



Snohomish County Medical Reserve Corps

Volunteer Handbook 2026





Table of Contents

ABOUT THE MRC	4
HOW OUR UNIT FITS INTO EMERGENCY RESPONSE	5
WHAT VOLUNTEERS CAN EXPECT	5
BECOMING A VOLUNTEER.....	6
TRAINING, TIERS & IMPACT TEAMS.....	7
SAFETY & VOLUNTEER PROTECTION	9
ACTIVATION & DEPLOYMENT	10
COMMUNICATION TOOLS.....	12
CONDUCT & POLICIES	12
MEETINGS, EVENTS & STAYING INVOLVED	13
APPENDICES.....	14
APPENDIX A – CODE OF CONDUCT
APPENDIX B – VOLUNTEER HANDBOOK ACKNOWLEDGEMENT FORM.....
APPENDIX C – IMPACT TEAM ROLE DESCRIPTIONS.....
APPENDIX D – PERSONAL PREPAREDNESS GUIDE
APPENDIX E – ACRONYMS & GLOSSARY
APPENDIX F – REQUIRED TRAINING CHECKLIST
APPENDIX G – LIABILITY & COVERAGE SUMMARY.....



Year Change Made	Change Summary	Staff

Handbook Contributors & Reviewers

This handbook was developed by the Public Health Emergency Preparedness & Response (PHEPR) Team. Their contributions ensure that the handbook reflects current Medical Reserve Corps best practices and aligns with the unit’s Strategic Plan, county policies, and state emergency worker requirements.

Primary Authors

Mel Pedrosa

Jennifer Reid

Catherine Rawsthorne

Amanda Hass

Administrative Reviewers

Gabby Hadly



Welcome

Welcome to the Snohomish County Medical Reserve Corps (MRC). We're so glad you're here. By joining the MRC, you've become part of a team dedicated to supporting public health and helping neighbors in times of need.

This handbook is your guide to understanding how the MRC operates, what your role may look like, and how you can stay prepared and connected as a volunteer.

If you have questions or need help at any time, please contact the MRC Specialist.

1. About the MRC

Our Mission & Vision

The Snohomish County Medical Reserve Corps is a trained, reliable volunteer team—medical and non-medical—that supports public health before, during, and after emergencies to keep our community healthy and resilient.

Our Values

Our work is guided by:

- ❖ **Readiness** – We are trained and prepared.
- ❖ **Reliability** – We show up when needed.
- ❖ **Inclusivity** – We welcome volunteers from all backgrounds.
- ❖ **Evidence-Based Practice** – We use proven methods.
- ❖ **ICS/NIMS Alignment** – We operate within standard emergency structures.

What the MRC Does

The Snohomish County MRC provides surge capacity in five priority operational areas:

- **Medical Countermeasures (MCM)** — Vaccination clinics, Point of Distribution (POD) operations, and medication dispensing
- **Shelter Operations**
- **Call Center Surge Staffing**
- **Risk Communication and JIC Surge Support**
- **Targeted Community Outreach** for disproportionately impacted populations



These roles allow our department and partners to respond quickly and effectively when emergencies happen.

2. How Our Unit Fits into Emergency Response

The MRC is part of the Snohomish County Health Department's Public Health Emergency Preparedness and Response (PHEPR) Program. During an incident, we may be activated through:

- The Health Department's Incident Management Team (IMT)
- The County's ESF-8 desk (if the Health Department is not activated)
- Snohomish County Department of Emergency Management (DEM)

3. What Volunteers Can Expect

What Volunteers DO

- ✓ Support public health surge needs
- ✓ Participate in training, exercises, and events
- ✓ Work within assigned roles and impact teams
- ✓ Follow safety and communication protocols
- ✓ Represent the MRC professionally

What Volunteers Do NOT Do

- Respond without being activated
- Perform activities outside their scope of training or licensure
- Provide medical care without proper authorization
- Speak publicly on behalf of the department

Benefits of Participation

- Serving the community during emergencies
- Meeting and working with others who care about preparedness
- Gaining skills in ICS, emergency response, and public health
- Access to training and leadership opportunities
- Opportunities to network and meet other individuals in medical and service professions
- Recognition for service

