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**Citizens Corps**

**Policy & Procedure Manual**

**Marion County, OR**

**May 2018**

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**Introduction**

Marion County has recognized the need for an organized and trained group of volunteers that can respond to a disaster or the imminent threat of a disaster within Marion County. This group of volunteers is known as the Marion County Citizens Corps (MCCC). These volunteers live and work in Marion County but are trained and ready to help their local communities. MCCC teams operate under the authority of Marion County Emergency Management (MCEM).

MCCC, when activated for an emergency, will function under the direction of the Marion County Emergency Management Office within the Emergency Operations Plan. In the event of a disaster, the Emergency Operations Center (EOC) will be activated and will direct emergency operations including MCCC teams. MCCC is designed to operate independently for a given period of time when normal emergency response services are overwhelmed. This is usually anywhere from a few hours to several days.

Marion County Citizens Corps will train and prepare individual citizens in communities, businesses, schools and institutions in emergency preparedness and basic disaster response techniques. It will also prepare them, as volunteers, to take an active role in providing critical support to MCEM and first responders during incidents. In addition, training that MCCC members receive will also help them to assist effectively in, planned, non-crisis events, such as the Mount Angel Oktoberfest. Members may be utilized for various assignments, which may include neighborhood, countywide, statewide, or even national activations.

The structure of MCCC will provide improved communications, management of resources, specific action plans and a better understanding of the events that are taking place prior to and during a disaster and how to respond to them. The Incident Command System will be used during all exercises and deployments. MCCC also carries a big responsibility to act and function professionally. This requires self-discipline and the ability to take direction from leaders.

President George W. Bush launched USA Freedom Corps to capture the spirit of service that emerged throughout the nation following terrorist attacks September 11, 2001

Citizen Corps, a vital component of USA Freedom Corps and supported by state and local government officials, was created to coordinate volunteer activities that make our communities safer, stronger and better prepared to respond to any emergency situation. Citizen Corps provides opportunities for people to participate in a range of measures to safeguard their families, homes and communities from threats of crime or terrorism; MCCC is an all hazards program.

The Marion County Citizens Corps program is modeled directly from the Federal Emergency Management Agency (FEMA) Citizens Corps program. For Marion County, the Citizens Corps comprises of leadership representation from the Medical Reserve Corps (MRC), Amateur Radio Emergency Service / Auxiliary Communications (ARES, AUXCOM), and Community Emergency Response Teams (CERT).

Marion County sponsors these Citizens Corps programs:

* Aumsville CERT
* East Salem Suburban CERT
* Gervais CERT
* Keizer CERT
* Marion County Auxiliary Communications (AUXCOM)
* Marion County Medical Reserve Corps (MRC)
* Mt. Angel CERT
* Silverton CERT
* Stayton / Sublimity CERT
* Turner CERT
* Woodburn CERT
* Santiam Canyon (Gates, Lyons, Detroit, Idanaha, Elkhorn, Mill City)

The Citizen Corps programs are reviewed annually by the Emergency Management Program Coordinator(s) and/or the Emergency Manager.

**What does Citizens Corps do?**

In the event of a countywide or regional emergency such as a severe winter storm, flood or major earthquake, households need to be prepared to be independent for at least two weeks or even longer. Neighborhoods need to be prepared for self-sufficiency, too. CERT rescuers will likely be first on the scene when firefighters and police are slowed by impassable streets or overwhelmed by calls for help. MRC volunteers will assist with treating patients with acute injuries and provide palliative care where appropriate. The Auxiliary Communications unit will respond by providing communication in the County’s Emergency Operations Center (EOC) as well as to the many CERT and MRC volunteers in the field. Citizens Corps members may live or work in Marion County and receive instruction from Marion County Emergency Management and direct supervision from their local fire/police to provide emergency disaster assistance within their own neighborhoods. Members are prepared to save lives and property until professional responders can arrive. These volunteers are specially trained to help others without putting themselves in harm’s way. The Medical Reserve Corps (MRC) will respond to incidents by setting up an alternate care site. This site will be used to stabilize, treat and prepare to transport injured patients. The MRC works alongside fire/EMS and healthcare agencies assisting with patient assessment and treatment.

