Recruitment for the Seacoast Medical Reserve Corps will be community based. We seek volunteers from various professional and non-professional backgrounds, including medical and non-medical, behavioral, public health, technical, foreign language speakers, and support staff. The variety offers flexibility and allows volunteers to choose their desired level of participation and commitment.

The Seacoast Medical Reserve Corps is incorporated into the Public Health Emergency Annex. The Seacoast Medical Reserve Corps will enhance and improve the emergency medical response capacity in the seacoast community in addition to supporting and integrating volunteers in non-emergency support roles.

VOLUNTEER APPLICATION PROCESS

Volunteer Application Process

The volunteer form in NHResponds will be automatically submitted to the Seacoast Medical Reserve Corps Volunteer Coordinator for approval and credential verification once a volunteer has completed their registration to the fullest and best of their ability. A background check form will be sent via email to the volunteer once the initial form is completed in NHResponds to be filled out by the volunteer candidate, notarized and emailed to the Volunteer Coordinator. Copies of licenses, certifications, etc. are to be provided to the Volunteer Coordinator in order to complete the application process for a medical volunteer. It is the responsibility of the volunteer to provide updated, **current** New Hampshire license and/or certification information as changes occur. The State of New Hampshire will then verify credentials.

NHResponds

To register as a volunteer in our region:

- Please go to www.nhresponds.org.
- Click on the Volunteer page, and then the NHResponds logo to complete your online registration and choose Seacoast Medical Reserve Corps

Please note that NHResponds emails can hide in spam folders!

Once you have registered, you will receive all notifications of meetings, trainings, and activations by email, phone, and text messaging. This NHResponds Notification System is a web-based registration tool that is also a centralized clearinghouse for all volunteer professionals in the State of New Hampshire. Please be aware to be considered a medical volunteer a volunteer must have an active medical license and have submitted credentials to the volunteer coordinator for verification.

Once the volunteer completes the following;

- NHResponds account is filled out to the fullest and best of the individual's ability
- Background check is submitted to the Volunteer Coordinator
- Background check is cleared by the State of New Hampshire
- Medical License information is submitted to the Volunteer Coordinator for whom it is applicable (medical volunteers)
- Attestation Form signed and returned the Volunteer Coordinator

The volunteer status in NHResponds will be changed from 'researching' to 'active' and the volunteer will know they are clear to volunteer.

THE BASICS

Length of Service

There is no binding agreement regarding a volunteer's length of service with the Seacoast Medical Reserve Corps. If a volunteer chooses to not volunteer any longer; they must deactivate their account on NHResponds and/or reach out to the Volunteer Coordinator. All MRC equipment, badges and/or uniforms must be returned to the Seacoast Public Health Network if a volunteer chooses to end their volunteer term.

Role Descriptions

Role descriptions will be provided prior to or during activation or activity. A role outlines the general and specific duties that will be expected. It should also outline the training requirements needed to carry out assigned duties.

Assigning roles will be based on need, interest, training and verification of credentials. The Seacoast Public Health Network staff will work closely with the local Health Officers, Emergency Managers, and emergency leaders because of their ongoing responsibilities and specific expertise to ensure that volunteers are placed in appropriate roles.

Identification/Clothing

Our goal is for all volunteers at the time they are volunteering to have a badge that the Seacoast MRC will provide. All volunteers must wear their badges (if applicable) and keep them visible during any activation when badging is in use. Badges remain the property of the Seacoast Public Health Network, and must be returned upon termination of volunteer membership. Volunteer membership may be terminated by either the volunteer or unit leadership. If uniforms, such as a shirt or vest are warranted the Seacoast Public Health Network will provide such items. However, it is the responsibility of the volunteer to be prepared for both indoor and outdoor working conditions for each volunteer effort. Along with all necessary items they may need for their person for the volunteer time slot.

THE BASICS

Training

Monthly training will be offered September – May with a break for summer months. They will be conducted the first Tuesday of the month at 7pm held virtually via zoom.

Additional trainings will be offered and will be communicated out to all volunteers. Certain responses may require mandatory trainings prior to arriving on site, in which case will be communicated out to volunteers.