4. Becoming a Volunteer

Eligibility Requirements

To become an MRC volunteer, you must:

- ✓ Be at least 18 years old (or 16 with guardian consent)
- ✓ Complete and pass a background check
- ✓ Be able to work with others, sometimes in stressful environments
- ✓ Keep required immunizations up to date
- ✓ Follow all safety rules and program policies

How to Join

1. Submit an MRC application
2. Complete background check
3. For clinical volunteers, provide medical licensure
4. Registering in Galaxy and WAserv
5. Submit emergency worker card
6. Complete basic onboarding training
7. Attending orientation
8. Choose an Impact Team

Background Checks & Credentialing

- Background checks occur during onboarding and every three years
- Medical volunteers must provide current licensure
- Licenses are verified annually

Emergency Worker Card & Badge

Once approved by the Snohomish County Department of Emergency Management, you receive: An Emergency Worker Number and an MRC Identification Badge (required for all deployments). This card provides liability protection and verifies your status as an official emergency worker during deployments. Badges must be returned if a volunteer resigns.

Maintaining Active Status

To remain active, you must participate regularly **in at least one** training, meeting, or deployment each year.

5. Training, Tiers & Impact Teams Tier Structure

Training helps prepare you for real-world response and equips you to feel confident and supported. As you complete orientation and Impact Team training, you'll move through a tier system that shows where you are on your volunteer journey.

These tiers help the MRC understand who is ready for which assignments and ensure that everyone has what they need to succeed during deployments.

Tier 4 – Onboarding or Inactive

- Completed background check + registration
- No additional training yet

Tier 3 – Beginner New

- Completed orientation and basic training
- Working on Impact Team Training

Tier 2 – Intermediate

- Fully trained in Impact Team role
- Active in events and response

*Leadership training is available for Tier 2 volunteers interested in advancing to Tier 1 and assuming on-site leadership roles (**see Appendix F**).

Tier 1 – Expert

- Experienced volunteers
- Serve as team or site leads
- Mentor other volunteers

Impact Teams

The MRC organizes volunteers into “Impact Teams” based on core surge priorities identified in the Snohomish County MRC Strategic Plan. Each volunteer selects one **primary** Impact Team but may train for additional teams over time.

- ❖ Impact Teams include roles for both **medical** and **non-medical** volunteers.

Medical Countermeasures (MCM) / POD & Vaccination Team


What This Team Does:

Supports mass vaccination and medication distribution during public health emergencies.

Typical Volunteer Tasks:

- Assist clients with registration and forms
- Provide non-clinical flow support and greeter roles
- Administer medication which can be vaccinations or antibiotics (clinical personnel only)
- Operate observation areas
- Help with setup, traffic control, or inventory
- Support pharmacy operations and cold chain management (as trained)

What to Expect:

- Fast-paced environment
- Standing for extended periods
- Indoor or outdoor operations
- Use of PPE and JITT (just-in-time training)

Shelter Operations Team**What This Team Does:**

Supports health, safety, and basic care needs at community shelters and respite sites.

Typical Volunteer Tasks:

- Wellness checks (medical volunteers)
- Assist with client support or resource distribution
- Help with registration, documentation, or logistics
- Support behavioral health needs (as qualified)
- Provide general shelter support alongside partner agencies

What to Expect:

- Working with people experiencing stress and disruption
- Shifts vary and may be several hours depending on the incident.
- Requires strong interpersonal and communication skills
- Indoor environment with varied noise/activity levels

Call Center Surge Staffing Team**What This Team Does:**

Supports the Health Department or County call centers during emergencies, especially for high-volume information needs.



Typical Volunteer Tasks:

- Answer phones using approved scripts
- Provide accurate information to the public
- Record information as instructed using provided scripts or tools
- Route calls appropriately
- Support rumor monitoring or data entry

What to Expect:

- Seated work at a workstation
- Use of headsets, scripts, and quick reference tools
- Strict adherence to information accuracy and confidentiality

Risk Communication & Outreach Team

What This Team Does:

Supports communication and outreach efforts, including in disproportionately impacted communities.

