SUMMIT COUNTY CITIZEN CORPS PROGRAMS

POLICY AND PROCEDURE MANUAL

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# Table of Contents

Policy and Procedure Manual Record of Change .......................................................... 3  
Forward .......................................................................................................................... 4  
Introduction to Citizens Corps Programs ....................................................................... 5  
  Summit County Medical Reserve Corps (MRC) .............................................................. 5  
  Summit County Community Emergency Response (CERT) ........................................... 5  
  Volunteer Code of Conduct .......................................................................................... 6  
Administration ............................................................................................................ 7  
  Scope .......................................................................................................................... 7  
  Revisions ...................................................................................................................... 7  
  Objectives .................................................................................................................... 7  
  Local Coordination ..................................................................................................... 7  
  Discrimination ............................................................................................................. 8  
  Alcohol/Drug Use Policy ............................................................................................ 8  
  Volunteer Files ............................................................................................................ 9  
  Volunteer Dismissal Procedure .................................................................................... 9  
  Advisory Board ........................................................................................................... 9  
  Volunteer Recruitment & Selection ............................................................................ 9  
  Volunteer Registration Process ................................................................................... 10  
  Training & Exercises .................................................................................................. 10  
  Activation .................................................................................................................... 11  
  Demobilization .......................................................................................................... 11  
  Volunteer Reception Center (VRC) ............................................................................. 12  
  Liability Protection ...................................................................................................... 12  
  Harassment Policy ....................................................................................................... 13  
  Wireless Communication Guidelines ........................................................................... 14  
  Letter of Acknowledgement ....................................................................................... 15  
Appendix A: Volunteer Request Form ............................................................................ 16  
Appendix B: Back–up Administrators ........................................................................... 17  
Appendix C: SCEMA Volunteer Record ......................................................................... 18  
Appendix D: Background Check Policy ......................................................................... 19
<table>
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<th>DATE OF CHANGE</th>
<th>COMPLETED BY</th>
<th>DATE COMPLETED</th>
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FORWARD

Dear Fellow Citizen:

The first response to any disaster is a local response. That has never been truer than at this moment in our nation’s history.

Our nation changed forever on September 11, 2001. But the thousands upon thousands of volunteers who so selflessly helped others during this national tragedy inspired others to do the same.

Many of this nation’s most respected organizations were ready to serve. And so many more people asked, “What can I do?”

President George W. Bush created the USA Freedom Corps to foster a culture of service, citizenship and responsibility. This effort builds on the outpouring of support in the days following September 11. The President has asked all Americans to make a lifetime commitment of at least two years to serving their neighbors and their nation.

The Medical Reserve Corps is one way in which health professionals can volunteer to strengthen both our communities and our nation. Medical Reserve Corps units will be locally based health volunteers who can assist their own communities during large-scale emergencies, such as an influenza epidemic, a chemical spill, or an act of terrorism. Medical Reserve Corps volunteers also can work together to improve the overall health and well being of their neighborhoods and communities through education and prevention.

Local officials will develop their own Medical Reserve Corps units, because local official’s best know their individual community needs.

Working together, we will strengthen our communities and, in turn, strengthen our nation.

Sincerely,

Tommy G. Thompson
Former Secretary of Health and Human Services

Note: This letter from Tommy Thompson, Secretary of Health and Human Services, is from the Medical Reserve Corps: A Guide for Local Leaders, published by the U.S. Department of Health and Human Services and available at the Medical Reserve Corps website, www.medicalreservecorps.gov.
INTRODUCTION TO CITIZEN CORPS PROGRAMS

Overview of Summit County Medical Reserve Corps (SCMRC)
The Medical Reserve Corps (MRC) is a component of the Citizens Corps volunteer program that brings together local health professionals and others to volunteer in their community. MRC units are community-based and function as a way to locally organize and utilize volunteers who want to donate their time and expertise to prepare for and respond to emergencies and promote healthy living throughout the year. MRC volunteers supplement existing emergency and public health resources.¹

MRC units provide healthcare professionals and others an organized mechanism through which they can volunteer their time and skills to strengthen their communities by preparing for and responding to large-scale emergencies, such as an influenza epidemic, chemical spill or act of terrorism. In order to provide the quick response needed in a disaster, volunteers must be trained and organized. The primary function of the SCMRC is to provide members with specialized trainings to better prepare registered volunteers for emergency response.

