

SPRINGFIELD MEDICAL RESERVE CORP VOLUNTEER HANDBOOK

2025-26



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INTRODUCTION

Thank you for becoming a part of the Springfield MRC! This handbook provides important policies, procedures, and expectations for volunteers. It is designed to support our mission of improving public health and emergency preparedness in Springfield. As a valued member of our team, your dedication and service are crucial in helping us achieve our goals. Whether you're participating in training exercises, community health events, or emergency response efforts, you play an essential role in safeguarding our community.

ACKNOWLEDGMENTS

Dominic J. Sarno, Mayor
City of Springfield

Helen Caulton-Harris, Commissioner
Springfield Department of Health and Human Services

Ann Kissel, Deputy Commissioner, Springfield MRC Unit Leader
Springfield Department of Health and Human Services

Tony Pettaway, Emergency Preparedness Manager
Springfield Department of Health and Human Services

The Administration for Strategic Preparedness and Response (ASPR), a division of the United States Department of Health and Human Services (HHS), in collaboration with the National Association of County and City Health Officials (NACCHO), awarded the 2025 Operational Readiness Award to the Springfield Medical Reserve Corps (MRC). This accolade acknowledges the Springfield MRC and provides grant funding designed to enhance the capabilities of this unit in addressing the emergency preparedness and response needs of local residents. This funding will support the continuous efforts of the MRC unit throughout the fiscal year of 2026.



OVERVIEW OF THE MEDICAL RESERVE CORPS

The Medical Reserve Corps (MRC) was created in 2002 in response to the overwhelming volunteer interest following the September 11, 2001, terrorist attacks. Although many medical and public health professionals were eager to assist, there was no organized system to coordinate their efforts. The MRC was established to provide a structured, national framework to recruit, train, credential, and deploy volunteers in support of public health emergencies and community needs.

Today, the national MRC network includes approximately 800 units and 300,000 volunteers across all 50 states, Washington, D.C., and U.S. territories. These units help strengthen local public health infrastructure, reduce community vulnerability, and support preparedness, response, and recovery efforts during crises.

The Springfield MRC is part of this national network and operates under the direction of the Springfield Department of Health and Human Services. It is guided by local priorities, state regulations, and national MRC standards. Oversight and coordination are provided by a local MRC Unit Leader, who ensures that the unit's volunteers are matched appropriately to the community's needs—both in emergencies and for ongoing public health activities.

The Springfield MRC also receives support and guidance from the state's MRC liaison and the federal MRC program office, which provide training resources, best practices, and technical assistance to help local units remain effective, prepared, and well-integrated with broader emergency management systems.

PURPOSE OF THIS HANDBOOK

This handbook is designed to support the effective operation of the Springfield MRC by:

- Outlining the administrative, logistical, and operational procedures that guide our work.
- Providing Springfield MRC volunteers with information on training and core competencies essential for emergency response and public health support.
- Detailing how the unit is activated and deployed during public health emergencies and community initiatives.
- Promoting awareness of the Springfield MRC's mission, structure, and opportunities for community involvement.

THE STRUCTURE OF MRC ACROSS GOVERNMENT

FEDERAL GOVERNMENT

U.S. Department of Health and
Human Services (HHS)

Administration for Strategic
Preparedness and Response (ASPR)

Center for Preparedness (CP)

Office of Medical
Reserve Corps (OMRC)

STATE GOVERNMENT

Massachusetts Department of
Public Health (DPH)

Office of Preparedness and
Emergency Management (OPEM)

COUNTY/LOCAL GOVERNMENT

Hampden County
Health Coalition (HCHC)

Springfield Medical
Reserve Corp (MRC)

ABOUT SPRINGFIELD MRC: HISTORY, PURPOSE, AND COMMUNITY ROLE

The Springfield Medical Reserve Corps (MRC) was established to build a reliable, trained network of volunteers who can support the city's public health infrastructure during emergencies and through routine health initiatives. Our goal is to maintain a database of volunteers' including information about their credentials and skills, while providing comprehensive training opportunities to volunteers.

Our members come from a wide range of backgrounds. While many have professional medical training, the majority are non-medical volunteers who play vital roles in logistics, registration, outreach, and more. The term “Medical Reserve Corps” reflects our origin and purpose, but it does not mean that all volunteers must be healthcare professionals. Every role—medical or non-medical—is essential to our mission.