Typical Volunteer Tasks:

- Support translation or language access (if qualified)
- Help create or distribute public information materials
- Attend outreach events
- Provide community education about preparedness and health topics
- Assist in community related surveys and collect information related to preparedness

What to Expect:

- Indoor or outdoor events
- Interaction with the public
- Following messaging guidance from the Communications team and PHEPR

For detailed training requirements and Impact Team descriptions, see **Appendices C and F**.

6. Safety & Volunteer Protection

When you are activated and serving as a registered Emergency Worker under RCW 38.52, you may be eligible for certain protections:

Covered When:

- 
- You are officially activated by MRC staff, ESF-8, or the Health Department's IMT
 - You check in and out as required
 - You work within your assigned role and scope
 - You are participating in an approved training, exercise, or event

Not Covered When:

- You self-deploy
- You work outside the scope of your assigned duties
- You perform clinical care without appropriate licensure or authorization
- You use your personal vehicle except for direct activation travel (rules vary)

If you are injured during an activation or exercise, report it immediately to your supervisor or the MRC Coordinator.

For more details, see Appendix G: Liability & Coverage Summary.

Equipment Issuance & Resource Management

During response, training, or exercises, you may receive equipment or supplies issued by the MRC, Logistics, or the host agency. These may include:

- PPE (masks, gloves, etc.)
- Identification badges
- Radio or communication equipment
- Information Technology equipment (computer, phone, etc.)
- JITT materials
- Job Action Sheets
- Clipboards, vests, or signage

YOU must:

- Use equipment safely
- Return all issued items at demobilization unless instructed otherwise
- Report damaged or malfunctioning equipment
- Track time and participation in Galaxy or provided forms

7. Activation & Deployment

How You'll Be Activated

The MRC may activate under three types of situations:

1. **Public Health Emergency Response:**

The Health Department's Incident Management Team (IMT) is activated, and volunteers may support PODs, vaccination clinics, shelters, call centers, outreach, or other field assignments.

2. **Countywide Emergency Operations:**

If the County Emergency Operations Center (EOC) or ESF-8 desk is activated, volunteer requests may come from county partners or regional agencies.

3. **Non-Emergency Activities:**

Volunteers may support community events, preparedness outreach, training, or exercises to build readiness.

Volunteers **must never self-deploy**. Assignments will always come through the MRC Coordinator, ESF-8 desk, or IMT.

You will be notified through one or more of the following:

- **WAserv** (statewide volunteer alert system)
- **RAVE Alerts**
- **Microsoft Teams or email**
- **Galaxy**
- **Phone call or text from MRC staff**

Role Boundaries & Expectations During Activation

Volunteers:

- Serve in surge-only, temporary support roles
- Must follow the chain of command and stay with assigned supervisor
- Must work within their scope and training
- Must confirm availability when receiving alert messages
- Must always wear a valid MRC badge during deployment

Volunteers with multiple affiliations (e.g., MRC, CERT, Red Cross) must choose a single organization for each activation.

Incident Reporting During Activation

All injuries, illnesses, exposures, or property loss during deployments, exercises, training and outreach events.



These must be reported immediately to the site supervisor or MRC Specialist.

Claims for volunteer injuries are processed through Washington State Emergency Management Division (WAC 118-04-320).

Personal Preparedness

Being ready at home helps you be ready to volunteer.

You should maintain personal preparedness. See **Appendix D** for full guidance.

Demobilization & Debriefing

After an activation, you should:

- Check out with your supervisor
- Return issued equipment
- Participate in debriefing or After-Action Review.

8. Communication Tools

Galaxy

Used to sign up for shifts and track hours, training, and impact teams.

RAVE

Emergency notification system for rapid alerts.

WAserv

Statewide volunteer registration and credential verification.

Email & Website

Volunteers receive updates and resources through email and the MRC webpage.