Summit County MRC Mission Statement:
The mission of the SCMRC is to establish teams of local volunteer medical and public health professionals who can contribute their skills and expertise throughout the year as well as during times of community need.

Overview of Summit County Community Emergency Response Teams
The Summit County Community Emergency Response Teams (CERT) program follows the Federal standards for CERT programs and educates people about disaster preparedness for 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 the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in personal preparedness and emergency preparedness projects in their community and at home.

The 16 hour CERT course will benefit any citizen who completes the course work. This individual will be better prepared to respond to and cope with the aftermath of a disaster. These groups can provide assistance to victims in their area, organize spontaneous volunteers who have not had CERT training, and collect disaster intelligence that will assist professional responders with prioritization and allocation of resources following a disaster. Since 1993 when this training was made available nationally by FEMA, communities in 28 States and Puerto Rico have conducted CERT trainings. Summit County CERT members

¹ MRC Programs Federal MRC Site, “About the Medical Reserve Corps”,
receive recognition for completing the training and are issued CERT backpacks that include disaster response tools.2

**Summit County CERT Mission Statement:**
The mission of the Summit County CERT program is to establish teams of volunteers who have had specialized training and are prepared to help others in their community during emergency situations; doing the greatest good for the greatest number.

**Summit County Citizen Corps (CCC) Programs Code of Conduct**
As a volunteer with the Summit County CCC programs, volunteers are expected to comply with the following:

1. Dial 9-1-1 for all emergencies, first when appropriate.

2. When disaster occurs, the volunteer’s first responsibility is to ensure their own safety and the safety of their family.

3. Citizen Corps volunteers must not self-deploy to local events (fires, accidents etc). Volunteer response is activated by the Ohio Responds System.

4. CERT volunteers must stay within the scope of the designated training. CERT volunteers have been trained under the curriculum of FEMA’s Community Emergency Response Team Program. Confine your actions to those guidelines and stay within the scope of your training and certification.

5. Wear appropriate clothing and bring any other items the volunteer might feel is appropriate for the conditions of the deployment (food, water, personal medication – as allowable).

6. Conduct yourself with professionalism, dignity and pride. Act appropriately and responsibly at all times.

7. Treat fellow team members, visitors, other volunteer program participants, guests, and property with respect and courtesy.

8. Be sensitive to the diversity of all.

9. Direct anyone who is looking for official statements to the VRC Public Information Officer (PIO) or field supervisor.

10. Respect the privacy of persons served and hold, in confidence, all sensitive, private, and personal information.

12. Keep the field supervisor informed of any progress, concerns, or problems with tasks which have been assigned.

13. Alcohol and/or drugs are not tolerated. If a request for Summit County CC volunteers is made and a team member is under the influence they are not permitted to respond.

14. Volunteers are forbidden to carry weapons of any kind (You can have multipurpose tools, pliers, screwdrivers, wrenches, etc.). You have been trained for immediate disaster response and there is no need, place or legal authorization for you to carry or use any of the above.

15. Volunteers shall not authorize the use of, or use for the benefit or advantage of any person, the name, emblem, endorsement, services or property of the Summit County Citizen Corps programs.

16. Volunteers shall not accept, or seek on behalf of any other person, any money or gifts offered as a result of your volunteer efforts.
17. Volunteers shall not use their participation as a Summit County CC volunteer to promote any partisan politics, religious matters or positions on any issue.