Volunteers are strongly encouraged to take NIMS IC 100 and 700 which can be found at www.fema.org. Certificates can be emailed to the Volunteers Coordinator. Individuals are also encouraged to sign up for free on www.train.org for an expansive catalog of classes related to preparedness education. Additional recommended or mandatory trainings may also be posted on the Seacoast Public Health Network's website; www.seacoastphn.org

The CERT (Community Emergency Response Team) courses offered in New Hampshire will benefit any volunteer who takes this FEMA course. This individual will be better prepared to respond to and cope with the aftermath of a disaster. All Seacoast MRC volunteers will have access to participate in CERT courses around the state when they are scheduled. Take advantage when offered!

Volunteer Safety

All volunteers will receive safety training that is appropriate to their function via either a module ahead of time which will be communicated or Just in Time training (JIT) on site the day of. It is recommended that all volunteers who may be working with patients have current immunizations, including tetanus, influenza, COVID-19 and Hepatitis B. Anyone unfamiliar with Bloodborne Pathogens, Personal Protective Equipment, and Fit Testing must be trained in these areas before deployment to the site. JIT will be provided on site for specific functions and the most up to date training and information.

Funding

Volunteer time is uncompensated. However, the Seacoast Public Health Network, local municipalities or other agencies are responsible for supplies and other support during a volunteer experience such as; education and training, protective equipment and clothing, supplies and/or food.

THE BASICS

Activation/Notification Procedure

All communication will be through the NHResponds system for all volunteers regardless of community need or public health emergency activation.

In the event of a public health or medical emergency, volunteers will initially be notified via the NHResponds system. Depending on the situation, members will be informed of the nature of the activation and may be instructed to report to designated areas if able to volunteer. Response to volunteer notification will be tracked by the Volunteer Coordinator and/or the Public Health Emergency Preparedness Manager.

Please be aware there will be varying lengths of tasks, when signing up please commit to the length of time you sign up for.

Demobilization

It is possible that some volunteer positions and resources may be demobilized before others as their assignments are completed. Volunteers will demobilize along with other on-scene personnel and resources, in accordance with the Incident Action Plan and/or their Unit Leader's instructions. When demobilizing, volunteers should ensure the following actions are accomplished:

- Ensure all assigned activities are completed
- Account for equipment
- Clean up any debris or trash associated with assignments
- Determine whether additional assistance is required
- Notify your Unit Leader (or similar hospital or public health agency official if operating within those settings) when departing the site

Each incident should include assurance that members have signed out from the scene and have the chance to share their observations afterwards. These comments can be included in an after-action report and can be shared as needed (with the volunteer's name removed for confidentiality, if appropriate) in overall post-event reviews with other agencies.

Opportunities will be made available to meet with mental health professionals, if deployments warrant the need.

APPENDIX A - VOLUNTEER RIGHTS AND RESPONSIBILITIES

Seacoast Public Health Network Responsibilities to the Volunteer

The Seacoast Public Health Network will not share volunteers' contact information with outside sources. However, other regions may have access to this information in the event of an emergency for coordination purposes only.

The Seacoast Public Health Network will strive to provide volunteers with opportunities to work within their own fields of expertise during an emergency event. We will also not place individuals into roles in which they are not comfortable in and/or dealing with situations in which they do not wish to be a part of, please speak up!

The Seacoast Public Health Network will provide appropriate PPE, vests, shifts, badges, etc. when appropriate for volunteer use. Volunteers will have materials provided when necessary to conduct their role.

Volunteer Rights

As a volunteer with the Seacoast Public Health Network, you enjoy the following rights:

- 1) Assignments that utilize and develop your skills
- 2) Adequate information and training to carry out your assignments
- 3) Clear and specific directions
- 4) Recognition and appreciation for your contribution
- 5) Opportunities to offer feedback and ask questions
- 6) Regular feedback on your work
- 7) Adequate space, equipment and supplies to perform your job
- 8) The right to know as much about the organization as possible
- 9) Respect in your work environment.
- 10) A chance to be part of a team and build skills and support.