9. Conduct & Policies

Volunteers must follow:

- Code of Conduct
- Zero-harassment policy
- Safety policies
- Electronic communication expectations
- No-show policy

- 
- Rules on confidentiality and privacy

Disciplinary actions may occur if policies are violated.

10. Meetings, Events & Staying Involved

You are encouraged to participate in - Quarterly meetings, training, exercises, preparedness events and annual appreciation activities.

Staying involved ensures readiness and community connection.

Appendices

Appendix A. Code of Conduct

Appendix B. Volunteer Handbook Acknowledgment Form

Appendix C. Impact Team & Role Descriptions

Appendix D. Personal Preparedness Guide

Appendix E. Acronyms & Glossary

Appendix F. Required Training Checklist

Appendix G. Liability & Coverage Summary



Medical Reserve Corps Volunteer Code of Conduct

All Snohomish County MRC volunteers must meet and follow the code of conduct when representing the MRC during deployments, events, trainings, meetings, and any other activities where representation may be needed.

Volunteers shall:

- Maintain and abide by the standards of their profession, including licensure, certification, and/or training requirements to support their MRC role.
- Put safety first in all activities and use all equipment appropriately and respectfully.
- Avoid profane and abusive language and disruptive behavior including behavior that is dangerous to self and others including, but not limited to: acts of violence, physical or sexual abuse, or harassment.
- Always conduct themselves in a respectful nature by respecting the cultures, beliefs, opinions, and decisions of others and treating others with courtesy, tact, sensitivity, and humility.
- Report any and all injuries, illnesses, and accidents that occur as a result of their MRC participation to the MRC Coordinator.
- Maintain contact information and training or occupational status/certificates within the Galaxy and WAserv database systems.
- Follow all Snohomish County Policies and Personnel Rules.

Volunteers shall not:

- Represent themselves as an MRC responder or volunteer at any given site without prior authorization/deployment from Snohomish County Health Department.
- Use MRC or Snohomish County equipment or resources for personal use.
- Comment, answer questions, or speak on behalf of the MRC or Snohomish County Health Department to the media.
- Publicly use any MRC affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue.

- 
- Disclose or use any confidential MRC information that is available solely as a result of the volunteer’s affiliation with Snohomish County MRC to any person not authorized to receive such information.
 - Respond for duty under the influence of prescription/non-prescription medication that may influence their ability to perform assigned functions.
 - Transport, store and/or consume alcohol, marijuana, and/or illegal substances while performing volunteer duties.

I hereby acknowledge that I have read, understand, and agree to comply with all expectations and policies set forth in the Code of Conduct.

Volunteer Name: _____

Volunteer Signature: _____

Parent/Guardian Name (if under 18 years old): _____

Parent/Guardian Signature: _____ Date: _____

Parent/Guardian Phone Number: _____

Volunteer Handbook Acknowledgment Form

The Snohomish County MRC Volunteer Handbook and its included Appendices are intended to outline the mission and goals of MRC as well as the expectations and policies that MRC volunteer members agree to follow and abide by. Keep a copy of this handbook for your reference. If you are unsure of the policies outlined and/or have any questions, discuss them with the MRC Coordinator.

I have read and understand the following:

- Snohomish County MRC Volunteer Handbook
 - Snohomish County MRC Program Information
 - Preparedness Plan Expectations
 - Confidentiality Pledge
 - Photo and Video Release

Personal Responsibilities of Emergency Workers

Code of Conduct

I, _____, have read, understand, and agree to comply with all expectations and policies set forth in the Snohomish County MRC Volunteer Handbook. If there is an issue at any time with my ability to follow these expectations, I will contact the MRC Coordinator and address them immediately.

Volunteer Name: _____

Volunteer Signature: _____

Parent/Guardian Name (if under 18 years old): _____

Parent/Guardian Signature: _____ Date: _____

Unit Leader Name: _____

Unit Leader Signature: _____ Date: _____

Return this acknowledgment to the MRC Coordinator at:

Shd.mrc@snoco.org; or mail/drop-off at Health Dept. Office, 3020 Rucker Ave, Suite 203, Everett, WA 98201; M-F, 8am-4pm



Impact Team & Role Descriptions

Medical Countermeasures / Point of Distribution (POD) Team

Overview

This team supports mass vaccination clinics, medication dispensing sites (PODs), prophylaxis operations, and rapid distribution activities. It is our largest surge capacity priority.