18. Inappropriate conduct is NOT permissible. Such behavior includes, but is not limited to, the following:
   • Offensive or profane language or gestures
   • Public criticism of a Summit County CC volunteer team member, its leaders or the Summit County CC program
   • Jeopardizing another team member's safety
   • Demonstration of gross misconduct or insubordination
   • Lying or the falsification of records or other documents
   • Discussing or sharing sensitive information about the program or any training, exercise or activation

19. Volunteer must pass volunteer background check.

**ADMINISTRATION**

**Scope**
Unless specifically stated, the policies contained in this manual apply to all Citizen Corps volunteers in all exercises, trainings, or events undertaken on behalf of the Summit County Public Health (SCPH) and the Summit County Emergency Management Agency (SCEMA).

**Revisions**
Any changes made or exceptions from these policies may only be granted by the Summit County CC Coordinator, The Summit County Citizen Corps Council or the SCEMA and must be obtained in advance in writing. Areas not specifically covered by these policies shall be determined by the Summit County CC Coordinator, The Summit County Citizen Corps Council and the SCEMA.

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Objectives
1. This Policy and Procedural manual will establish the necessary organizational, operational and administrative procedures for the effective operation of the Summit County CC programs.
2. This manual will provide guidance to volunteers, medical practitioners, public health officials, emergency service personnel for effective integration of volunteers in emergency medical operations and public health activities.
3. This manual will identify and outline professional specialties, qualifications and training needs for membership in Summit County CC.

Local Coordination
The Summit CC Corps Program’s operational efforts will be coordinated with Summit County hospitals, emergency services and human service organizations including but not limited to:
1. Summit County Citizens Corps Council
2. Summit County EMA
3. Summit County officials
4. Summit County Public Health
5. Law Enforcement
6. Fire Departments

Organization
The Summit County CC is a basic support organization staffed by volunteers. MRC/CERT volunteers will support other medical and public safety staff during an event, training or exercise.

Discrimination
The Summit County CC program promotes equal opportunities to all volunteers by prohibiting discriminatory policies concerning any individual or group based on race, religious creed, national origin, sexual orientation, physical or mental disability, color, gender, age, marital status, political affiliation, or veteran status.

Alcohol/Drug Use
The Summit County CC program is committed to providing an environment that is safe. Volunteers are role models for persons in the community and therefore should be free from the detrimental effects of alcohol and/or illegal drugs. There will be no differentiation between someone who illegally uses drugs and someone that sells or distributes drugs.

Being under the influence of alcohol and/or illegal drugs is prohibited and is cause for immediate dismissal from all Summit County CC programs.
Volunteer Files
A file of all the volunteers shall remain confidential and will be maintained in a locked file cabinet and in a secured database within the SCPH.

Volunteer Dismissal Procedure
1. Volunteer will be contacted by the Summit County Citizen Corps Coordinator to discuss the incident.
2. The incident will be documented in writing by the Summit County CC Coordinator and the volunteer will be notified of their dismissal in writing.
3. The volunteer will be removed from the Ohio Responds database and will not be allowed to volunteer as a Summit County CC volunteer in the future.

Advisory Board
Please refer to the Summit County Citizen Corps by laws for an extensive list of participating agencies.

Volunteer Recruitment and Selection
A. Recruitment
1. Volunteers shall be recruited, selected and placed without regard to race, color, religion, sex, national origin, age, disability, veteran status or other non-job related factors to comply with all federal and state nondiscrimination, equal opportunity action laws, orders and regulations. The Summit County CC program recruitment includes but is not limited to the following recruitment methods:
   a. Reinforcing the message that MRC volunteers are not limited to medical volunteers.
   b. Identification of groups or organizations that may be a source of volunteers.
   c. Development and dispersion of recruitment and marketing materials for MRC and CERT.
   d. Development and implementation of recruiting events and activities.