APPENDIX A - VOLUNTEER RIGHTS AND RESPONSIBILITIES

Code of Conduct

In an effort 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 Seacoast Public Health Network operates under the following Code of Conduct, applicable to all volunteers. Volunteers will be required to be respectful and appropriate to everyone they encounter.

Volunteer Responsibilities

Volunteers expect, and enjoy, certain rights when they donate their time. Volunteers, however, also have specific responsibilities to the Seacoast Public Health Network. As a volunteer, you are free to set your own work schedule, but you must be prepared to fulfill the commitments you make.

Seacoast Public Health Network volunteers must:

- Be dependable, reliable and abide by the policies of the Seacoast Public Health Network.
- Adhere at all times to the National Incident Management Systems (NIMS) Incident Command structure. Deviations from this command control system can have seriously negative effects on the outcome of the response to an event.
- Refrain from activating if using any medical prescription or other drug that has the potential to render them impaired, unfit, or unable to carry out their emergency assignment.
- Dress appropriately for the setting and the task at hand, and wear the proper identification badge, shirt, etc. at all events and activations.
- Carry out duties in a safe, responsible way.
- Inform the on-scene authorized official whether they are mentally and physically fit for their assigned duties. Volunteers reporting if not fit for currently assigned duties may request a less demanding assignment that is appropriate to their current capabilities.
- Possess the required liability insurance for any private vehicles, vessels, boats, or aircraft being used in any mission, training event, or other authorized activity unless specifically directed otherwise by an authorized official in accordance with current law.
- Maintain the confidentiality of information revealed to you regarding clients and coworkers.

APPENDIX A - VOLUNTEER RIGHTS AND RESPONSIBILITIES

- Keep track of the hours you work on the form provided and submit them to the Unit Team Leader or Volunteer Coordinator.
- Be amenable to serving all people regardless of race, gender, age, religion, sexual orientation, or disability.
- Adhere to the guidelines of your job description/scope of practice.
- Check in and check out with the appropriate on-scene official when deploying to an incident.
- Offer feedback and suggestions.
- Be prepared for any regularly scheduled meetings.
- Represent the team appropriately in the community by knowing the mission of the Seacoast Medical Reserve Corps.
- Not authorize the use of or use for the benefit or advantage of any person, the name, emblem, endorsement, services, or property of the Seacoast Public Health Network.
- Not accept or seek on behalf of themselves or any other person, any financial advantage or gain of other than nominal value that may be offered because of the volunteer's affiliation with the Seacoast Public Health Network.
- Not publicly utilize any Seacoast Public Health Network affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official positions of the Seacoast Public Health Network.
- Not knowingly take any action or make any statement intended to influence the conduct of the Seacoast Public Health Network 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.
- Not operate or act in any manner that is contrary to the best interests of the Seacoast Public Health Network.

APPENDIX B - POLICIES

Harassment-Free Environment Policy

The Seacoast Public Health Network 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 Seacoast Public Health Network 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 Seacoast Public Health Network 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.

If you feel that you may have been the subject of discrimination or harassment, you should contact us. Any reports of discrimination or harassment will be examined impartially and resolved promptly. The Seacoast Public Health Network will determine the volunteer status of any volunteer found to be verbally or physically inappropriate during an activation, training or meeting of the unit teams.

Conflict Resolution

If the Volunteer Coordinator is dissatisfied with a volunteer's performance, the first course of action is to communicate that concern to the volunteer. If they are unable to reach an understanding, the MRC Director will attempt to resolve the matter. In most cases, a volunteer will be given sufficient time to respond affirmatively or request reassignment to a more suitable placement. In some cases, however, immediate action may be required depending upon the severity of the issue. The Seacoast Public Health Network will be the ultimate deciding body for all matters concerning the volunteers and organization.

Safety

A healthy and safe work environment is an important part of the Seacoast Public Health Network. No job is considered to be so important or urgent that volunteers cannot take time to perform their job safely.

APPENDIX B - POLICIES

During activations, emergency management will assign a safety officer to oversee operations. The safety officer has the authority to order you to stop an activity. All volunteers are required to fully comply with the directions of the safety officer.