BENEFITS OF VOLUNTEERING

- Help protect and improve the health and safety of our community.
- Gain hands-on experience in public health and emergency response.
- Take part in community service projects that align with your skills and interests.
- Make meaningful contributions during times of need and crisis.



MISSION OF SPRINGFIELD MRC

The Springfield Medical Reserve Corps (MRC) actively involves local volunteers to enhance public health, emergency response, and community resilience. We accomplish this through:

- Recruiting and training both medical and non-medical volunteers.
- Assisting the City of Springfield during emergencies and public health initiatives.
- Addressing the needs of vulnerable populations before, during, and after disasters.
- Fostering preparedness and health education across the community.

HOW TO JOIN THE SPRINGFIELD MRC

Becoming a Springfield MRC volunteer means stepping into a meaningful role that supports public health preparedness, emergency response, and community resilience. We encourage you to talk with your family and employer about your potential involvement, especially during emergency deployments. In order to sign up to volunteer, please follow the procedures outlined in this page. If you encounter any difficulties, need assistance with following the steps, or are curious about your current application status, please reach out to Ann Kissel at AKissel@springfieldcityhall.com.

Steps to Get Started:

1. **Apply:** Submit your volunteer application form through the City of Springfield's website or directly through the Unit Leader: springfieldcityhall.com/hhs/mrc.
2. **Register:** Enroll in MA Responds, the statewide volunteer management system. This step verifies your credentials and connects you to the Springfield MRC unit: maresponds.org.
3. **Complete Required Forms:** You'll be asked to sign the Springfield MRC Volunteer Agreement, confirming that you've read, understood, and agreed to the Volunteer Handbook, including Code of Conduct, Confidentiality Agreement, and Liability Acknowledgment. To complete your registration in MA Responds, you'll also need to submit: a photo ID, any relevant professional certifications, and consent to a CORI check.
4. **Attend Orientation:** Orientation is required and provides an overview of the MRC program, volunteer roles and responsibilities, emergency preparedness basics, and a review of key policies. Orientation is offered in-person routinely and can also be completed online as a self-paced training.
5. **Begin Training:** Once you've completed orientation, you can begin working through core competency trainings to prepare for your role, along with additional deployment-specific trainings offered by Springfield MRC.



ELIGIBILITY FOR VOLUNTEERING

Volunteer Requirements for Full Registration

To complete your registration as a Springfield MRC volunteer, the following steps must be completed:

- **MA Responds Registration:** Create and complete your profile at www.maresponds.org.
- **Background Check:** Submit a CORI (Criminal Offender Record Information) check as instructed on the MA Responds portal.
- **License and Certification Verification:** Provide copies of any relevant professional licenses or certifications on MA Responds for verification.
- **MRC Badge Issued:** Receive your official Springfield MRC badge after completing the registration and screening process.
- **Completion MRC Orientation:** Fulfill required Springfield MRC orientation and training covering emergency preparedness, expectations, and protocols.

Volunteer Expectations & Considerations

To serve as an MRC volunteer, the following expectations apply:

- Must be at least 18 years old.
- Must be able to pass a criminal background check and remain free of felony or serious misdemeanor convictions.
- Willing to respond to emergencies on short notice, when available.
- Able to keep contact information up to date and respond to periodic alert drills.
- Committed to the mission of the MRC and to maintaining your own level of emergency preparedness.
- Open to participating in trainings, exercises, and deployments, based on your comfort and availability.

Please Note:

Participation is always voluntary—you may accept or decline any deployment or training based on your personal circumstances. All personal information is stored securely and is only shared with authorized emergency management personnel during an official activation.



TYPES OF VOLUNTEERS

Non-Medical Volunteers

Non-medical Springfield MRC volunteers are individuals who do not work in the medical field or who hold an inactive or out-of-state license or credential. Even if your license is inactive or from another state, we encourage you to include that information in your MA Responds profile.

The scope of volunteer activity for non-medical volunteers is determined by the type of emergency and the needs of the response. The MRC Unit Leader or Incident Command leadership will assign duties accordingly. Non-medical volunteers generally serve in support roles such as registration, logistics, communication, and outreach.

Important: Non-medical volunteers must never attempt to perform clinical functions. Acting outside of your designated scope of responsibility—particularly in a medical capacity—may result in personal liability and dismissal from the MRC program.