B. Criteria
1. Any person 18 years of age or older.
2. Current medical licensure is not required to join the MRC. Certain duties performed by the MRC volunteers will require an active State of Ohio licensure.
3. A volunteer must satisfactorily complete an Ohio Community Service Council (OCSC) approved training course. Trainings will be valid for three years.
4. Upon completion of the third year as a registered volunteer, a registered volunteer shall satisfactorily complete an updated or refresher OCSC approved training course. A comprehensive listing of all approved training courses will be maintained on the Ohio Responds (www.ohioreponds.gov) web site and only those courses approved by OCSC shall qualify as approved trainings.
5. By completing all required criteria, and upon verification by OCSC of an applicant’s credentials and identity, an applicant becomes a registered volunteer in the OCSC database.
6. At the discretion of the OCSC, a registered volunteer will be required to submit to a comprehensive background check administered by the Ohio Bureau of
Criminal Investigation and identification or designated investigative agency.

C. Volunteer Registration Process

1. The purpose of these rules is to prescribe procedures, standards, and requirements necessary for the OCSC to establish and maintain a system for recruiting, registering, training, and deploying all types of volunteers.
   a. A registered volunteer will be eligible to assist local political subdivisions, state or federal officials during a declared emergency by the state or county of in disaster related exercises, testing, or other training activities.

2. A volunteer must apply for registered volunteer status with the OCSC in the following manner:

   Online Registration
   a. A volunteer may apply for registered volunteer status by completing an online application found on the OCSC web page at www.ohioresponds.gov.
   b. The online application requires the completion of an OCSC approved training course and the submission and subsequent verification of the volunteer’s credentials.
   c. The volunteer shall also complete a self-attestation form.

Training and Exercises

A. Required Training

1. Every Summit County MRC volunteer must complete four hours of an approved training. An approved training list is found at www.ohioresponds.gov.

2. If the volunteer has taken four hours of continuing education credits to fulfill a requirement for professional licensure that qualifies as an approved training.

3. If the volunteer has participated in documented exercises, drill or any other real world experience or declared emergency that totals 4 hours they have fulfilled the training requirement.

4. Summit County CERT volunteers are required to take the FEMA 16 hour CERT course as certification.

5. Summit County Citizen Corps Program volunteers are strongly advised to take Psychological First Aid Training, IS-100a and IS-700a – NIMS.

Activation of the Summit County Citizen Corps Programs

Activation Authority

The activation of the Summit County MRC or CERT may be initiated by:

1. Federal, State, or County government elected officials.

2. Summit County EMA Director.
Activation Procedure

1. The Summit County CC program will support emergency medical, public safety, hospital, public health or other response personnel as long as the incident is active or volunteer assistance is required.
2. The Summit County CC program assistance can be formally requested (Appendix A) by any of the above named individuals during a declared emergency.
3. The Summit County CC Coordinator will immediately contact his/her supervisor to brief him/her on the request for assistance.
4. The Summit County MRC/CERT will be activated by the Summit County CC Coordinator or designated representatives (Appendix B) using the Ohio Responds Database; activation will occur by e-mail and phone lines.
5. The activation message will include the duration, type of emergency, contact instructions, Volunteer Reception Center (VRC) address and any other information deemed necessary.

Demobilization Procedure

1. Summit County CC program personnel will support emergency medical, public safety, public health and other response personnel for the duration of an incident or as long as their assistance is required. It is possible that some MRC/CERT personnel and resources will be demobilized before others as their assignments are completed.
2. MRC/CERT volunteers will demobilize along with other on-scene personnel and resources, in accordance with the Incident Action Plan and/or the Incident commander’s instructions.
3. When demobilizing, MRC/CERT personnel should ensure the following actions are accomplished:
   a) Ensure all assigned activities are completed.
   b) Confirm with field supervisor whether additional assistance is required.
   c) Account for MRC/CERT equipment if applicable.
   d) Clean up any debris or trash associated with volunteer assignments.
   e) Check out with field supervisor prior to leaving the incident.
   f) Return back to the Volunteer Reception Center site to be processed out and debriefed.

