

# Snohomish County Medical Reserve Corps Internal Staff Handbook

## Mission Statement

*The mission of the Snohomish County Medical Reserve Corps is to mobilize and coordinate available personnel and resources to respond to local disaster situations*

## Values

*Inclusion*

*Resilience*

*Respect*

# Snohomish County Medical Reserve Corps Internal Staff Handbook

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# Snohomish County Medical Reserve Corps

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### MISSIONS

#### ACTIVATION

See the Medical Reserve Corps Activation plans at [this location](#).

The MRC Coordinator can be reached by email ([tquinn@snohd.org](mailto:tquinn@snohd.org)) or by cell phone (425-512-7599).

Call the PHEPR Coordinator to get approval for activation. Once you have approval, contact the DEM Duty Officer to receive a mission number for the activation. Please note that a mission number may have already been activated if it is an incident that is affecting the entire county (i.e., flood, earthquake, etc.) Access the AlertSense site and begin activating MRC members appropriate for what is needed.

- Log on to AlertSense
  - Send out appropriate notification (text/email/both) to the group labeled “ MRC Active Volunteers Snohomish” unless you need a specific group of volunteers, i.e., nurses, interpreters, etc.
    - Select Quick Alert on the left side
    - Send an email and a text message at the same time.
      - The text message should explain that it is not a drill and to check your email for more information.
      - The email should give as much information as possible and request volunteers’ availability for as long as may be needed. Direct volunteers to respond by email or text message and not to call.
    - Select the group to send it to and submit
- Once volunteers begin to respond, start gathering availability information on a spreadsheet. The spreadsheet should have a column for NAME and one column for each day. Then enter times into each day column of when each person is available. Then you can use the same format to start files that are specific to the venue.

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- Send the appropriate information to the requesting agency. For instance, if Providence had requested nurses and logistics people, send them the information about who is scheduled for those positions in the table you created. Be sure to add any licensure information, such as RN. You can find all volunteer information in the document named Volunteer Profiles located at [this location](#). There is also information in the hard files and on the Outlook contact information and the spreadsheets at the same file location as above.
- Make sure that the requesting agency and the volunteer have a copy of the sign in sheet. You can use the sign in sheet at [this location](#) and save it using the mission number for the event.
- Ask the volunteer to attempt to contact you once she/he has arrived safely on-site. Once they leave, ask them to also let you know, either by email or phone.
- As possible, set up a mental health team to be available for volunteers to debrief. Have PFA information available to all deploying volunteers if they do not have it.

Track all volunteers noting where each of them are, how long they will be there and how many shifts they will be working, as well as any other information that is needed. Collect sign in sheets and track all hours from door to door.

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### *Activation Form*

SNOHOMISH COUNTY MEDICAL RESERVE CORPS

#### ACTIVATION REQUEST FORM

Please complete this form and email to both your Emergency Management Agency and to the Snohomish County Medical Reserve Corps Coordinator ([tquinn@snohd.org](mailto:tquinn@snohd.org)) . If you were unable to contact the Coordinator and spoke with the Duty Officer, please send this to his/her email.

Please describe the event for which you are requesting activation of the MRC.

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Has the requesting agency accessed all available staff, either internally or through MOUs with partner agencies? \_\_\_\_\_

If the MRC is not able to respond will there be a further loss of life and/or extended period of suffering for Snohomish County? \_\_\_\_\_

How many personnel are needed \_\_\_\_\_

What types of support are needed

(please note any specialties and the number of personnel needed)

Nurses \_\_\_\_\_

Physicians \_\_\_\_\_

Support \_\_\_\_\_

Other \_\_\_\_\_

(Physician's assistants, mental health counselors, pharmacists, dentists, EMTs, Medical Assistants, paramedics, physical therapists, chaplains, nurse's assistants, respiratory care therapists, epidemiologists, etc.)

What is the name and title of the person to whom the volunteers should report?

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Where should the volunteer report (address, department, room number)

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How long is each shift expected to be \_\_\_\_\_

How many shifts are Volunteers asked to complete (if known) \_\_\_\_\_

What (if any) are the provisions for food, shelter, transportation, etc.

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What equipment, clothing or special items should Volunteers bring?

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Are there any further instructions for the Volunteer?

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Please inform us of any particular hardships the Volunteer may have to endure during this deployment, i.e., sleeping arrangements, heat or cold, etc.

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Contact Name \_\_\_\_\_

Contact Phone(s) \_\_\_\_\_

Contact Email(s) \_\_\_\_\_

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### *SPONTANEOUS VOLUNTEERS*

During an activation many people may come forward and want to volunteer. Give volunteers volunteer packets and instruct them to complete the background check form and emergency worker forms and the other forms can be completed at a later time. ALL volunteers must be background checked and registered as emergency workers. They will need proof of completing the FEMA 100 & 700 courses. Once that has been done, you will conduct the licensure/credentialing process. These volunteers will be utilized in areas where they will be supervised throughout any activation. They will not be deployed to conduct operations independently.

### *DEMOBILIZATION*

All volunteers are asked to contact the MRC office when they leave for a shift. Mental health support is provided for all volunteers throughout their activation as well as after their activation. All volunteers are asked to look out for others on their teams.

After an activation is over the coordinator will contact all volunteers to provide them with either group or individual debriefs, either in-person, by phone or email – depending on what the volunteer is comfortable with doing.

### *Assembly Sites*

Snohomish County MRC has partnered with other organizations/agencies in Snohomish County to create some assembly sites for our members. The assembly sites were created to provide a place for MRC members to check in at, after a catastrophic event. At these locations, members can check in to see if they are needed anywhere in the county. If we are not able to contact members via phone/email, the sites will provide us with information about who is available to deploy and keep us in contact with our members.

The members would arrive at the closest assembly site to them. The sites will have a .pdf file with a list of all of our active, inactive, and deactivated volunteers. The assembly sites will then be in contact with the MRC staff at the DEM. The MRC staff will then let the members know where they are needed. Our office will be in contact with the assembly sites via radio.

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The Assembly sites that we have in the county so far are:

- Cascade Valley Hospital – 330 Stillaguamish Ave. Arlington, WA 98223
  - Cafeteria
- Evergreen Monroe – 14701 179<sup>th</sup> Ave S.E. Monroe, WA 98272
  - Main Lobby
- Swedish Hospital - 21601 76th Avenue West Edmonds, WA 98026
  - 3<sup>rd</sup> floor conference room
- Providence Hospital
  - Colby Campus - 1321 Colby Avenue Everett, WA 98201
    - Cafeteria
- Puget Sound Gastroenterology
  - 21600 Highway 99, Suite 205, Edmonds



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