Citizens Corps members are:

* Prepared to be self-sufficient for two weeks during any emergency.
* Able to provide emergency assistance to their family and immediate neighbors.
* Able to work within an emergency response team and with professional emergency responders to save lives and property in their neighborhood.
* Able to guide untrained volunteers who want to help others during a disaster.
* Able to provide first aid care when needed.
* Able to provide radio communication between teams and the County EOC

**Community Emergency Response Team (CERT)**

The CERT program began in 1985 in Los Angeles, and was itself modeled from a similar program the Los Angeles Fire Department observed in Tokyo, Japan. The Tokyo program tested citizen skills and response during and after an earthquake. FEMA adopted and standardized the Los Angeles CERT program in 1993, as the organization was looking for programs to promote disaster preparedness and response in local communities.

The CERT Program educates families and individuals about preparing for disasters or hazards that may impact their area and trains them in basic disaster response skills such as fire safety, light search and rescue, team organization, and disaster medical operations. Using their training, CERT members can assist others in their neighborhood or workplace following an incident until professional emergency responders and critical resources arrive.

CERT members promote emergency preparedness, give critical support to first responders in emergencies, provide immediate assistance to victims, collect disaster information to support first responder efforts and provide help in the period immediately following a major emergency or disaster. CERT enables individuals to help their families and neighbors prepare, respond and recover within their own neighborhood.

CERT programs are most often sponsored by public agencies. Occasionally, CERT programs establish a separate nonprofit organization, or are sponsored by an educational or business entity, but they must *always* be endorsed by local government per the FEMA CERT Liability Guide.

**Medical Reserve Corps (MRC)**

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

Volunteers from every walk of life are critical in building regional disaster healthcare capacity. During a disaster, hospital, fire, and EMS personal become overwhelmed. To fill gaps in patient care, the MRC’s licensed professionals work within their scope of practice during a deployment, treating patients with acute injuries and providing behavioral health care.

**Marion County Auxiliary Communications (AUXCOM)**

Auxiliary Communications consists of licensed amateur radio operators who have voluntarily registered their qualifications and equipment with Marion County for communications duty in the public service when disaster strikes. Auxiliary Communications will provide the radio and satellite capability for the Emergency Operations Center.

**MEMBER APPLICATION**

Marion County has adopted an open entry policy. Applications are accepted from individuals throughout the county year-round.

In addition to the knowledge gained from Citizens Corps training, by studying together volunteer trainees will develop the important skills necessary to work as a cohesive team. The skills and knowledge gained in the training will serve well in an emergency situation being an example may serve to encourage your neighbors or co-workers to become members of Citizens Corps.

Citizens Corps volunteers must complete the following:

* Be a minimum of 14 years of age (with written parental’ permission)
* Comply with the Policies and Procedures set forth by Marion County
* Complete IS 100, IS 200, IS 700, IS 800
  + <https://training.fema.gov/is/courseoverview.aspx?code=IS-100.b>
  + <https://training.fema.gov/is/courseoverview.aspx?code=IS-200.b>
  + <https://training.fema.gov/is/courseoverview.aspx?code=IS-700.a>
  + <https://training.fema.gov/is/courseoverview.aspx?code=IS-800.b>
* Submit and pass a yearly criminal background check
* Submit and pass driving history check (if driving)
* Complete a Marion County Volunteer Orientation Annually – Online
* Complete Marion County Drug and Alcohol Use / Ethics
* Complete Marion County Workplace Violence
* Complete Marion County Respect in the Workplace
* Members may need additional training to perform specific functions
* All Citizens Corps volunteers are encouraged to complete Basic CERT

To become a registered volunteer, send the documents listed below to Marion County Emergency Management - 5155 Silverton Road NE Salem, OR 97305

* Copies of Certificates for IS 100,200,700, 800
* Copies of Drivers License (or State ID) and proof of vehicle insurance
* Signed Drivers History Form
* Signed Volunteer Placement Form indicating which group you would like to be a part of.

Once Marion County Emergency Management receives this documentation an email will be sent to the applicant with further instructions to complete a background check and how to get a photo ID. A volunteer is not considered active until ALL steps are completed.

Active Citizens Corps Volunteer Responsibilities

* Maintain themselves and their own households in a state of readiness so that they can effectively respond to events in their neighborhood and serve as an example to others. Examples being maintain a 2 week preparedness kit.
* Attend no fewer than 8- hours of approved training each year – Team Leader tracks and MCEM reviews.
* Provide personal profile data and keep it current
* Maintain personal and organizational equipment in good condition
* Participate in at least one Marion County exercise, pre-planned event or activation or an event/exercise requiring an Incident Action Plan every year. CERT final exercise satisfies this requirement for first year.
* Adults must possess a cell phone with texting capabilities
* Possess an active email account
* Attend additional training/meeting requirements per the unit/team you belong to.