Volunteer Reception Center (VRC)

1. The VRC volunteers will be notified prior to the field volunteers so the VRC can be established prior to activation.
2. All MRC/CERT Volunteers will be processed through a VRC prior to deployment.
3. VRC sites will be predetermined by the proper authorities away from the event scene. The VRC location will be communicated to volunteers through the Ohio Responds database by phone and e-mail.
4. Volunteers must return to the VRC upon the completion of their shift to be demobilized by the VRC staff.
5. VRC stations include orientation, registration, interview and assignment, risk management/safety, ID management and demobilization/debriefing.
6. Mandatory background checks will be performed at the VRC for all volunteers by law enforcement prior to deployment. Background check rationale (Appendix D)

7. Weapons are not permitted in the VRC.

8. Review of the VRC Policy and Procedure Manual will provide more specific information on the policies and procedures of the VRC process.

**Volunteer Liability Protection**

Ohio Revised Code Section (ORC) 5502.281 confers upon the OCSC, the authority to “advise, assist, consult with, and cooperate with, by contract or otherwise, agencies and political subdivisions of this state in establishing a statewide system of volunteers pursuant to section 5502.281 of the Revised Code.” Two of those agencies are the Ohio Department of Health (ODH) and the Ohio Emergency Management Agency (OEMA).

(A) The OSCS shall advise, assist, consult with, and cooperate with agencies and political subdivisions of this state to establish a statewide system for recruiting, registering, training, and deploying the types of volunteers the council considers advisable and reasonably necessary to respond to an emergency declared by the state or political subdivision.

(B) A registered volunteer is not liable in damages to any person or government entity in tort or other civil action, including an action upon a medical, dental, chiropractic, optometric, or other health-related claim or veterinary claim, for injury, death, or loss to person or property that may arise from an act or omission of that volunteer. This division applies to a registered volunteer while providing services within the scope of the volunteer’s responsibilities during an emergency declared by the state or political subdivision or in disaster-related exercises, testing, or other training activities, if the volunteer’s act or omission does not constitute willful or wanton misconduct.

(C) The OCSC shall adopt rules pursuant to Chapter 119. of the Revised Code to establish fees, procedures, standards, and requirements the council considers necessary to carry out the purposes of this section.

(D)(1) A registered volunteer’s status as a volunteer, and any information presented in summary, statistical, or aggregate form that does not identify an individual, is a public record pursuant to section 149.43 of the Revised Code.

(2) Information related to a registered volunteer’s specific and unique responsibilities, assignments, or deployment plans, including but not limited to training, preparedness, readiness, or organizational assignment, is a security record for purposes of section 149.433 of the Revised Code.

(3) Information related to a registered volunteer’s personal information, including but not limited to contact information, medical information, or information related to family
members or dependents, is not a public record pursuant to section 149.43 of the Revised Code.

There are several laws that offer volunteers protection from liability. First the Volunteer Protection Act of 1977, (Public Law 105-19, 42 United States Code Section 14501, et seq.) Second, there are a variety of good Samaritan laws in Ohio that provide limited immunity for persons offering emergency medical care at the scene of an emergency. Some provisions apply to specific volunteer groups and may provide additional protection for specific types of volunteers. See ORC Sections 2305.23-2305.235.

In Summit County, volunteers must be properly registered with a volunteer organization such as Citizen’s Corp, Medical Reserve Corps or RSVP and must have signed the Summit County EMA Volunteer Registration Record (Appendix C). The volunteer’s registration will note that the record has been signed and a copy of the signed record will be attached to the volunteers file.

Harassment
Summit County CC program volunteers will not engage in any form of harassment at any time. Harassment is a form of discrimination that violates Title VII of the Civil Rights Act of 1964. Summit County Citizen Corps Council believes that each volunteer should be able to work in an atmosphere that is free of discrimination or harassment based on race, age, color, sex, religion, national origin, marital status, family responsibilities, sexual orientation, veteran status, and disability. Summit County Citizen Corps Council does not permit or tolerate harassment of volunteers.