Medical Volunteers

Medical Springfield MRC volunteers must hold an active license or certification to practice in the Commonwealth of Massachusetts and must operate strictly within their professional scope of practice as defined by state law and licensing boards.

The scope of clinical volunteer work is determined by the nature of the emergency and applicable state and federal regulations. In certain large-scale public health emergencies, the Commonwealth may temporarily expand the scope of practice or allow for flexibility in licensure requirements (e.g., for retired or out-of-state providers).

If your assigned duties change during an activation, the Springfield MRC will notify you and provide any necessary training. Volunteers are responsible for updating their MA Responds profile with current licensure information and for providing documentation to the MRC Unit Leader.

If your license expires, is suspended, or changes in any way, you must notify the MRC Unit Leader immediately. Volunteers whose credentials are not active will not be assigned to any clinical roles. The Springfield MRC does not cover re-licensure or certification renewal costs.

MRC CORE COMPETENCY TRAININGS

MRC Orientation

MRC Orientation offers an overview of the national Medical Reserve Corps program and the Springfield MRC Unit. The course covers the program's mission, structure, volunteer roles, history of public health emergency responses, expectations, deployment protocols, and key procedures. Completing MRC Orientation prepares volunteers to serve effectively in local preparedness and response efforts.

Psychological First Aid (PFA) Training

Psychological First Aid (PFA) is an evidence-informed method for offering emotional support to those affected by trauma or disasters. It trains volunteers in skills like compassionate listening and stabilization techniques, connecting individuals to resources. PFA aims to alleviate initial stress and promote adaptive functioning, making it crucial for MRC volunteers encountering individuals in crisis during deployments.

ICS-100 and NIMS-700

ICS-100 and NIMS-700 are FEMA-developed courses that outline the structure and principles of U.S. emergency management for disaster response. ICS-100 covers the basic functions of the Incident Command System, while NIMS-700 discusses the broader framework for coordinated responses across jurisdictions. Completing these trainings helps MRC volunteers understand their role in the emergency response system, enabling effective collaboration with public safety and emergency management personnel.

First Aid and CPR

First Aid and CPR training equips individuals with lifesaving skills to provide initial care during medical emergencies until professionals arrive. The hands-on course covers recognizing and responding to emergencies like cardiac arrest, choking, and shock, including adult and child CPR techniques and AED usage.

Note: These training sessions serve as a foundational element for all voluntary participation, encompassing both medical and non-medical aspects.

Training sessions will be available online for volunteers unable to attend in person. They can complete training virtually and must submit a certificate of completion to fulfill requirements. Additional courses are offered through MRC TRAIN, a national learning network for public health professionals.

**Public Health Training
Opportunities on
MRC TRAINS**



MRC ICS ORGANIZATION CHART

The Springfield MRC follows the National Incident Management System (NIMS) and Incident Command System (ICS) during emergencies or planned events. All volunteers should have a basic understanding of ICS to ensure effective coordination with local emergency response agencies.

Incident Commander

In the ICS structure, the Incident Commander (IC) has overall responsibility for managing the response. The IC is typically chosen based on jurisdictional authority, the scale of the incident, available resources, or qualifications relevant to the situation. For Springfield MRC activations, this ensures clear leadership and coordination.

Public Information Officer

The Public Information Officer (PIO) is responsible for providing accurate, timely information about the incident, including its cause, status, and response efforts. The PIO serves as the main point of contact for media and external inquiries.

Liaison Officer

The Liaison Officer serves as the main contact for partner agencies and stakeholder groups. One Liaison Officer is designated per incident, including during Unified Command or multi-jurisdictional responses.

Safety Officer

The Safety Officer monitors for hazards and ensures the safety of all personnel during an incident. They have the authority to stop unsafe actions. Only one Safety Officer is assigned per incident, though assistants from other agencies may support as needed.

Operations

The Operations Section oversees all tactical response activities, including reducing immediate hazards, controlling the situation, and restoring normal conditions.

Planning

The Planning Section gathers and analyzes incident information, tracks resources, and develops Incident Action Plans to guide response efforts.

Logistics

The Logistics Section supports the incident by providing resources such as facilities, supplies, transportation, communications, and medical services.

Administration/ Finance

This section handles financial tracking, contracts, personnel timekeeping, and claims. It is typically activated during large or complex incidents.