**Notification**

Citizens Corps volunteers will be notified of meetings, trainings and emergent activations via Automated Citizens Alerts (email, telephone and/or text messages). It’s extremely important for all volunteers to keep their contact information current with their local team leader and Marion County Emergency Management.

Active members will be issued an identification card and are eligible for deployment during and following a major emergency or disaster. Identification cards must be carried and displayed whenever the member is attending training, during exercises and deployments. Active members are covered by the Marion County Workers Liability Insurance during deployment, training, and other approved events. Non-active members will be considered spontaneous volunteers and will not be covered. There will be no exceptions to this policy.

**OPERATIONS: Emergency Deployment and Non-Emergency Activation**

Marion County Emergency Management has the authority to deploy Citizens Corps members during a local county emergency or crisis. Citizens Corps volunteers deployed by Marion County shall be protected under Marion County’s volunteer general liability and insurance coverage. Deployment is optional and with no compensation.

An agency outside Marion County may also request the assistance of Citizens Corps. The requesting agency must provide Marion County Emergency Management with a written request for their assistance. The requesting agency must also sign an agreement with Marion County Emergency Management, stating that the requesting agency shall provide Citizens Corps volunteers with general liability and insurance coverage during their time of service.

Citizens Corps members who self–deploy (deploy without direct orders from Marion County Emergency Management, their local Fire and/or Police partnering agencies), or who fail to check-in (phone, radio, email, or in person) prior to deploying are not acting as Citizens Corps members; they are considered independent agents. Therefore, they shall not receive any liability or insurance coverage from Marion County Emergency Management. Independent agents may also be dismissed from the program.

Independent agents may not display any Citizens Corps identification or wear any clothing with any Citizens Corps logos. Using Marion County Citizen Corps equipment or resources is also strictly prohibited.

Citizens Corps members who operate outside of their scope of practice during a deployment authorized by Marion County Emergency Management shall not have coverage under the county’s liability protection.

Any proposal for Citizens Corps equipment to be mobilized for a state or other external deployment must be approved by Marion County Emergency Management.

MCCC will be activated by the Marion County Emergency Manager or designee when an emergency or other event requires additional human resources for assistance and will follow the chain of command as outlined in the Chain of Command section.

All MCCC teams will use Marion County Fire Maps when needed. These maps can be found at http://apps.co.marion.or.us/GIS/Firemaps/

**CERT Activation**

Marion County CERT trained individuals will act first to aid their families and adjacent neighbors. Once safety measures have been completed, team members will mobilize, assess damages, problems, and conduct size-up of the situation.

The team will then contact Marion County Emergency Management with size-up information and will wait for activation deployment instructions.

Teams will be given specific instructions on where to go, or procedures to initiate to begin the response and recovery process.

Teams will select a team leader from those present. The leader will provide for safety by assuring that all team members have completed the required training, have the appropriate safety and other equipment necessary and are physically capable of performing the assigned tasks.

Team leaders will set priorities and delegate responsibility and specific assignments for each team member.

Sub-Teams will always have a minimum of two (2) members be activating, and those teammates shall stay together until reassigned.

Team leaders will be responsible for the team communications with the Marion County Emergency Operations Center and Marion County Emergency Management (MCEM).

Team members will communicate only with their team leader and not directly with partner agencies or MCEM.

Team members must stay together and must not “free-lance” away from the assigned tasks.

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

CERTs do not:

* Suppress large fires
* Enter structures that they consider heavily damaged and dangerous (leaning or moved from foundation)
* Perform hazardous materials cleanup or respond to incidents involving radiological, chemical or biological agents
* Perform medical, fire, or search and rescue operations beyond their level of CERT/first aid training
* Activate or deploy unless called for in their procedures
* Direct/flag traffic – Unless trained and approved by MCEM
* Operate any medium/heavy equipment without permission from MCEM

Team leaders and members shall “stand by” for further instructions after they have completed their assigned task(s), and will await further deployment or dismissal instructions from Marion County Emergency Management.

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

**Partner Agency Activation**

Incident Command (IC) of a partnering agency can mobilize their local CERT by making a request for services through METCOM 911 and/or contacting their local CERT leader directly. METCOM and/or the CERT leaderwill notify MCEM of the deployment. MCEM will then contact the IC and/or the CERT leader for additional details / instructions (if needed).

