

Welcome to the CCMRC! We are glad you are interested in volunteers with one of the best MRC unit's in the Nation. Our MRC are a dedicated group of both medical and non-medical professional interested in emergency preparedness and serving the community.

Contra Costa County has 2 different ways Medical Volunteers can pre-register and help during emergencies and disasters.

We have what we refer to as the Contra Costa County Unit and The Contra Costa Medical Reserve Corps.

### **What's the Difference between Contra Costs MRC & Contra Costa County Unit?**

**MRC** members are engaged and active participants in unit activities. They want to learn more about disaster preparedness and response by attending team meetings and trainings. They want to utilize their skills and have a general willingness to help the community during both emergencies and non-emergency community events such as CPR training, First Aid Stations at events, Flu Clinics and high school mentorship. The MRC unit is requested and deploys as a team under the SEMS structure for California and are pre-trained and vetted to do so. The unit does have a participation requirement of 2 events a year, this can be as little as 5 hours though!

The **County Unit** are people who have preregistered on the DHV site so their credentials can be verified, and they can quickly be notified of a need through this system. This unit essentially serves as a reserve list of personnel that can back up the MRC or CCHS Public Health during emergencies that have surge related to large scale, catastrophic events. There is no formal commitment, or training.

You will have to decide your level of participation and commitment prior to completing the application. You can learn more about the MRC and start the application by visiting our website: <https://cchealth.org/mrc/>

Below you will find detailed steps on the application procedures.

---

## Completing the Contra Costa County Medical Reserve Corps Complete Application

---

### Contra Costa County Disaster Healthcare Volunteer (DHV) Application

Applying for either the County Unit or the MRC will require you to complete an application on the DHV website. This website helps us verify all applications and check credentials status on a routine basis.

You will visit <https://healthcarevolunteers.ca.gov/> to create an account.

The screenshot shows the homepage of the Disaster Healthcare Volunteers website. At the top, there are navigation buttons for "Register Now", "Contact Us", "FAQ", "Terms of Service", and "Privacy Policy". The main header features the "CA .GOV" logo, the "DISASTER HEALTHCARE VOLUNTEERS" logo, and the "CALIFORNIA EMERGENCY MEDICAL SERVICES AUTHORITY" logo. Below the header, there is a login section with fields for "Username:" (containing "lvajgrtsmith") and "Password:" (masked with "\*\*\*\*\*"), and a "Log In" button. Links for "Forgot Username or Password?", "Not Registered?", and ">>" are also present. A large red arrow points from the login section towards the "REGISTER NOW" button at the bottom of the page.

**Welcome to the Disaster Healthcare Volunteers Site**

Here you'll find the online registration system for medical and healthcare volunteers.

If you're a healthcare provider with an active license, a public health professional, or a member of a medical disaster response team in California who would like to volunteer for disaster service, you've come to the right place!

**What does it take to register for disaster service?**

1. During the on-line registration process, you will be asked to enter information regarding your license (if applicable).
2. Enter information about the best way to contact you, and other relevant background information.
3. Once you've registered, your credentials will be validated - before an emergency - so that you can be deployed quickly and efficiently. Your information will only be viewed by authorized system managers.

**Once I'm registered, what happens next?**

1. During a State or national disaster, (e.g., an earthquake severe weather event, or public health emergency), this system will be accessed by authorized medical/health officials at the State Emergency Operations Center or your county.
2. If a decision is made to request your service, you will be contacted using the information you enter on the site. If you agree to respond, your information will be forwarded to the appropriate field operation officials.

**Thank you for Volunteering!**

**REGISTER NOW**

**WHO CAN VOLUNTEER?**

**FAQ'S**

---

Completing the Contra Costa County Medical Reserve Corps Complete Application

---

This is when you will have to decide if you wish to be an MRC team member or on the County Unit list as a reserve. When you click **Register**, the following screen will appear. Click the drop-down arrow and select either **County Organizations** or **Medical Reserve Corps Organizations**.

Once you selected an item from the drop-down, click the grey box next to the drop-down title **Select Organization**.

The screenshot shows a web form with the following elements:

- A grey header bar with the text "Organizations".
- A blue informational box containing the text: "Organizations represent official groups that you can affiliate with as a DHV of California responder. Click the Select Organizations link below to see a from the Los Angeles County Organizations, including MRC Units.)".
- A label: "\* Select your county unless you are already a member of an MRC:". To its right is a dropdown menu with "Select" and a downward arrow.
- A grey button labeled "Select Organization".
- A text input field labeled "Organization(s):".