COMMUNICATION



MA Responds Volunteer Registry

The Springfield MRC communicates with volunteers through MA Responds, email, phone, and text messaging. All MRC volunteers are required to maintain an active MA Responds profile and ensure that their contact information is accurate and up to date. Volunteers must also configure their alert settings within MA Responds to receive timely notifications about:

- Upcoming trainings and events
- Volunteer opportunities
- Emergency alerts
- MRC activations

Keeping your contact information current—including your email address and phone number—and designating your preferred method of contact is essential to ensure you can be reached during a public health emergency.

MA Responds & Emergency Alert Drills

The Springfield MRC uses MA Responds to conduct periodic alert drills. These drills are designed to test our ability to reach volunteers within a designated time frame—typically 12 hours—in the event of an emergency.

Volunteers are expected to respond to at least one alert drill per calendar year to confirm their availability and continued interest in being part of the unit. A failure to respond to any drills over a 12-month period may result in removal from the active MRC volunteer roster.

Notifications may be sent by email, text message, or voice call. Timely responses help us verify readiness and maintain an effective and engaged volunteer team.

ACTIVATION

Support Capacity

The Springfield MRC assists the Springfield Department of Health and Human Services (SDHHS) and local response agencies during public health emergencies. Volunteers are organized into groups based on their training, skills, and credentials.

During an activation, the MRC Unit Leader, working within the Incident Command System (ICS), will assign volunteers based on the needs of the response. Volunteers will only be tasked with responsibilities for which they are properly trained, clinically licensed (if applicable), or otherwise qualified.

Role Assignments

Volunteers will only be assigned roles that match their skills, training, and licensure. Before deployment, volunteers may receive:

- A Job Action Sheet outlining specific duties
- Just-in-Time Training to provide incident-specific guidance and expectations

This ensures all volunteers are properly equipped to perform their tasks safely and effectively.



TYPES OF ACTIVATION

Non-Emergency Activation

The Springfield MRC is frequently activated for planned events and routine public health initiatives, including:

- Public health education or awareness campaigns
- Administrative and logistical support for city programs
- Vaccination or testing clinics (e.g., seasonal flu, COVID-19, back-to-school)
- Community preparedness and emergency planning events
- Recruitment, training sessions, or citywide health fairs
- Special projects in collaboration with public health partners

For these activities, volunteers are notified via MA Responds through email, text, or phone call. Notifications will include:

- A description of the role and expected tasks
- Dates, times, and reporting locations
- Instructions for confirming participation
- Contact information for the coordinating staff member

If available, volunteers must confirm their availability and follow all instructions provided in the alert.

Emergency Activation

In a public health emergency or disaster (e.g., mass vaccination needs, severe weather event, or shelter operations), the Springfield MRC may be activated to assist with critical response operations, such as:

- Supporting emergency shelters or warming/cooling centers
- Assisting with mass dispensing of medications or vaccinations
- Providing wellness checks and support for vulnerable populations
- Conducting public health outreach and information sharing
- Offering psychological first aid or logistical support

Reporting Instructions:

- Volunteers may be asked to report first to a staging area for check-in, safety briefings, just-in-time training, and role assignments before deployment.
- All volunteers must bring their MRC badge for identification.
- Depending on the nature and duration of the activation, volunteers are encouraged to bring their Go-Kit with any necessary personal items.

The MRC Unit Leader or Incident Command will provide updates throughout the activation and will determine demobilization procedures once the response concludes.

WHAT TYPES OF EMERGENCIES DOES MRC PREPARE FOR?

Extreme Weather Events & Climate-Related Emergencies

Extreme weather and climate-related emergencies—such as heatwaves, flooding, severe storms, and winter nor'easters—pose growing risks in Springfield. These events can lead to power outages, shelter needs, respiratory issues, and increased risks for vulnerable populations. The Springfield MRC plays a key role in supporting emergency shelters, conducting wellness checks, and promoting public health during these events.

Casualty and Trauma Events

Mass casualty incidents or trauma events—such as large accidents, shootings, or natural disasters—require rapid coordination and surge support. The Springfield MRC can assist with triage support, family reunification efforts, psychological health first aid, and logistical help to expand the city's emergency response capacity.

Mass Displacement and Shelter Coordination

Mass displacement events—such as those caused by fires, floods, or building evacuations—require coordinated sheltering and support services. The Springfield MRC can assist with shelter operations, health screenings, resource distribution, and providing emotional support to displaced individuals. Volunteers also help with preparedness education, public outreach, and ensuring residents know where to go and what to bring in the event of evacuation.