**If a CERT is activated through Everbridge, Active 911 or another dispatching tool add MCEM staff to the roster and the above requirement of the IC contacting METCOM is not needed.**

**Once a deployment is finished the CERT leader will contact MCEM (within a couple hours) and give a close out report.**

**This report will include:**

* **Total number of volunteers that participated**
* **Lessons learned**
* **Recommended changes**
* **Any injuries or damages**

**Non-Emergency Activation Request**

Volunteer teams (CERT, MRC & Auxiliary Communications/ARES) that would like to participate in events / incidents as a representative of the Marion County Citizens Corps will need to submit a proposal for sponsorship to the Marion County Emergency Manager or the MCEM Program Coordinator at least 7 days prior to the event. Form is in the forms section.

The proposal must include (who, what, when, where, why):

* Title of the event
* Date(s), Location(s)
* Working Conditions (inside/outside, extensive walking, etc.)
* Mission Description (usually a sentence or two)
* Required qualifications, if any
* Required time commitment
* Requesting agencies contact info (phone, email)
* Plan for emergent volunteers
* Contact info for the event

If approval is given, an after-action report is expected within 7 days after the event and must include:

* Total number of volunteers that participated (sign in / out sheet)
* Names of volunteers
* Total hours volunteered
* Lessons learned
* Recommended changes

Participation in all Citizens Corps activities, exercise, and deployments is entirely voluntary.

**Structure and Team Roles - Chain of Command**

Marion County Emergency Management Staff have the explicit control of all Marion County Citizens Corps Programs. This includes accepting, training, operations, discipline and dismissal of volunteers. Team leaders will notify MCEM prior to deploying their group for any emergency, exercise, event or other activity. All volunteers work under the direction of MCEM. All decisions are final.

The chain of command will be as follows:

* Marion County Emergency Manager
* Marion County Emergency Management Program Coordinator(s)
* Team Leaders
* Assistant Team Leaders
* Team Members
* Applicants

In addition, the Marion County Citizens Corps Council will have an advisory role and will make recommendations to the Emergency Manager.

**Persons with Disabilities––**

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

**Applicant:**

1. Qualifications:
   1. Submit MC Volunteer application
   2. Be at least 14 years old
2. Responsibilities:
   1. Participate in meetings
   2. Complete MC Volunteer training (usually on-line at your own pace)
   3. Understand that you are not recognized as a Team Member until MCEM has received MC Volunteer approval and may not deploy or represent him or herself as a Member
   4. Provide written parent/guardian permission if under 18 years old

**Preferred Qualifications**

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

1. Applicant resides/works in an underserved area by a MCCC program; or
2. Possesses a skill or skills relevant to the responsibilities needed; and/or
3. Is recommended to the program by a Team Leader

**Criminal Background**

1. An applicant may not be considered for membership to MCCC teams if he or she has been convicted of a crime classified as a Class A Felony, a Class B Felony, any sex crime requiring registration, or stalking.
2. No past offense will be considered grounds to disqualify an Applicant from the MCCC teams without a process of review.

The Marion County Emergency Manager, or designee, may consider the facts and circumstances of a conviction, the seriousness of the offense(s), time elapsed since conviction(s) and any additional information the Emergency Manager, or designee, considers relevant.

After the review, the decision on the Applicant’s eligibility to participate in the MCCC program(s) will be final with no option for appeal.

1. Background check does not include credit history

Driver’s records are checked.

**Team Member (CERT):**

1. Qualifications:

1. Be at least 14 years of age at time of deployment with written parent/guardian permission until 18 years of age
2. Reside, work or attend school in Marion County or appointed to a team by special arrangement through MCEM
3. Complete MC Volunteer paperwork (to include release of Criminal Background check and driver’s history)
4. Complete FEMA Basic CERT Training

2. Responsibilities:

* 1. Has established and reliable means of communicating with a Team Leader (such as email and/or phone or texting)
  2. Keeps volunteer information current (such as address, contact info, trainings)
  3. Maintains the minimum service hours/attendance contribution
  4. Possess and maintain Personal Protective Equipment (PPE) and a kit (go-bag) available for immediate deployment.
  5. Abides by MC Volunteer Policy and Procedual Manual
  6. Return all gear/equipment to MCEM in your possession upon dismissal/resignation

**Team Member (MRC):**

1. Qualifications:

1. Be at least 14 years of age at time of deployment with written parent/guardian permission until 18 years of age
2. Reside, work or attend school in Marion County or appointed to a team by special arrangement through MCEM
3. Complete MC Volunteer paperwork (to include release of Criminal Background check and driver’s history)
4. Register with SERV-OR

https://serv-or.org/

2. Responsibilities:

* 1. Has established and reliable means of communicating with a Team Leader (such as email and/or phone or texting)
  2. Keeps volunteer information current (such as address, contact info, trainings)
  3. Maintains the minimum service hours/attendance contribution
  4. Possess and maintain Personal Protective Equipment (PPE) and a kit (go-bag) available for immediate deployment.
  5. Abides by MC Volunteer Policy and Procedural Manual
  6. Return all gear/equipment to MCEM in your possession upon dismissal/resignation

