Please keep your phone muted
Use *6 to mute, if necessary
Presentation slides are located on the webpage and can be downloaded.
www.vdh.virginia.gov/mrc/orientation
Please enter questions in the chat box
Medical Reserve Corps
Volunteer Orientation

Jennifer Freeland
State Volunteer Coordinator
What will you learn this morning?

- Understand MRC purpose and mission
- Overview of public health and emergency response related to COVID-19
- Understand volunteer roles, responsibilities and protocols
- Understand volunteer & training systems
- Next steps
MRC History & Facts

- After 9-11, a surge of “What can I do to help?”
- People not mentally/physically ready for austere conditions
- MRC National program is housed in the Department of Health of Human Services, Assistant Secretary for Preparedness and Response’s Office of Emergency Management
What is MRC?

The Virginia MRC Program is an entity of Virginia Department of Health. Sponsored by the Office of Emergency Preparedness and each local health district.

In Virginia, supported with grants CDC’s Public Health Emergency Preparedness, ASPR’s Hospital Preparedness, NACCHO and localities.
Community volunteers prepared to support ongoing public health initiatives and emergencies in localities throughout Virginia.

Volunteers Protecting Virginia’s Health
Who is your coordinator?
Declared Public Health Emergencies

★ Pandemic (H1N1) 2009-10
★ Ebola Virus Disease
★ Zika Virus Disease 2016 – 17
★ Opioid / Addiction 2016 -
Public Health in Emergencies

- Coordinates medical, public health, mental health, and emergency medical services
- Conducts active disease surveillance and investigations
- Establishes procedures for mass or mobile clinics for prophylaxis, vaccination and pharmaceuticals
- Support mass care/shelter operations (medical special needs)
COVID-19 Timeline

- **December 2019** – Detected in China
- **March 7\textsuperscript{th}** – 1\textsuperscript{st} VA Case
- **March 11\textsuperscript{th}** – WHO Pandemic
- **March 12\textsuperscript{th}** – State of Emergency
COVID-19 Information

VDH Website

VA COVID-19 Saturday

COVID-19 Cases in Virginia

<table>
<thead>
<tr>
<th>Number of People Tested^</th>
<th>Cases*</th>
<th>Hospitalized</th>
<th>Deaths</th>
</tr>
</thead>
<tbody>
<tr>
<td>2,325</td>
<td>114</td>
<td>20</td>
<td>2</td>
</tr>
</tbody>
</table>

Cases* by Locality

Click a locality to highlight case information in the chart below. Click anywhere on the map to reset it.

Data is from March 20, 2020
<table>
<thead>
<tr>
<th>Number of People Tested^</th>
<th>Cases*</th>
<th>Hospitalizations</th>
<th>Deaths</th>
</tr>
</thead>
<tbody>
<tr>
<td>3,697</td>
<td>254</td>
<td>38</td>
<td>6</td>
</tr>
</tbody>
</table>

Data is from March 23, 2020
COVID-19 Community Actions

Wash Your Hands!
Prevent Germs From Spreading

1. Wet your hands
2. Soap up
3. Wash for 20 seconds
4. Rinse hands
5. Dry hands
6. Turn water off with a towel
COVID-19 Community Actions

WHAT IS SOCIAL DISTANCING?

Everyone must do their part to help flatten the curve and STOP THE SPREAD of Coronavirus (COVID-19), and that starts with social distancing. This means remaining out of congregate settings, avoiding mass gatherings, and maintaining distance (approx. 6 feet) from others when possible.

VDH VIRGINIA DEPARTMENT OF HEALTH

VIRGINIA'S HEALTH IS IN YOUR HANDS.
DO YOUR PART TO STOP THE SPREAD.
MORE INFO AT VDH.VIRGINIA.GOV/CORONAVIRUS

Office of Emergency Preparedness
COVID-19 High-Risk Population

- 65 or older
- Lung Disease
- Heart Disease
- Diabetes
- Cancer Treatment
Public Health COVID-19 Response
Public Health COVID-19 Response
Public Health COVID-19 Response
Public Health COVID-19 Future

VIRGINIA

Office of Emergency Preparedness
ATTENTION!!!

If you have a fever, cough or other symptoms similar to influenza, you must promptly notify the person at the front desk and/or the registration clerk and you should remain a distance of 6 feet from anyone in the immediate area. You will be provided a surgical mask and moved to a room away from other patients.

Thanks for your cooperation and consideration!
FREE
H1N1 FLU SHOTS
VISIT YOUR
HEALTH DEPARTMENT
Public Health COVID-19 Future
Why volunteers?
Why volunteers?

- Limited workforce
- Skills
- Caring
- Expand Capacity
- Support & Medical
Who is needed?