Public Infrastructure Failures

Public infrastructure failures—such as prolonged power outages, water main breaks, or building collapses—can disrupt essential services and put community safety at risk. The Springfield MRC supports response efforts by conducting wellness checks, coordinating resources, distributing water, and sharing public health guidance. Volunteers also play a vital role in promoting community preparedness and supporting public information and outreach during emergencies.

Infectious Disease Outbreaks and Vaccine Education

Infectious disease outbreaks—like the COVID-19 pandemic—can strain healthcare systems and disproportionately impact vulnerable populations. The Springfield MRC supports public health response through vaccine education, clinic support, and community outreach to reduce transmission and improve health equity.

Substance Use & Behavioral Health Crises

Substance use and behavioral health crises continue to impact communities across Springfield, contributing to overdose deaths, emergency room visits, and mental health challenges. The Springfield MRC can assist through public education, harm reduction support, and connecting residents to behavioral health resources during times of crisis or heightened need.

MRC CODE OF COMMITMENTS

- We treat all individuals—volunteers, residents, and colleagues—with respect and dignity at all times and in all situations.
- We honor the dedication of Springfield MRC volunteers who generously contribute their time and skills, and we support their continued preparedness through access to regular training and education.
- We strive to communicate clearly, consistently, and transparently with all MRC volunteers.
- We value and actively seek input from volunteers to improve our programs and operations.
- We serve within the scope of our professional licensure, certifications, training, and personal comfort level.
- We commit to ensuring that no volunteer is knowingly placed in a situation that compromises their safety during training or deployment.
- We respect the right of volunteers to decline any assignment for any reason.
- We refrain from self-deploying; all activations must be coordinated and communicated through the MRC Unit Leader.
- We promote equity and inclusion by actively encouraging participation from residents across all demographics to reflect the diversity of the Springfield community.
- We safeguard confidential information—whether medical, personal, or organizational—in accordance with HIPAA, applicable laws, and MRC policy. Unauthorized access or disclosure may result in dismissal and potential legal consequences.
- We respect the established chain of command and understand that only the Incident Commander or their designee may speak to the media on behalf of the MRC. We refrain from media engagement while serving in an MRC capacity unless explicitly instructed to do so.
- We acknowledge and agree to follow the Springfield MRC Policy and Procedure Manual, including the confidentiality policy.
- We conduct ourselves in a professional and courteous manner at all times while representing the Springfield MRC.
- We wear official MRC identification and dress in a clean, appropriate manner consistent with our assigned duties during any activation, drill, or public event.
- We understand that failure to adhere to this Code of Conduct may result in disciplinary action, including suspension or dismissal from the Springfield MRC.

VIOLATION OF COMMITMENTS AND GROUNDS FOR DISMISSAL

Springfield MRC volunteers are expected to uphold the code of commitments to ensure a respectful, safe, and effective working environment. Any violation of these standards—such as acting outside the scope of licensure, engaging in disrespectful or discriminatory behavior, self-deploying without authorization, or willfully disregarding safety protocols—may result in disciplinary action.

Depending on the nature and severity of the violation, consequences may include:

- A verbal or written warning
- Temporary suspension from MRC activities or trainings
- Permanent removal from the Springfield MRC unit

The Unit Leader, in consultation with the Springfield Department of Health and Human Services, will review and determine appropriate action on a case-by-case basis.

CONFIDENTIALITY

All MRC volunteers must protect and safeguard confidential information—including patient, volunteer, and organizational data—in accordance with state and federal laws, HIPAA regulations, and MRC policies. This applies to all forms of information, whether written, oral, or electronic.

By participating in the Springfield MRC, volunteers acknowledge the following:

- Unauthorized access, sharing, or disclosure of confidential information is strictly prohibited.
- Confidentiality must be maintained even after leaving the MRC.
- Any breach—intentional or not—may result in immediate dismissal and could be reported to authorities.
- Volunteers must report any suspected breach to MRC administrators immediately.
- Passwords or secure access credentials must not be shared.

Volunteers are responsible for upholding these standards at all times.



LIABILITY PROTECTIONS FOR MRC VOLUNTEERS

Individuals who volunteer with the Medical Reserve Corps (MRC) may be protected from liability for injuries sustained by individuals they treat through specific provisions in state and federal law. However, in every instance, the details of the situation will dictate whether these liability protections are applicable.