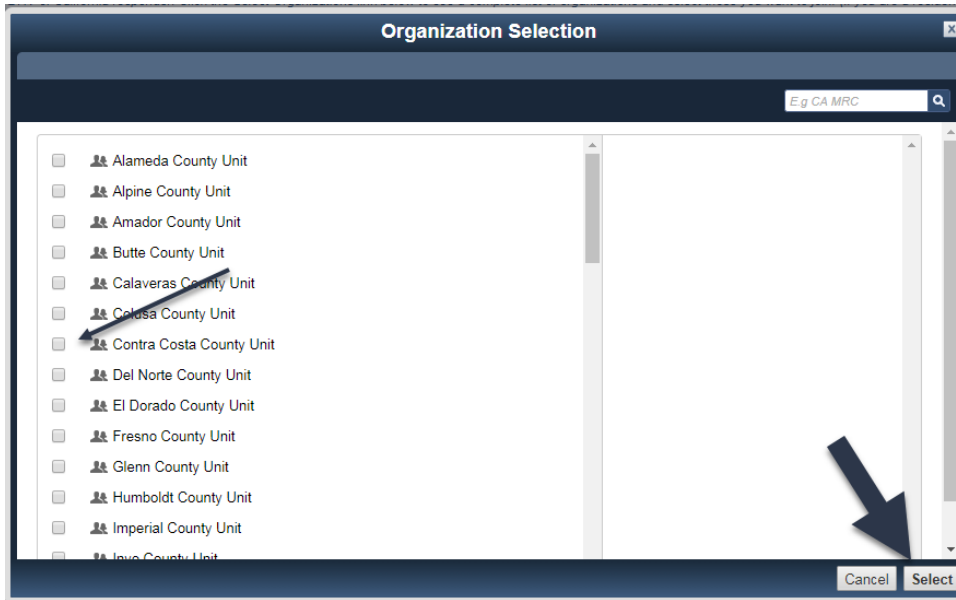
Two numbered callouts are present:

- Callout **1** is a white box with a black border and the number "1" inside. An arrow points from it to the dropdown menu.
- Callout **2** is a white box with a black border and the number "2" inside. An arrow points from it to the "Select Organization" button.

---

Completing the Contra Costa County Medical Reserve Corps Complete Application

---



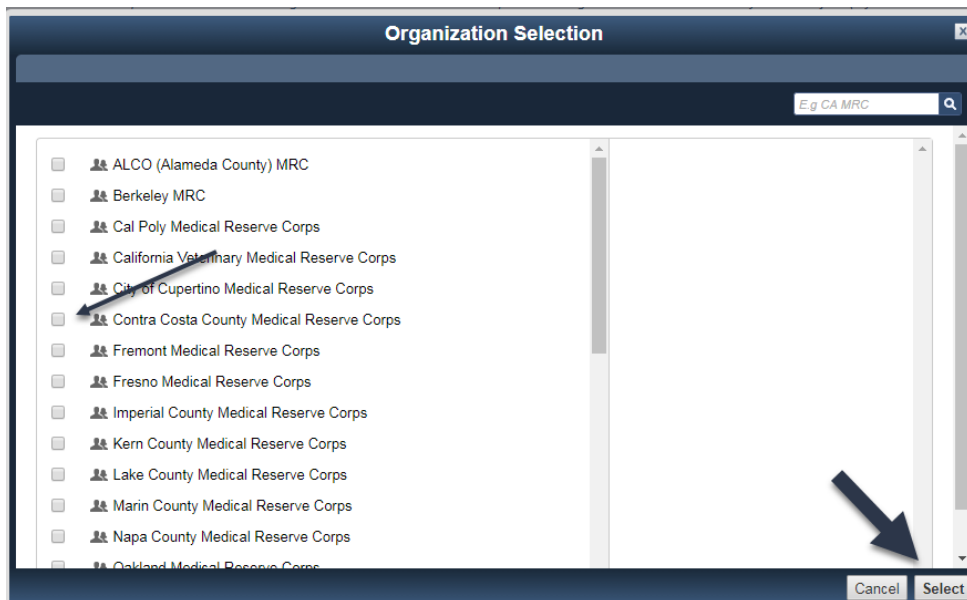
The following box will appear based on the Organization you have selected.

Select either *Contra Costa County Unit* or  
*Contra Costa County Medical Reserve Corps*

Then click select at the bottom, right hand side of the page.

Once you have done this, finish completing the details to create your user account.

After your account is created, you will be asked to log-in and enter additional details related to your profession, medical license, skills and training.



If you have decided to join the County reserve unit, then your application process is complete.

If you are joining the MRC, there is another step to ensure we get all the information needed. Please see the next page for these steps.

---

## Completing the Contra Costa County Medical Reserve Corps Complete Application

---

The Contra Costa Medical Reserve Corps unit has an extra application step in order to meet the requirements of the Contra Costa County Volunteer Program. This program provides malpractice and liability insurance for all team members while operating under their scope at MRC activities. In order to reduce paper waste and better secure your personal information and records, we have moved this process online as well.

You will have to create an account on Image Trend for this step. If you are an EMT or Paramedic, your login will work for this application step as well. Please login here: <https://cccems.imagetrendlicense.com/public/contracosta/portal#/login>

Find the Medical Reserve Corps Application to Complete. Be sure you have the following paperwork to upload:

- 1) Picture for your badge. This will be a headshot from the shoulder up, white background. Must be a jpeg file.
- 2) Driver's License
- 3) Car Insurance Card
- 4) CPR card/certificate
- 5) Course completion certificates for FEMA 100, 200, 700, 800, Psychological First Aid, Basic Disaster Life Support (BDLS) and Advanced Disaster Life Support (ADLS) if you have previously completed them.

