



## Orleans County V.A.L.O.R Medical Reserve Corps Q & A

### Volunteer Alliance Linking Orleans Resources

- **What is the VALOR Mission?** To provide volunteer support for public health preparedness & response for Orleans County citizens.
- **What is the purpose of VALOR?** To coordinate, organize and manage VALOR volunteer resources to assist the County Health Department in carrying out its core mission to protect public health and to support the department during disaster response, relief, recovery and mitigation.
- **I thought we have enough volunteer organizations in Orleans County to respond to emergencies.** Every organization has a role in time of emergency. When dealing with volunteer organizations such as Fire Departments, Red Cross etc., sufficient resources are not always available. And depending on the scale or the length of the emergency, additional help or assistance may be required; VALOR is designed to play that support role. In a situation where the county is responsible to operate a functional medical shelter or alternate care site, VALOR would be called upon for staffing. Please note that regular Red Cross Shelters cannot accept individuals who need medical care. This is a potential situation in our community when help from persons of all levels would be required.
- **Would we always be called in situations that required trained medical personnel?** We can be a support for other events too. Examples may include lead education outreach in the community, helping out at rabies clinics, community preparedness activities, hosting a booth at the county fair. Your participation is always your decision. Some of these activities are considered training opportunities.
- **Does everyone that is a part of VALOR have to be medically trained and or certified?** No, we need volunteers with all types and levels of skill sets. Everything from heavy lifters to clerical to medically licensed/certified, to people to help pass out information. We need everyone, and everyone has something to offer. Be aware that in an emergency, you may be asked to support activities that you may consider below your training level. Though that would be the exception in a desperate situation, it would be helpful to be available where needed most in that situation.
- **Do I have to attend trainings and meetings?** We will have training opportunities. Some will be required and others will be optional. We'll have meetings on occasion.
- **How do I know when I am needed to help?** Communication will be done two ways. In time of emergency we will use a call down process using phone contact information that you provide (messages, texting). We may utilize secondary communications as well, such as e-mail. In cases of drills or planned clinics we will communicate by email and or phone if no email is available.
- **Who will be contacting me?** You will be contacted by the VALOR Volunteer Coordinator or a designated VALOR member.

- **What if I know that there is an emergency going on, should I just report?** No, only report when called. At the time of the call you will be directed where and to whom to report.
- **What if you call and I am not available?** That is the purpose of contacting you. We will be asking if and when you are available.
- **Who is in charge of emergency response in Orleans County?** Orleans County Office of Emergency Management.
- **What does the Orleans County Health Department have to do with this?** VALOR was organized and is managed by the Orleans County Health Department. Training, exercises and drills will be administered through the Health Department. Emergency events will be managed through the Incident Command System.
- **Is VALOR a recognized Medical Reserve Corp (MRC)?** Yes. VALOR is now a recognized, registered Medical Reserve Corps unit. The Medical Reserve Corps is a program organized under USA Freedom Corps, which promotes volunteerism and service nationwide. VALOR is one of hundreds of MRC's organized throughout the U.S. For more see: [www.medicalreservecorps.gov/about](http://www.medicalreservecorps.gov/about).
- **How do the Health Department, Emergency Management, Emergency Responders and Red Cross know what to do in any emergency?** All emergency organizations designated to respond have plans in place they are required to review on a regular basis. Included in these plans are agreements with other organizations and facilities to address the needs of those affected by the emergency. Also, organizations train to prepare for and respond to all types of emergencies and operate under the National Incident Management System and Incident Command System (NIMS & ICS).
- **What if we cannot handle the situation or emergency using all of our resources in Orleans County?** All emergency response groups and organizations have mutual aid and memorandum of understanding (MOU's) with others in and outside our county. If needs exceed available regional/local resources, Orleans County Emergency Management will notify the state for further support.
- **Will I be required to carry a VALOR ID or wear identifying clothes?** At this time, we would require you to carry your personal ID such as a driver's license. We may ask you to wear Health Dept response vests when activated for duty. Future plans include identifying VALOR ID's and clothing.