Primary Responsibilities

Non-Clinical Volunteers

- Check-in, registration, or documentation
- Client flow, greeting, directing, or line management
- Observation area support (monitoring for waiting periods)
- Paperwork support (forms, vouchers, consent assistance)
- Setup or takedown of POD stations
- Assist pharmacy with non-clinical inventory tasks
- Restocking stations and supplies
- Traffic or lobby flow support at POD sites

Clinical Volunteers (licensed)

- Vaccine, antibiotic, or antitoxin administration
- Clinical observation for adverse reactions
- Standing orders/clinical protocols as approved
- Documentation of medical services
- Reviewing medical histories or contraindications (if trained/authorized)

Expected Environment

- Fast-moving, busy operations
- Mostly indoor sites, sometimes outdoor or drive-through

- 
- Long periods of standing and walking
 - PPE use (as needed)

Required Training

- AWR – 314W: Medical Countermeasures for public health emergencies
- SCHED General POD Training
- You call the shots – module 18 – vaccine administration (clinical staff only)
- Vaccine JITT (if administering vaccines)

Shelter Operations Team

Overview

Supports community shelters, respite centers, and congregate care settings when public health is activated to assist displaced or vulnerable populations.

Primary Responsibilities

Non-Clinical Volunteers

- Registration and basic data collection
- Assisting clients with forms or accessing services
- Distributing food, basic supplies, or hygiene items
- Supporting families, people with access or functional needs
- Monitoring shelter areas for safety concerns
- Assisting with pet shelter support (if requested)
- Supporting Logistics or Planning sections with documentation

Clinical Volunteers

- Basic wellness checks
- Supporting nurses or medical staff (if embedded in a shelter)
- Behavioral health support (if qualified/licensed)

This document was developed in alignment with Public Health Accreditation Board (PHAB) standards to support future accreditation efforts and demonstrate departmental commitment to evidence-based public health planning.



Expected Environment

- High-stress individuals and families
- Indoor spaces with constant activity and noise
- Shifts between 4–12 hours
- Emphasis on compassion, confidentiality, and situational awareness

Required Training

- IS-406: Operating a Shelter
- De-escalation OR Psychological First Aid
- First Aid/CPR
- Red Cross Shelter Operations training (recommended)
- Naloxone Training (recommended)

Call Center Surge Team

Overview

Assists the Health Department or County call centers during emergencies when public inquiries surge beyond staff capacity.

Primary Responsibilities

- Answer calls using approved scripts
- Provide accurate, consistent information
- Route callers to appropriate resources
- Enter call data into provided forms or systems
- Support rumor control or information tracking
- Maintain confidentiality and professionalism

Call center volunteers DO NOT:

- Provide medical advice

This document was developed in alignment with Public Health Accreditation Board (PHAB) standards to support future accreditation efforts and demonstrate departmental commitment to evidence-based public health planning.

- 
- Handle emergencies
 - Give personal opinions
 - Make independent judgments outside provided scripts

Expected Environment

- Indoor, seated work
- Use of computers, headsets, and scripts
- Fast response times to callers
- Emphasis on accuracy and empathy

Required Training

- Health Department Orientation
- Health Department Call Center Operations
- Psychological First Aid (recommended) Call Center Basics / Script Training

Risk Communication & Outreach Team

Overview

Supports communications and outreach during emergencies and preparedness campaigns, especially with disproportionately impacted communities.

Primary Responsibilities

- Distribute materials, flyers, or preparedness resources
- Support translation or language access (if qualified)
- Provide staffing support at outreach tables or events
- Assist PHEPR or Communications staff in the field
- Help deliver accurate public health messaging
- Assist with JIC surge staffing if assigned (clerical roles only)
- **Expected Environment**

This document was developed in alignment with Public Health Accreditation Board (PHAB) standards to support future accreditation efforts and demonstrate departmental commitment to evidence-based public health planning.