**Team Member (Auxiliary Communications/ARES):**

* 1. Qualifications:

1. Be at least 14 years of age at time of deployment with written parent/guardian permission until 18 years of age
2. Reside or work in Marion County or appointed to a team by special arrangement through MCEM
3. Complete Basic Training
4. Complete MC Volunteer paperwork (to include release of Criminal Background check and driver’s history)
5. Possess and provide a copy of your valid HAM Radio License
   1. Responsibilities:
   2. Has established and reliable means of communicating with a Team Leader (such as email and/or phone or texting)
   3. Keeps volunteer information current (such as address, contact info, trainings)
   4. Maintains the minimum service hours/attendance contribution
   5. Possess and maintain Personal Protective Equipment (PPE) and a kit (go-bag) available for immediate deployment
   6. Abides by MC Volunteer Policy and Procedure Manual
   7. Return all gear/equipment to MCEM in your possession upon dismissal/resignation

**Assistant Team Leader Role:**

1. Qualifications (in addition to Team Member qualifications):
   1. Successful Completion of Train the Trainer course, or be enrolled in next class offered
   2. Successful Completion of the Program Management course, or be enrolled in next class offered
   3. Be approved by MCEM and assigned by Team Leader
2. Responsibilities:
   1. Assist the Team Leader with various duties
   2. Perform Team Leader’s responsibilities when Team Leader is unable to fulfill his/her role
   3. Communicate with MCEM as needed when performing duties as Team Leader and debrief Team Leader at appropriate time

**Team Leader Role:**

1. Qualifications (in addition to Team Member qualifications):
   1. Successful Completion of Train the Trainer course
   2. Successful Completion of the Program Management course
   3. Approved by MCEM to lead a team
   4. Demonstrate ability to work with various agencies such as hospitals, schools, police, fire and public works
2. Responsibilities:
   1. Have established and reliable means of communicating with Team Members and MCEM
   2. Respond to communications with Team Members and MCEM in a timely manner
   3. Schedule and conduct team meetings on a regular basis
   4. Coordinate with government officials (both local and MCEM) for events, deployments, and/or trainings
   5. Maintain volunteer hours and submit monthly to MCEM
   6. Assist new members in becoming Marion County Volunteers
   7. Maintain current Team Member roster and submit to MCEM when requested
   8. Keep sign-in sheets of all events, meetings, trainings
   9. Review Rules and Regulations annually with Team Members
   10. Maintain equipment inventory
   11. Return all paperwork, keys/pass codes for equipment access, and any other pertinent information upon resignation/removal from leadership position to MCEM
   12. Refers all disciplinary actions to MCEM Program Coordinator
   13. Will not develop and/or implement their own Policies/Procedures/Rules and or regulations without written permission from MCEM.
   14. Will notify MCEM of date/location of all team and leadership meetings, exercises and trainings.

**Marion County Emergency Management Program Coordinator(s):**

Qualifications:

1. Assigned by MCEM Emergency Manager

Responsibilities:

1. Communicate with Team Leaders
2. Communicate with MC Volunteer Coordinator to verify applicants are being processed for approval/denial
3. Assist in providing training for Team Members
4. Work directly with MCEM for activations, etc.
5. Purchase requested items
6. Maintain Volgistics
7. Maintain Team Leads Contact information
8. Process Volunteer Paperwork
9. Track Volunteer Hours
10. Referrers Disciplinary actions to EM
11. Provide direction to team members
12. Provide list of active volunteers to Team Leaders monthly

**Marion County Emergency Manager:**

Qualifications:

1. Assigned by Marion County Public Works Director

Responsibilities:

1. Communicate with MCEM Program Coordinator(s)
2. Activate Marion County Citizens Corps teams as sees fit
3. Manages all disciplinary actions of team members
4. Dismiss team members accordingly

**Prerequisites/Training**

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

Throughout the year there are various additional in class training opportunities. Learning additional medical information & radio communication skills, as well as the FEMA Incident Command System 100 & 700 and CPR/AED are common options. Most of these trainings are also free of charge and open to any MCCC member. Volunteers are highly encouraged to take advantage of all training opportunities. Members are required to attend a minimum of 8 hours of training per year and 1 exercise. It is the member’s responsibility to receive the required hours of continued training each year to renew membership and to provide appropriate proof (i.e. certificate, attendance roster, letter of appreciation, etc.) to MCEM.