Good Samaritan Laws - Mass. Gen. Laws ch. 112, § 12V

State Good Samaritan laws protect healthcare professionals from liability when they provide emergency care in good faith.

- The emergency does not need to be officially declared, but protection typically only applies to immediate, urgent situations.
- The care must be voluntary and delivered in good faith.
- Workers' Compensation is generally not provided under these laws.

Liability for Medical Professionals – M.G.L. c.112, §12B

Massachusetts law protects physicians, physician assistants, and nurses from liability when they:

- Provide emergency care voluntarily,
- Do so without payment, and
- Outside the ordinary course of their professional practice.

This protection only applies during emergency conditions and does not include Workers' Compensation.

Public Health Program Liability Protection – M.G.L. c.112, §12C

This law provides liability protection for physicians and nurses participating in government-sponsored public health programs (e.g., immunization clinics).

- Applies to both paid and unpaid professionals.
- Not limited to emergency situations.
- Workers' Compensation is not included.

State Emergency Declarations

During large-scale emergencies, the state may issue special legislation or executive orders that extend additional liability protections to volunteers. If such measures are enacted, the MRC Unit Leader will make every effort to promptly inform all volunteers. While these actions are intended to provide reassurance and legal protection, they typically do not include Workers' Compensation coverage.

LIABILITY PROTECTIONS FOR MRC VOLUNTEERS (CONT'D)

Workers' Compensation

MRC volunteers are not covered by Workers' Compensation in most situations, regardless of their role or assignment.

Student/Faculty Liability Insurance

Students and faculty engaged in clinical activities as part of their curriculum are generally protected under institutional liability insurance during those activities.

FREQUENTLY ASKED QUESTIONS

Do I have to live in Springfield to volunteer with the Springfield MRC?

No. You do not have to live in Springfield to join the Springfield MRC. We welcome volunteers from nearby communities, and some individuals choose to volunteer here even though they reside elsewhere.

Do I have to be a practicing healthcare provider to volunteer?

No. The Springfield MRC needs both medical and non-medical volunteers. Some roles require a current medical license (e.g., for administering vaccines), but many important positions—such as logistics, registration, or community outreach—do not. All volunteers receive training in emergency response, public health, and related topics.

Am I obligated to volunteer during every emergency?

No. While we encourage participation, there is no requirement to respond to every emergency. We understand that personal commitments—such as work, family, or school—may affect availability.

How will I be contacted in an emergency?

You will be notified via email, phone, and/or text using the contact information you provided in MA Responds. Please keep your profile up to date so that we can reach you promptly.

How do I stay informed about upcoming training opportunities?

You will receive notifications through MA Responds via text message, email, and/or phone call. Additionally, the most up-to-date training calendar and announcements can be found on our website: springfieldcityhall.com/hhs/mrc.

FREQUENTLY ASKED QUESTIONS (CONT'D)

Will I ever be asked to respond to an emergency outside of Massachusetts?

While most deployments are local, there may be rare opportunities to assist with multi-state responses. Volunteers who are interested in out-of-state deployment need to complete additional training and be approved for statewide or national response coordination.

Who will have access to my personal information?

Only the Springfield MRC Unit Leader and authorized staff within the Springfield Department of Health and Human Services will have access to your MA Responds profile and contact information.

What should I do if I move or can no longer volunteer?

If you are no longer able to serve with the Springfield MRC, please notify the MRC Unit Leader in writing. Your MA Responds profile will be archived, and you will receive instructions for returning any issued items such as ID badges, uniforms, and/or equipment.

Who should I contact if I have questions or concerns?

Your primary contact is the Springfield MRC Unit Leader, who can be reached at (413) 787-6761 or AKissel@SpringfieldCityHall.com with any questions, feedback, or concerns.





This document, along with our ongoing Springfield MRC mission, is dedicated in memory of Bettye Anderson Frederic, a pivotal figure in emergency preparedness and public health for the City of Springfield. Her invaluable contributions and unwavering commitment continue to influence our Medical Reserve Corps today.

CONTACT INFORMATION



Ann Kissel, Unit Leader



(413) 787-6761



akissel@springfieldcityhall.com



springfieldcityhall.com/hhs/mrc

WELCOME TO THE SPRINGFIELD MRC TEAM!