- 
- Indoor or outdoor community events
 - Direct engagement with residents
 - Emphasis on inclusivity, cultural humility, and clarity

Required Training

- Disaster Health Core Curriculum: Competency 4: Communication
- Health Literacy and Public Health: Introduction & Overview
- Health Department Orientation



Personal Preparedness Guide

Being personally prepared helps ensure that you can safely participate in deployments while maintaining your own wellbeing.

This guide provides recommendations for what you should have ready in case you deploy, as well as how to keep you and your family safe.

1. Preparing at Home

Volunteers should maintain:

- A 3-day supply of food and water per person
- Medications (minimum 7-day supply recommended)
- Flashlights, batteries, and power banks
- Warm clothing, sturdy shoes
- Copies of important documents
- Cash in small bills
- Pet supplies (if applicable)

Family Plan Checklist:

- Communication plan with emergency contacts
- Backup childcare or elder-care plan
- Evacuation and reunification plan
- List of important phone numbers
- Safe meeting place locations

2. Deployment Go-Kit

This kit can be kept in a backpack or tote so it's ready to grab quickly.

Recommended Go-Kit Items

- Water bottle
- Non-perishable snacks

- 
- Prescription medications + backup supply
 - Phone charger & portable battery
 - Weather-appropriate layers
 - Extra socks
 - Notebook & pens
 - Hand sanitizer
 - Personal hygiene kit
 - Small first-aid items
 - Flashlight or headlamp
 - PPE (as issued or requested)
 - ID badge
 - Sunscreen & lip balm (if outdoors)

Optional Items

- Reusable mug or thermos
- Compact blanket
- Reusable utensils
- Glucose tabs or electrolytes
- Deodorant, wipes, basic toiletries

3. Preparing for Specific Deployment Types

POD or Vaccination Operations

- Comfortable footwear
- Light layers (temps vary in gyms/warehouses)
- Consider knee pads or insoles (lots of standing)



Shelter Operations

- Extra hygiene supplies
- Quiet activities for downtime
- Earplugs (noisy environment)

Call Center Assignments

- Reading glasses if needed
- Snacks and hydration
- Personal comfort items

4. Self-Care During Deployment

- Take approved breaks
- Communicate when you need rest
- Stay hydrated and nourished
- Report unsafe conditions immediately
- Notify your supervisor if you feel unwell or overwhelmed

5. After Deployment

- Participate in debriefs
- Update your Galaxy profile
- Rest and hydrate
- Report any concerns to the MRC Coordinator



Acronyms & Glossary

DEM – Department of Emergency Management

ESF-8 – Public Health & Medical Services

ICS – Incident Command System

IMT – Incident Management Team

JIC – Joint Information Center

JITT – Just-In-Time Training

MCM – Medical Countermeasures

MRC – Medical Reserve Corps

PHEPR – Public Health Emergency Preparedness & Response

POD – Point of Dispensing

RAVE – Emergency Notification System

WAserv – Washington State Emergency Volunteer Registry

Required Training Checklist

All Volunteers Start Here:

As a Brand-New Volunteer, submit the following:

- Complete MRC Application
- Submit medical license for verification
- Wait for completed background check

Tier 4 Onboarding Training:

Training	Date Completed	Expiration Date
MRC Unit Orientation		Re-take only with new information
ICS 100		Every 5 years
ICS 700		Every 5 years
HIPAA		Every 2 years
Blood Borne Pathogens		Every year
Cultural Humility		Every 3 years

- Galaxy site profile registration
- Emergency Worker Registration completed

Tier 3 Beginner Training

Step 1: Select an Impact Team:

MCM/POD Team		
Training	Date Completed	Expiration Date
AWR-314W: Medical Countermeasures awareness for public health emergencies		Every 3 years
You call the shots – module 18 – vaccine administration (clinical staff only)		Every 3 years
General POD Training		Every 3 years
Basic Life Support (Clinical Staff Only)		Current certification
Shelter Team		
IS-406: Operating a Shelter		Every 3 years
De-escalation OR Psychological First Aid		Every 3 years
First Aid/CPR		Every 2 years
Naloxone Training (recommended)		
Red Cross Shelter Operations training (recommended)		
Risk Communications Team		
Disaster Health Core Curriculum: Competency 4: Communication		Every 3 years
Health Literacy and Public Health: Introduction & Overview		Every 3 years
Health Department Orientation		Every 3 years
Call Center Team		
Health Department Call Center Operations		Every 3 years
Health Department Orientation		Every 3 years
Psychological First Aid		Every 3 years

This document was developed in alignment with Public Health Accreditation Board (PHAB) standards to support future accreditation efforts and demonstrate departmental commitment to evidence-based public health planning.



Tier 2 Intermediate

As a Tier 2 volunteer you can do the following:

- Take refresher trainings of courses as they are required
- Improve your skills through volunteering and actively participating in emergency responses
- Choose to complete the training for an additional impact team

Additional Recommended Trainings:

- Disaster Health Core Competency 1: Personal and Family Preparedness
- Disaster Health Core Competency 5: Personal Safety

Leadership training for volunteers looking to move from Tier 2 to Tier 1 include but are not limited to:

- Expected Roles in Organizational & Community Response Plans During a Disaster or Public Health Emergency MRC TRAIN 1081338
- IS-909: Implementing Simple Activities for Everyone
- Disaster Health Core Curriculum: Competency 4: Communication
- How to Manage Conflict so it Doesn't Manage You
- Leadership Management Communication



Liability & Coverage Summary

The Snohomish County MRC operates under **Washington State Emergency Worker Program** regulations (**RCW 38.52** and **WAC 118-04**).

The information below explains when volunteers are covered, what protections apply, and what responsibilities volunteers must ensure proper coverage.

1. When Volunteers Are Covered

Volunteers may receive liability and injury protection when:

- They have completed the Emergency Worker registration process
- They are officially activated by the MRC Coordinator, ESF-8, or IMT
- They are performing assigned duties within the scope of their training
- They have checked in and check out as required
- They are participating in approved trainings, exercises, or deployments

Coverage does NOT apply during self-deployment.

2. Liability Protection

When acting within scope, volunteers may receive liability protection for unintentional errors or omissions while performing assigned duties.

Liability coverage **does not apply** to:

- Gross negligence
- Willful misconduct
- Intentional harm
- Unauthorized or out-of-scope clinical actions
- Activities conducted while impaired

Volunteers must follow all directives, protocols, and safety requirements.

3. Injury, Illness & Workers Compensation

If a volunteer is injured during approved duties:

- 
- Report immediately to the site supervisor and MRC Coordinator
 - Complete required reporting forms
 - Washington State Emergency Management Division (EMD) processes the claim
 - Benefits may include medical treatment and limited wage replacement

Important:

Claims are handled by **State EMD**, not Snohomish County HR or L&I.

Coverage applies when:

- You were activated
- You checked in and out properly
- You were performing assigned tasks
- The incident occurred during deployment or training

4. Travel Coverage

Coverage for travel varies:

- **To and from an activation site:** covered **only** when traveling directly and without personal errands.
- **During deployment:** covered if travel is part of your assignment.
- **Personal vehicle damage:** generally **not covered**, unless ruled otherwise by State EMD.

When in doubt, ask before deploying.

5. Property Loss or Damage

Volunteers should keep personal property minimal at deployments.

Coverage is limited and not guaranteed for:

- Lost or stolen personal items
- Damage to personal vehicles
- Damage caused by weather, environment, or public use



6. Reporting Expectations

All incidents must be reported **immediately**:

1. Site Supervisor
2. MRC Coordinator
3. Complete required forms
4. Submit documents to State EMD as instructed

7. Maintaining Eligibility for Coverage

Volunteers must:

- Maintain current registration
- Follow the chain of command
- Complete required training
- Work only within assigned scope
- Not self-deploy
- Use PPE as instructed
- Uphold the Code of Conduct