The Seacoast Public Health Network has a strong partnership with the NH Disaster Behavioral Health Response Team (DBHRT) to provide on-going support services to volunteers pre-event, during event, and post event.

During the job site orientation, a supervisor will discuss all the applicable safety and health rules with you. If you are unclear about any safety policies and procedures, ask the Team Leader or Unit Director.

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 supervisor 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 and/or injuries to your Team Leader.

Electronic Communications Policy

The Seacoast Public Health Network's electronic communication systems, including telephones, handheld two-way radios, e-mail, voice mail, faxes and internet, are available to conduct business in a timely manner. All communications are to be professional and appropriate and users are prohibited from using said communications for the solicitations of funds, political messages, harassing messages or personal use. Furthermore, all electronic data are the property of the local jurisdiction and may be considered public records.

Drug Free Workplace

The Seacoast Public Health Network is dedicated to a safe, healthy and drug-free work environment. All volunteers are expected to report to duty free from drug and/or alcohol impairment and to remain in a condition that enables them to perform their job duties in a safe, efficient, legal and professional manner. Volunteers must abide by the provisions of this policy as a condition of volunteer service.

APPENDIX B - POLICIES

Violence-Free Work Environment Policy

The Seacoast Public Health Network 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.

The Seacoast Public Health Network does not tolerate any type of acts or threats of violence committed by or against a volunteer, and therefore prohibit workplace violence. In order to ensure a safe working environment, the Seacoast Public Health Network prohibits all persons from carrying a handgun, firearm, or weapon of any kind during trainings or activations. If a volunteer is threatened while serving as a volunteer, he/she should immediately report the event to the Incident Commander or nearest person of authority (Team Leader, Supervisor, Safety Officer, Security/Police, etc.).

Activation Policy

The Seacoast Medical Reserve Corps can be fully or partially activated upon:

- A declaration by the governor of New Hampshire indicating that there is a state of emergency-public health or otherwise.
- A declaration by local elected officials.
- A declaration by the Governor or his/her designee that the Seacoast Public Health Network is needed for emergency or non-emergency activities.
- A community need outlined by the Seacoast Public Health Network

As a local emergency medical resource, the Seacoast Public Health Network may be activated by:

- Local government elected officials, officials responsible for emergency management or public health, or their designated representatives.
- Local or State Emergency Operations Center (EOC).
- In the event of a national deployment request, the request will be from the US Department of Health and Human Services.

APPENDIX C - LIABILITY

The Volunteer Protection Act

("VPA")(codified at 42 U.S.C. § 14501 et. seq.) Provides qualified immunity from liability for volunteers and, subject to exceptions, preempts inconsistent state laws on the subject, except for those that provide protections that are stronger than those contained in the VPA.

The VPA defines a volunteer as "an individual performing services for a nonprofit organization or a governmental entity which does not receive compensation" (other than reasonable reimbursement or allowance for expenses actually incurred); or any other thing of value in lieu of compensation, in excess of \$500 per year...." 42 U.S.C. § 14506(6).

Under the VPA, a volunteer of a nonprofit organization or governmental entity is immune from liability for harm caused by an act or omission of the volunteer on behalf of the organization or entity if: (1) the act or omission was within the scope of the volunteer's responsibilities in the organization or entity; (2) if required, the volunteer was properly licensed, certified, or authorized by the appropriate state authorities for the activities or practice giving rise to the claim; (3) the harm was not caused by "willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual harmed by the volunteer," and (4) the harm was not caused by the volunteer's operation of a motor vehicle, vessel, aircraft, or other vehicle for which the state requires the operator to possess a license or maintain insurance. 42 U.S.C. § 14503(a).