Some examples of inappropriate and unacceptable harassment covered by this policy include, but are not limited to, improper or inappropriate harassing comments, harassing gestures or dissemination and/or publication of harassing and derogatory materials that are based upon a person’s gender, race, color, age, national origin, religion or disability. In particular, sexual harassment is a form of sex discrimination that violates Title VII of the Civil Rights Act of 1964. Sexual harassment includes any unwanted verbal or sexual advances, sexually explicit remarks, or statements made by someone that are offensive or objectionable when:

- Submission to the conduct is either an explicit or implicit term or condition of volunteering with the organization; or
- Submission to or rejection of the conduct is used as a basis for employment decisions affecting an individual; or the conduct has the purpose or effect of substantially interfering with work performance, or of creating an intimidating, hostile, or offensive work environment.

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Sexual harassment may occur in a variety of circumstances. The following are some, but not all, situations that may occur in sexual harassment cases.

- The victim, as well as the harasser, may be either a man or a woman. The victim does not have to be of the opposite sex.
- The victim does not have to be the person who is harassed but can be anyone affected by the offensive conduct.
- Unlawful sexual harassment may occur without economic injury to or discharge of the victim.
- The harasser's conduct must be unwelcome. 5

**Harassment Complaint Procedures**

Volunteers should be made aware of the complaint mechanism for harassment. The volunteer should let the harasser know that the conduct is unwanted and ask them to stop. The volunteer should then report the incident to the field supervisor or the Summit County CC Coordinator or the Incident Commander. All harassment complaints will be taken very seriously and investigated while trying to protect the confidentiality of the victim.

**Supervisors' Responsibilities**

Supervisors or managers who receive a harassment complaint must immediately report the complaint their supervisor within the Incident Command structure. Complaints pertaining to the conduct of the supervisor should be immediately reported to the Incident Commander (IC) and the Summit County CC Coordinator.

**Investigation**

Once a harassment complaint is received an investigation into the allegations must be initiated. The Summit County CC Coordinator will write a report based on the findings of the investigation. The Summit County CC Coordinator and the appropriate supervisor along with the IC will determine the credibility of the complaint and make a recommendation for resolution.

**Disciplinary Action**

The IC or designee, Summit County CC Coordinator and the appropriate supervisor(s) will resolve the case and determine appropriate disciplinary action.

Appropriate corrective action, will occur in confirmed cases of harassment. Disciplinary action may include a written warning, probation, suspension, or termination. The severity of the discipline will be determined by a number of factors, including the severity of the harassment.

**Wireless Communication Guidelines**

Any volunteer who uses a wireless communication device (cell-phone, pager, PDA, etc.) to conduct business for MRC/CERT, must do so with safety in mind, and should take all

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reasonable precautions when doing so. In particular, volunteers are advised to refrain from using wireless devices while driving (those volunteers who travel outside the state as a part of their volunteer service must comply with any state laws that prohibit use of such devices while driving). Volunteers may not text while driving. If it is necessary to take or place a call or answer a text message while you are driving, pull over safely and complete the call while the car is stationary.


I have read Citizen Corps Programs POLICY and Procedure Manual. I understand its contents and agree to follow the policies and procedures as set forth in it.

Print name:___________________________

Sign name:____________________________

Date:___________________

Witness:_______________________

Date:________________________
SUMMIT COUNTY CITIZEN CORPS PROGRAMS REQUEST FOR VOLUNTEERS

Mission: ___________________________________________ Request #__________________

(Complete one form for each task & site requested)

Please circle which group you are requesting:

CERT

Start Date ____/____/___          End Date  ____/___/____

Requesting Agency____________________________________________________________

Agency contact ____________________________ Phone #___________Cell#/ Ext

Report to________________________________________________________________

Job Site Address__________________________________________________________

Directions _________________

Task Title & Description _________________________________________________________

Does this position require a Licensed Medical Professional? Yes___ No ___ If Yes, what License or special credentials are required?