- Level of Care
- Type
- Location
- Quantity
- When
VA MRC Volunteer Membership
MRC Member Expectations

• DO NOT self-deploy
• Complete training
• Respond to alert notifications
• Be dependable
• Maintain current information
• Requirement - Commitment
• Represent the MRC
Do NOT respond to any emergency unless requested and officially deployed by MRC. If you do, you will be removed from the Corps and be held liable for any actions.
As a representative of VDH, DO NOT talk to the press without notifying the Public Information Officer on site or your MRC Unit Coordinator.

When in doubt ASK!
As a volunteer performing duties for VDH, you will have access to the protected health information (PHI) of our patients/clients. The fact that an individual is or was a patient/client of VDH is PHI.
Liability Coverage

While they are acting under the direction of VDH, and within the course and scope of their assigned emergency and disaster response activities, MRC volunteers are eligible for the same liability protection available to state employees. MRC and CERT volunteers “shall enjoy the protection of the Commonwealth’s sovereign immunity to the same extent as paid staff.”
Who has access to your info?

- Managed by MRC Coordinators, Emergency Coordinators and State Volunteer Coordinator
- Health department staff on need to know
- When you registered, you agreed to allow us to share your information if necessary for deployment
The TRAIN Virginia learning management system is designed to improve public health workforce and MRC volunteer competencies and to provide access to Virginia and national public health educational sources.

www.train.org/virginia
Pursue the training needed to be confident in the field.
Take training that interests you when you are available.
Complete training plans for specific teams
CEUs are provided for some courses
You have access to your training records
Go to TRAIN via your VVHS account
Training To Complete Now

- Incident Command System IS-100.C
- National Incident Management System IS-700B
- Introduction to Mental Health Preparedness or Psychological First Aid
- Epidemiology courses

http://www.vdh.virginia.gov/mrc/training/
How are we activated?
Activation

- Volunteer request received
- Volunteers are contacted through VVHS Alert system and requested to sign up for a role and/or shift
- Additional information/instructions will be sent to approved volunteers via an additional alert or email
Alert Classifications

★ AWARENESS – Head Up
★ READINESS – Available IF needed
★ ACTIVATION – You Are Needed
★ EMERGENCY – Declared Emergency
★ DEACTIVATION – Stand Down
Alert Notification

An alert is issued each time we have a volunteer request and can include:

- Community outreach activities, special training, notification drills and emergencies
- If you don’t respond, you might get the same alert again.
Other than email...

- If you answer the phone, you can choose 1 for available and 2 for unavailable.
- You can NOT respond availability via text, so please be sure to check your email.

You will always receive VVHS MRC messages from the same phone #. Save it in your contacts.
Virginia Volunteer Health System

www.vamrc.org/vvhs
Welcome

The Virginia Volunteer Health System (VVHS) is a web-based information, alerting and credentialing system used by local Medical Reserve Corps Coordinators and health districts for the management of medical and support volunteers who desire to support public health emergencies and daily public health activities in Virginia.

Register as a New Volunteer

Please sign in if you are an existing member or returning to complete your volunteer application.

Need Help?
- Frequently Asked Questions
- Contact Us

Please Sign In

jfreeland

**********

Sign in

Trouble Logging In?
Please do not register again if you are already a MRC volunteer and are experiencing difficulty with your username or password. Instead, contact your coordinator via Contact Us.
You in the Virginia Volunteer Health System

Dashboard

You have not been sent any alerts in the past 90 days
Volunteer: Zeus Freeland

Zeus Freeland

Member Since: 03/01/2016
MRC Volunteer Level: Level 2
Medical/ESAR-VHP Level: Level 1
DHP Licenses:
  Occupation:
  Number: 115533448877
  Expires: 09/01/2017

District: Central Office
Phone: (999) 999-9999
Email: jennifer@fortfreeland.com
MRC Badge Issued: 09/01/2017

Application Status: Approved
Last Modified: 06/20/2018
Modified By: jfreeland
User name: zeusfreeland
Date of Birth: 06/21/2000
Personal Information

Name: Zeus Freeland
Maiden Name: 
Date of Birth: 06/21/2000

What district would you like to serve? Central Office

What localities would you like to serve?
• Richmond City Capital

Primary Email: jennifer@fortfreeland.com

Secondary Email:

Gender: M
Race: Not Stated
<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Zeus</td>
</tr>
<tr>
<td>First</td>
<td>optional</td>
</tr>
<tr>
<td>Middle</td>
<td></td>
</tr>
<tr>
<td>Last</td>
<td>Freeland</td>
</tr>
<tr>
<td>Maiden Name</td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td>06/21/2000</td>
</tr>
<tr>
<td>Primary Email</td>
<td><a href="mailto:jennifer@fortfreeland.com">jennifer@fortfreeland.com</a></td>
</tr>
<tr>
<td>Secondary Email</td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td>Male</td>
</tr>
<tr>
<td>Race</td>
<td>Not Stated</td>
</tr>
</tbody>
</table>

If you do not have an Email account, please enter: vvhs.alerts@sitevision.com
Contact Phone

* Primary Phone: (999) 999-9999
Home - Primary

Secondary Phone: (666) 666-6666
Home - Secondary

Save

Phone and Text Alerts

The number entered below will be used for receiving phone and SMS text messages for emergencies, exercises and other important information. In addition to phone and SMS text messages, an email notification will be sent. Note: SMS charges may apply. See carrier details.