New Hampshire Liability Legislation

- New Hampshire HB 618 (providing limited immunity to volunteers mobilized under governmental direction)
 - "In the absence of any mutual aid agreement or other similar written agreement that specifically addresses the issue of workers' compensation benefits, any person who acts as an agent to the department of health and human services or the department of safety by providing assistance in response to a specific public health or public safety incident. Such person shall be deemed an employee of the state for the purposes of this chapter. In order to be eligible for workers' compensation benefits under this chapter the person shall have been specifically designated in writing as an agent by the commissioner of the department of health and human services or the commissioner of the department of safety, or their respective designees, in accordance with the provisions of RSA 508:17-a. This subparagraph applies only to such designated agents who are not receiving compensation from either the department of health and human services or the department of safety, other than possible reimbursement for expenses actually incurred for such services, such as travel expenses, but who may be receiving compensation from his or her regular employer or from any other source."

APPENDIX C - LIABILITY

- New Hampshire RSA 508:17 Volunteers; Nonprofit Organizations; Liability Limited. –

I. Any person who is a volunteer of a nonprofit organization or government entity shall be immune from civil liability in any action brought on the basis of any act or omission resulting in damage or injury to any person if:

- (a) The nonprofit organization or government entity has a record indicating that the person claiming to be a volunteer is a volunteer for such organization or entity; and
- (b) The volunteer was acting in good faith and within the scope of his official functions and duties with the organization; and
- (c) The damage or injury was not caused by willful, wanton, or grossly negligent misconduct by the volunteer.

I-a. [Repealed.]

II. Liability of a nonprofit organization for damage or injury sustained by any one person in actions brought against the organization alleging negligence on the part of an organization volunteer is limited to \$250,000. Such limit applies in the aggregate to any and all actions to recover for damage or injury sustained by one person in a single incident or occurrence. Liability of a nonprofit organization for damage or injury sustained by any number of persons in a single incident or occurrence involving negligence on the part of an organization volunteer is limited to \$1,000,000.

III. Nothing in this section shall be construed to affect any civil action brought by any nonprofit organization against any volunteer of such organization. IV. Volunteer activity related to transportation or to care of the organization's premises shall be excepted from the provisions of paragraph I of this section. V. In this section:

- (a) "Damage or injury" includes physical, nonphysical, economic and noneconomic damage and property damage.
- (b) "Nonprofit organization" shall include, but not be limited to, a not for profit organization, corporation, community chest, fund or foundation organized and operated exclusively for religious, cultural, charitable, scientific, recreational, literary, agricultural, or educational purposes, or to foster amateur competition in a sport formally recognized by the National Collegiate Athletic Association, and an organization exempt from taxation under section 501(c) of the Internal Revenue Code of 1986 organized or incorporated in this state or having a principal place of business in this state.
- (c) "Volunteer" means an individual performing services for a nonprofit organization or government entity who does not receive compensation, other than reimbursement for expenses actually incurred for such services. In the case of volunteer athletic coaches or sports officials, such volunteers shall possess proper certification or validation of competence in the rules, procedures, practices, and programs of the athletic activity.

APPENDIX C - LIABILITY

- New Hampshire RSA 508:17-a Agents Assisting Certain State Departments; Liability Limited. –

I. Any person who acts as an agent to the department of health and human services or the department of safety by providing assistance in response to a specific public health or public safety incident shall be protected from claims and civil actions arising from acts committed within the scope of his or her official duty as an agent to such departments to the same extent as state officers, trustees, officials, employees, and members of the general court under RSA 99D, provided that:

(a) The commissioner of the department of health and human services or the commissioner of the department of safety has declared in writing to the governor that a public health or public safety incident exists;

(b) The department of health and human services or the department of safety has designated the person to act as its agent to assist in responding to the public health or public safety incident;

(c) The agent was acting in good faith and within the scope of his or her official functions and duties as an agent to the department of health and human services or the department of safety; and

(d) The damage or injury was not caused by willful, wanton, or grossly negligent misconduct by the agent.

II. In this section:

(a) "Agent" means any person who acts as an agent to the department of health and human services or the department of safety by providing assistance in response to a specific public health or public safety incident and the person does not receive compensation from either department, other than possible reimbursement for expenses actually incurred for such services, but who may be receiving compensation from his or her employer or from any other source. (b) "Damage or injury" includes physical, nonphysical, economic and noneconomic damage, and property damage.