In addition to exercises utilized as part of MCCC training, other exercises are often conducted by Emergency Management, EMS, Law Enforcement and Fire Departments. MCCC members are required to participate annually in an exercise in some capacity.

**MEMBER STATUS**

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

**CODE OF CONDUCT**

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

All violations will be thoroughly investigated by MCEM. During the investigative process, involved members will be placed on a temporary administrative leave or members may be suspended from all Citizens Corps related activities, pending the outcome of the investigation. Members under investigation will be notified of their status by Marion County Emergency Management. Members will not investigate other members unless directed by MCEM in writing.

All volunteers with Citizens Corps shall comply with the following:

1. Dial 911 for all emergencies
2. Notify any medically trained personnel on site if there is a medical emergency.

Operate only within the scope of their duties as defined by the applicable policies and laws, including but not limited to this Policy & Procedural Manual, and FEMA.

1. Ensure their own and their family’s safety before deploying.
2. Only deploy when directed by MCEM.
3. Stay within their scope of training and certifications that fall under the Citizens Corps.
4. Confine their actions to their physical and resource limitations when responding as a member of Citizens Corps. Such limitations may be determined by, but not limited to, authority, hazards present, training, knowledge, physical abilities, and equipment available for use. Members SHALL NOT take undue risks that are likely to cause injury to themselves, team members or others.
5. Direct anyone that is looking for official statement about the incident at hand, to the Emergency Operations Center that has been set up, Marion County’s Public Information Officer or Marion County Emergency Management.
6. Understand that the Incident Commander on scene has control of the scene and all activities within it.
7. Make sure to wear proper personal protective equipment at all times. No shorts, sandals or open toed shoes are permitted except in a classroom setting without any hands on activities.
8. Conduct themselves with the utmost professionalism, dignity and pride. Act appropriately and responsibly at all Citizens Corps functions, meetings, events and when assisting others.
9. Treat fellow committee and team members, visitors, other volunteer program participants, guests, and property with respect, courtesy, and fairness.
10. Be sensitive to the diversity and beliefs of team members and those we assist.
11. Respect the privacy of persons served by Citizens Corps and hold, in confidence, all sensitive, private and personal information.
12. Keep Marion County Emergency Managements informed of any injuries sustained during activations or drills, as well as progress, concerns, or problems with tasks which you have been assigned.
13. Shall turn in ALL monies (cash/check) that are donated to (CERT, Auxiliary Comms and MRC) to MCEM.
14. SHALL NOT partake of alcohol while on shift or responding to Citizens Corps functions and shall NOT report for duty while under the influence of alcohol, drugs, or impairing medications
15. SHALL NOT authorize the use of, or use for the benefit or advantage of any person, the name, emblem, endorsement, services or property of Marion County, without the approval of the Marion County Emergency Manager.
16. SHALL NOT receive gifts over $50.00 – Limit $50 per source per year
17. SHALL NOT use your participation in Citizens Corps to promote politics, religious matters or positions on any issue.
18. Shall notify MCEM and receive permission to attend any training, events or exercises not sponsored by Marion County if representing CERT, MRC and/or Auxcom.

Marion County is committed to a policy of fair representation and will not discriminate on the basis of race, ethnicity, age, disability, gender, color, religion, sexual orientation, or group affiliations.

**Dress Code**

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

Pants or slacks must be worn at all times. Long dresses are allowed per religious beliefs. Shorts ( if in a classroom setting or when approved), sandals, high heels, or open toed shoes are not allowed. Safety gear must be worn upon instruction. MCEM will consider this policy on a case by case basis. MCCC identification must be properly displayed.

\*Clothing may become soiled, stained, or damaged while participating in MCCC activities. Marion County is not responsible for soiled, stained, or damaged clothing.

**Separation**

At any time Marion County or the volunteer may voluntarily choose to separate from one another. This separation will be conveyed in writing with both parties understanding the reasons of separation. If a volunteer has not been heard from for at least 1 year or has failed to meet the minimum requirements to be a member of the Citizens Corps as stated in the “how to get involved section”, the volunteer will be considered inactive and be removed as a member. All separation issues will be handled by MCEM and not individual Citizens Corps Programs.