<table>
<thead>
<tr>
<th>Phone Number</th>
<th>Phone Type</th>
<th>Messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>(888) 888-8888</td>
<td>Home - Primary</td>
<td>Both</td>
</tr>
<tr>
<td>(666) 666-5555</td>
<td>Cellular - Primary</td>
<td>Both, Phone/Voice, SMS Text</td>
</tr>
</tbody>
</table>

Remove

Add Phone

Acknowledgment that message and data rates may apply based on carrier and individual cell phone plans was completed on 11/16/2016 at 9:43 AM.

VIRGINIA

medical reserve corps

Office of Emergency Preparedness
Responding to an Email Alert

Jennifer Freeland,

Volunteers needed to help with Special Olympics Virginia Healthy Athletes Center. Special Olympics is the largest global public health organization dedicated to serving people with intellectual disabilities. Special Olympics Virginia is seeking volunteers to help provide screenings and education for athletes. Please click here to confirm receipt and select your availability.

Thank you for volunteering to protect Virginia’s health!

Regards,
Kate Bausman
Richmond City Medical Reserve Corps and Clinical Linkages Coordinator
Virginia Volunteer Health System

Email: richmondcity@vamrc.org
Phone: (804) 205-3730
Responding to an Email Alert

Email Message:

**WHAT:** MRC Orientation for new volunteers

**WHEN:** Thursday, June 7 from 6:30 to 8:30 PM

**WHERE:** Fairfax County Health Department, 10777 Main Street, 3rd floor, Fairfax, VA 22030

**HOW:** Registration: TRAINVa Course Code 1041920

**Additional Information:** IS 100, IS700 - are two other training requirements and can be completed online (please forward your certificates of completion to HDMRC@FairfaxCounty.gov once you have completed the course).

If you have any questions or concerns, please do not hesitate to contact me directly at hdmrc@fairfaxcounty.gov.

Category: Training

I'm Available For This Event  I'm Not Available For This Event
### Responding to an Email Alert

#### Event Choices

<table>
<thead>
<tr>
<th>Available</th>
<th>Location</th>
<th>Locality</th>
<th>Date</th>
<th>Time</th>
<th>Roles</th>
<th>Volunteers Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>TC Williams HS</td>
<td>City of Alexandria</td>
<td>6/27/2018</td>
<td>2:00 PM to 5:00 PM</td>
<td>Registered Nurse</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Alexandria Elem</td>
<td>City of Alexandria</td>
<td>6/28/2018</td>
<td>2:00 PM to 5:00 PM</td>
<td>Registered Nurse</td>
<td>2</td>
</tr>
</tbody>
</table>

- I’m Available For The Selected Events
- I’m Not Available For Any Of These Events
Other than email...

- If you answer the phone, you can choose 1 for available and 2 for unavailable.
- You can NOT respond availability via text, so please be sure to check your email.

You will always receive VVHS MRC phone messages from the same phone #804-864-7200.
Save it in your contacts.
I’m AVAILABLE

★ Qualified
★ Personally, Physically, & Emotionally READY
★ Can make the commitment
Right for the Request

★ Understand nature of the request
★ Best practice standards and within your training and expertise
Not Right NOW!

* Sometimes us !!
* To empathetic ??
* Life events are chaotic right now ??
* Assignment to assignment without a break
It’s OK to Say NO!
When you go...

- Voluntary
- Represent the MRC, always wear ID badge and MRC shirt
- Follow directions/instructions provided by email and from supervisor onsite
- Sign in and sign out to document hours
- Job Action Sheets & Just-In-Time training are provided in emergency response
Best Laid Plans...

⭐ Change constantly
⭐ To hurry up and wait
⭐ What you do might be different
⭐ Rewarding work ...
    but stressful and tiring
Benefits of Saying YES

★ Lifelong friendships
★ Knowing you made a difference
What will you learn tonight?

★ Understand MRC purpose and mission
★ Overview of public health and emergency response related to COVID-19
★ Understand volunteer roles, responsibilities and protocols
★ Understand volunteer & training systems
★ Next steps
What’s Next?

★ Approved Application
★ Background Investigation
★ Identification
★ Online training
★ Mobilization
★ Demobilization
Thank YOU for choosing to volunteer with the Virginia MRC!

We look forward to serving with you to protect the health of Virginia!
Roll Call!

Email your unit coordinator
Subject:
“"I attended orientation. VA MRC Rocks!"’
Include First and Last Name