(c) "Public health or public safety incident" means a specific incident that the commissioner of the department of health and human services or the commissioner of the department of safety has declared in writing poses a threat to the health and safety of the public and demands a response that will require the assistance of agents from outside the state system, but which does not rise to the level that would necessitate the declaration of a state of emergency by the governor under RSA 4:45.

APPENDIX C - LIABILITY

III. Notwithstanding any other provision of law, no person shall be considered an agent of the department of health and human services or the department of safety for the purposes of this section unless the commissioner of one of those 2 departments has declared in writing to the governor that a public health or public safety incident exists and the appropriate department acknowledges in writing the person's status as an agent. Such written acknowledgment shall identify the person, indicate the department of the state for which the person will be acting as an agent, indicate the duration for which the person will be acting as an agent, indicate the functions that the person will be performing for the appropriate department, and specifically indicate that the provisions of this section apply to the person's status as an agent to the appropriate department.

IV. Any licensed health care provider who acts as an agent to the department of health and human services by providing health care or services in response to a public health incident shall work under the oversight of a department physician.

V. No disciplinary action shall be taken by a licensing board against a licensed health care provider who acted as an agent or a volunteer to the department of health and human services or the department of safety. This paragraph shall apply only to a health care provider who was designated by either the department of health and human services or the department of safety to act as an agent in accordance with paragraph III and who acted in good faith within the scope of his or her official functions and duties as an agent, and who did not engage in willful, wanton, or grossly negligent conduct in the course of carrying out his or her official functions and duties.

MEDIA RELEASE (ADULT/MINOR)



For valuable consideration received, I hereby grant to Lamprey Health Care, the Seacoast Public Health Network, the irrevocable and unrestricted right to produce and use photographs/videos of me, or in which I may be included, for editorial, trade, advertising, and any other purpose and in any manner and medium; to alter the same without restriction; to copyright the same, and without further compensation to me. I hereby release photographer/videographer and his/its' legal representation and assigns from all claims and liability relating to said photographs/videos.

Name (print)

Date

Phone

Address

City

State

Zip

PRIVACY AND CONFIDENTIALITY FORM

medical
reserve
corps



SEACOAST PUBLIC
HEALTH NETWORK

It is a principal that all information about our patients must be kept confidential. Our patients trust us to ensure that their health information is only disclosed to persons who volunteer with Seacoast MRC and Seacoast Public Health Network on a need to know basis to perform their jobs.

Confidential information is protected by Law (HIPAA/HITECH) and by Seacoast MRC and Seacoast Public Health Network policies and procedures. Confidential information is any medical, financial or demographic information that pertains to any patient.

As a volunteer you may have access patient information. Do not divulge any patient information without proper consent from the Seacoast Public Health Network or as otherwise permitted by law.

- Only access patient information that pertains to your role and for which you have a need to know. You may need to access the chart of someone you know as part of your responsibilities when volunteering with the Seacoast MRC and Seacoast Public Health Network. These patients deserve the same privacy as every other patient. Only access the information if it is part of your specific job responsibilities.
- Any violation of a patient's privacy or confidentiality will be subject to disciplinary action which may include but is not limited to termination of volunteering with the Seacoast MRC.

To protect patient privacy:

- Do not discuss patients in open areas such as hallways and stairwells. Talk quietly while on the telephone and when speaking with patients or staff in open areas.
 - Do not discuss patients with other people outside of Seacoast MRC or the Seacoast Public Health Network, including family members. These individuals do not have a need to know.
 - Do not discuss health information of fellow volunteers with staff members including with the employee/patient themselves. Respect their privacy.
 - Do not be careless with written materials that identify patients.
 - Do not keep patient information on computer screens where patients may be able to read it. Use a privacy screen.
 - Do not throw paperwork that contains patient information into the trash bin. Use the designated shredding bins for this purpose.
 - Close glass windows and doors leading to public areas when necessary to maintain patient privacy. Be aware of your surroundings.
 - Do not remove any patient information from Seacoast MRC or Seacoast Public Health Network settings; either in written or electronic format

I have read and had explained to me the information stated above:

Employee signature: _____ Date: _____

Print name: _____