__________________________________________________________________

Special skills? ________________________________________________________________

Duties ______________________________________________________________________

Volunteer must be physically able to_________________________________________

Number needed ___________

Dates/hours needed _________________________________

Person taking request  _______________________________

Date ___/___/__  Time ____

Comments

FOR OFFICE USE ONLY

Request entered in database ___/___/___

Request closed  ___/___/___

Completed ___

No placements possible ___

No longer needed ___

Per __________________________ Date ___/___/___
Backup Administrators for the Summit County Citizen Corps Coordinator

1. Summit County Public Health (5 staff)

2. Summit County Emergency Management Agency (6 staff)
SUMMIT COUNTY
EMERGENCY MANAGEMENT AGENCY
VOLUNTEER REGISTRATION RECORD

PERSONAL INFORMATION:

Last Name:   First:   Initial:

Street Address:   City & Zip: 

Occupation: 

Home Phone:   Work Phone:   Pager/Alternate Number 

SSN:   Valid Driver’s License: Y   N 

EMERGENCY CONTACT:

Name: 

Street Address:   Phone: 

I am usually available for:  (mark all that apply)

Training:   Days   Nights   Weekends 

Emergency Response:   Days   Nights   Weekends 

Special Skills/Computer Skills/Interests:

__________________________________________________________________________________

__________________________________________________________________________________

Do you have any health problems that could limit your ability to serve as a volunteer?  Y   N 

If yes, explain:  ___________________________________________________________________

Additional Remarks:  ________________________________________________________________

I certify that the above information is correct. I understand that while acting in behalf of the agency and/or displaying any Emergency Management insignia or identification, I will be expected to conduct myself in a professional manner. I also understand that upon termination of my volunteer services that I must return my identification card. I agree to obey all laws, rules, and regulations pertaining to Emergency Management.

Volunteer’s Signature   Date 

Rev. 5/98
Summit County Disaster Response Volunteer Background Check Policy

Rational
Volunteers who have any criminal record other than a minor misdemeanor are not permitted to volunteer under the auspices of the Summit County CERT or Summit County MRC programs. Individuals whose name is contained on compulsory registration lists may also not be permitted to volunteer under the auspices of the Summit County Community Emergency Response Team (CERT) and/or the Summit County Medical Reserve Corps (MRC) programs.

Process
Any volunteer who reports to the VRC including CERT, MRC, and SUV, as part of the registration process, will be required to fill out the Volunteer Background Check form. This form will be submitted to the law enforcement officer that is stationed at the VRC to conduct volunteer background checks prior to deployment. If the volunteer has passed the background check, the officer will check the pass box (sign and date) on the Background Check Form and send it back to the registration staff in the VRC at that time the volunteer will continue to be processed. If the volunteer has any criminal record other than minor misdemeanors, the officer will check the box on the form indicating “fail”. The volunteer will then be told they are no longer eligible to volunteer for the Summit County CERT or MRC programs. Any outstanding warrants may be cause for arrest.

Background check refusals render the volunteer ineligible. Refusal to submit to the background check does not preclude the volunteer from future volunteer background checks.

Any volunteer who fails the background check will be removed from the volunteer registry (ohioresponds.gov) by the VRC Manager. These individuals will no longer be affiliated with the Summit County CERT or MRC programs and will not be covered by ORC 121.044.

Responsible Parties
Participating law enforcement agencies have agreed to send an officer/deputy to the VRC site to conduct background checks on those individuals who are willing to volunteer. The VRC registration staff will be responsible for having the volunteer complete the form during the registration process. The VRC staff will also make the potential volunteer aware of the background check process. The VRC registration staff will notify the volunteer if they pass or fail the background check. The VRC Manager will be responsible for removing any volunteers who fail the background check from the state sponsored volunteer registry for Summit County CERT and MRC volunteers.