Members may also be removed from service for:

* Conviction of a felony
* Conduct unbecoming of a member
* Any act of insubordination
* Neglect of duty
* Any flagrant violation of the rules or guidelines governing the program as stated in this handbook or Any reason determined by Marion County that would jeopardize the safety of volunteers or the integrity of the organization

**EQUIPMENT**

CERT Team Members are assigned basic supplies within and including a backpack once they successfully become a registered Marion County Volunteer. Packs can be claimed at Marion County Emergency Management.

Marion County CERT Members are responsible for replenishing their own supplies contained within their backpacks.

Any specialized equipment that’s needed will be provided by Marion County Emergency Management as needed.

Persons participating in the Marion County CERT, MRC and Auxiliary Communications programs agree to and understand that equipment and supplies provided to them for training and/or activations is the property of Marion County.

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

Members will report damaged equipment and supplies to the Emergency Management Program Coordinator immediately. Examples of equipment could include Personal Protective Equipment (PPE); hard hat, safety goggles or glasses, reflective vest with ANSI rating of II, and protective gloves.

On occasion, partnering agencies provide equipment to be used by CERT’s. This equipment is owned, maintained and Insured (if needed) by the partnering agency and will not become property of Marion County Examples include vehicles, radios and / or storage buildings.

Equipment and supplies must be returned to Marion County Emergency Management when a member:

* Resigns from any MCCC program
* Is physically unable to complete tasks
* Is removed from membership roles for rules violations

**THEFT OF EQUIPMENT**

If MCEM/MCCC equipment is stolen, file a report with the police department responsible for the location the equipment was stolen from. This is to be done immediately after the theft is detected.

Contact your team leader as soon as possible to report the theft and to provide the case number assigned by the police department contacted. Team leaders are to notify their MCEM Program Coordinator.

Obtain a copy of the police report within two weeks and forward it to the team leader. The team leader will submit a copy to the MCEM Program Coordinator.

**Funding**

All programs within the Citizens Corps are eligible to apply for various grant opportunities. No program is allowed to enter into any contract for goods or services or apply for any grants without approval of MCEM.

Marion County Emergency Management has set up several accounts within the accounting dept. to receive monetary / tax deductible donations. All Marion County Citizens Corps programs that receive funds will need to deposit with MCEM within 4 business days of acceptance.

Citizens Corps programs that would like to establish as a non-profit with the Oregon Secretary of State may do so. However, all grant applications will still need to be approved by Marion County Emergency Management (MCEM). The goal of this requirement is to make sure that the application being submitted falls directly in line with Citizens Corps goals and objectives. If a program applies for funding, is awarded funds and purchases equipment without the approval of MCEM, the program risks losing their sponsorship from Marion County.

MCEM will reimburse volunteers for Citizens Corps expenses only if the purchase was preapproved by MCEM and is accompanied by an original itemized receipt. Reimbursements under $50 will be paid out in cash, larger sums will be reimbursed by check. Any volunteers that would like to be reimbursed will also need to complete an IRS W-9 form.

Every Citizens Corps program is encouraged to utilize MCEM when purchasing items or equipment. MCEM is set up to order, track and receive the items.

Ownership of all items purchased / donated will remain as MCEM property and will be assigned to the specific program.

**FUNDRAISING AND DONATIONS**

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

1. If funds are collected, they must be turned in to the team’s MCEM Program Coordinator within four business days, unless prior permission is granted for an extension.
   * 1. An extension might be appropriate when sales will accumulate over a specific period of time and total proceeds may be kept together until sale has terminated.
2. Once funds are turned in, they will be processed in the usual county methods and placed in an account earmarked for your team.

1. See Non-Profit Status for further details associated with responsibilities associated with accepting donations

1. It is expected that thank-you letter(s) are sent to donors that donate anything valuing $50.00 or more.
2. If a donor asks for a receipt, one must be supplied.
3. All grant applications, public or private, must be reviewed by the team’s MCEM Program Coordinator and approved **prior** to submission.

1. Allow plenty of time for review before the submission deadline, taking into consideration the length and detail of the grant and the Marion County signature approval process.

**NON-PROFIT STATUS**

Any team applying for their own non-profit status must also inform their MCEM Program Coordinator of their intensions.

1. Teams with their own non-profit status, will be held liable for all taxes, fees, and fines associated with the status.

Teams wanting to use the Friends of Marion County Citizens Corps non-profit status must be able to submit the costs associated with the tax liability upon receiving funds.

1. Funds associated with the above, must be turned in to the Friends of MCCC Coordinator at the same time monetary donation is turned it.
2. If the donation is not monetary, the tax liabilities associated with the value of the donation must be submitted to the Friends of MCCC Coordinator within four business days of accepting the donation. If the team has the funds in their account earmarked for them already, the Coordinator needs to be informed of the amount to set aside for the year end liability within four business days of accepting the donation.

