



## On the Job



### **MRC Communication Protocols**

- **Never** talk to the media while deployed unless authorized by the Incident Commander.
- Know the communication protocols at the scene and follow them exactly.
- When authorized to speak to anyone, “**Be right, be first, be credible.**” **Never** say “NO COMMENT.” DO Say, “How can I get back to you with that information?”
- Learn radio and other communication protocols before using communication equipment.
- Take time to communicate calmly, clearly and completely with everyone, especially your team members.
- If uncertain, ask for clarification.
- Accurate, timely and complete communications are the most difficult part of an emergency response

### **MRC Volunteer Activation and De-Activation Procedures**

#### **ACTIVATION procedures**

- ⇒ Volunteers requested by State, Board of Health, Emergency Management Director, or Hospitals
- ⇒ Volunteers contacted by phone, email, HHAN (Health and Homeland Alert Network)
- ⇒ Keep your contact info up-to-date
- ⇒ Check the websites [www.region4a-mrc.org](http://www.region4a-mrc.org)
- ⇒ Report when and where instructed. **NEVER** self deploy.
- ⇒ Ask about getting through security and parking
- ⇒ Carry proper photo I.D., including a current MRC Badge if available
- ⇒ Bring along some basic supplies like a change of clothing, food and water - just in case supplies are limited.

**ALWAYS sign-in** with the Volunteer Coordinator at the Command Post or Staging Area. This is necessary for many reasons including your safety and the safety of the other responders. It is also necessary for the IC to know what his resources are and the Finance people to know for record keeping requirements.

- ⇒ Know who you report to and follow instructions. You could be assigned any job, but please be aware that **no matter what it is, it is important and needs doing.**

**ALWAYS sign-out** with the Volunteer Coordinator before you leave or go off duty. Again, this is necessary for safety, record keeping and resource management.