When you start your application, you will again be asked if you wish to be an Active MRC member or part of the County Reserve Unit. This stops you from unnecessarily completing the full application.

Click **Active**, to continue with the application process.

You will need to complete all 6 of the tabs on the application screen in order to submit your application. Any item with an asterisk is required.

The screenshot shows a web application interface with a progress bar at the top containing six tabs: 'Worker Volunteer Registration - 2 of 6', 'Driver's License/Vehicle Information - 3 of 6', 'Medical Profession/Document Submission - 4 of 6', and three partially visible tabs. The 'Medical Profession' tab is active and expanded. Below the tabs, the 'Medical Profession' section is expanded, showing a required field with the text '\*Select your medical profession'. There are two radio button options: 'Doctor' and 'NP/PA'. Blue arrows point from the 'Medical Profession' tab to the 'Driver's License/Vehicle Information' tab and from the 'Medical Profession' section to the 'Medical Profession/Document Submission' tab.

---

## Completing the Contra Costa County Medical Reserve Corps Complete Application

---

### Section 4: Document Upload

**Document Submission**

Please upload copies of any of the following certifications that you currently hold - if you do not currently hold any of these certifications, please scroll to the bottom of the page and click the "Save and Continue" button:

- CPR
- FEMA IS 100
- FEMA IS 200
- FEMA IS 700
- FEMA IS 600
- Psychological First Aid
- Basic Disaster Life Support
- Advanced Disaster Life Support

CPR certification/card:

Name  
CPR certification/card

Document Type  
Supporting Documents

If you do not have these documents to submit, move onto the next section. You will have 6 months to complete these courses once you are an MRC member.

### Section 5: Volunteer Acknowledgement

**MRC Volunteer Application**

< License/Vehicle Information - 3 of 6 Medical Profession/Document Submission - 4 of 6 **Volunteer Acknowledgement Forms - 5 of 6** Sign >

**Volunteer Acknowledgement Forms**

Entering my name and the current date below serves to document that I have received, reviewed, understand and acknowledge the:

**Contra Costa County MRC Code of Conduct.** Violation of any provision of it may result in my immediate termination from my volunteer position with the MRC and may leave me subject to possible legal action.

**HIPAA Information Sheets (DHHS - A Health Care Provider's Guide to the HIPAA Privacy Rule).** I will keep information to which I may have access confidential and will not discuss or reveal it to anyone not authorized by law to receive the information. Violation of confidentiality will result in my immediate termination from my volunteer position with the MRC and may leave me subject to possible legal action.

**Contra Costa County Administrative Bulletin 421.1.** Pertinent Federal, State and County liability protections and coverages are contingent ONLY on my abiding by all applicable guidelines, policies, procedures and standards of CCC MRC as well as all applicable guidelines, laws, regulations and statutes governing my profession/discipline in the performance of my volunteer duties with the CCC MRC. I understand that my failing to abide by the above will make me ineligible for these protections and coverages and may make me subject to possible legal action.

\*Type name:

\*Enter current date:

This section will ask you to verify you received and read the MRC Code of Conduct, HIPAA Info Sheet, and Admin Bulletin 421.1

---

*Completing the Contra Costa County Medical Reserve Corps Complete Application*

---

**Section 6: Submission**

Validation Failed! Please supply all required information.

- Driver's license
- Vehicle license number
- Policy expiration
- Vehicle insurance upload
- Signed In

< 3 of 6 Medical Profession/Document Submission - 4 of 6 Volunteer Acknowledgement Forms - 5 of 6 Signature/Submission - 6 of 6 > ▾

▼ Acknowledgment

I hereby certify under penalty of perjury under the laws of the State of California that all information on this application and its attachments is true and correct. I understand that any falsification or omission of material facts may cause forfeiture on my part of all rights to approval as a Medical Reserve Corps volunteer.

I understand all information on this application is subject to verification, and I hereby give my express permission for the Contra Costa County Medical Reserve Corps to contact any person or agency for information related to my application, and for any person, agency, firm, association, or employer to release any information requested by the Contra Costa County Medical Reserve Corps.

I agree to hold Contra Costa County and its employees, officers, and contractors harmless from any act or action resulting from the release of the information as stated above.

I understand that a Criminal Background Check is required of all volunteers.

The last section will indicate if you have missed any necessary information and highlight it in pink. Additionally, if you are in a non-medical position, you are acknowledging that you agree to complete a Criminal Background Check. This is paid for by the organization and you will receive details after submitting the application.

After your applications are submitted you will be contacted by the MRC Coordinator to schedule New Member Basic Training.

If you have any questions about completing the application please call (925) 313-6088.