**LIABILITY COVERAGE**

This section gives an overview of how liability coverage is provided to Citizens Corps members. Any accident, injury or illness related to Citizens Corps service shall be reported to Marion County Emergency Management immediately.

Marion County has volunteer accident insurance for any work-related injury incurred during the course of a volunteer’s official duties as outlined on the volunteer job description. Coverage is initiated when a completed Volunteer and Intern Application Form, with the policies section is signed by the volunteer after the Marion County Volunteer Orientation, is submitted to county’s volunteer services coordinator in Business Services.

The Volunteer Insurance Coverage applies after the volunteer’s own medical or any other primary coverage. Limits for volunteer injury coverage are $10,000 for accidental death and dismemberment, $5,000 for medical expenses, and $500 for dental expenses. For indemnification to be available, the volunteer’s conduct must have been within the scope of official duty, and it must not constitute willful neglect.

All volunteer injuries must be reported within 24 hours to Risk Management on the Marion County Occupational Injury Report Form. The form must be signed by both the supervisor and the injured person. Worker’s Compensation claims are submitted on the 801 Form (obtained from Risk Management).

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

**Oregon Tort Claims Act**

The act allows a tort victim to recover damages from state agency up to a specific amount, but prohibits a victim from recovering any damages from the individual employee(s) or volunteer(s) whose negligence cases his or her injury. An “injury” can include financial loss, damage to reputation, emotional injury, as well as physical injury.

A volunteer of the state’s protection from civil liability for injuries or damage to the person or property of others is subject to the following general conditions:

1) Serve without compensation

2) Working on a state agency task assigned by an authorized agency supervisor.

3) Provide or perform services for which they are authorized under the terms and conditions of their professional licenses.

4) Perform assigned tasks in good faith, and do not act in a manner that is reckless or with the intent to unlawfully inflict harm to others.

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

**Volunteer Protection Act**

Individuals volunteering with Marion County Citizens Corps may also qualify for protection under the Federal Volunteer Protection Act of 1997, which in some cases protects volunteers from personal liability. The act states that a volunteer of a nonprofit organization or governmental entity is immune from liability for harm caused by an act or omission of the volunteer on behalf of the organization or entity if:

1) The act or omission was within the scope of the volunteer’s responsibilities in the organization or entity.

2) If required, the volunteer was properly licensed, certified, or authorized by the appropriate state authorities for the activities or practice giving rise to the claim.

3) The harm was not accused by willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the rights or safety of the individual harmed by the volunteer.

4) The harm was not caused by the volunteer’s operation of a motor vehicle, vessel, aircraft, or other vehicle for which the state requires the operator to possess a license or maintain insurance.

**Automobile Liability**

Volunteers may be cleared to drive as part of their volunteer work. The volunteer must complete and submit a driving history release form (on occasion the driving record is reviewed as part of the criminal history check) to the Volunteer Services Coordinator prior to driving. A valid driver’s license and an acceptable driving record are required before a volunteer will be permitted to drive. Risk Management has the final authority for determining if an individual’s driving history meets county standards.

In addition, if a volunteer will be driving his or her personal vehicle, proof of current insurance on the vehicle must be photocopied and included in the volunteer’s file with the county volunteer services coordinator before he or she can drive on county business. Volunteers who drive clients must be assigned to a volunteer position approved by the department head and Risk Management.

In case of an accident in a private automobile, the volunteer’s own insurance is primary. Marion County shall indemnify the volunteer for claims within statutory limits if the claims are greater than the volunteer’s insurance liability limits. For indemnification to be available, the volunteer must be approved to drive and the volunteer’s conduct must have been within the scope of official duty, and it must not constitute willful neglect. Marion County does not reimburse volunteers for deductibles or pay for damage to the volunteer’s private vehicle.

**Contacts**

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**References**

Organization and Standard Operating Guidelines of Butler County Community Emergency Response Teams (Butler County CERT) (Jan 2006)

FEMAs CERT Liability Guide – A Risk Management Overview For Local CERT Programs (not dated)

LAFD CERT Code of Conduct (2010)

FEMAs Starting and Maintaining a CERT Program (not dated)

Web Address: [http://www.co.marion.or.us/BS/VOL/VM/default.htm](http://www.co.marion.or.us/HR/VOL/VM/default.htm)

City of Plano Texas Community Emergency Response Team Dress Code (not dated)