

# Western Tidewater

## Medical Reserve Corps Orientation

Volunteers Protecting  
Virginia's Health



# What will you learn today?

- Define the Medical Reserve Corps (MRC)
- Examine MRC mission
- Discuss Public Health & Emergency Response
- Identify ways we serve
- Identify volunteer role & responsibilities



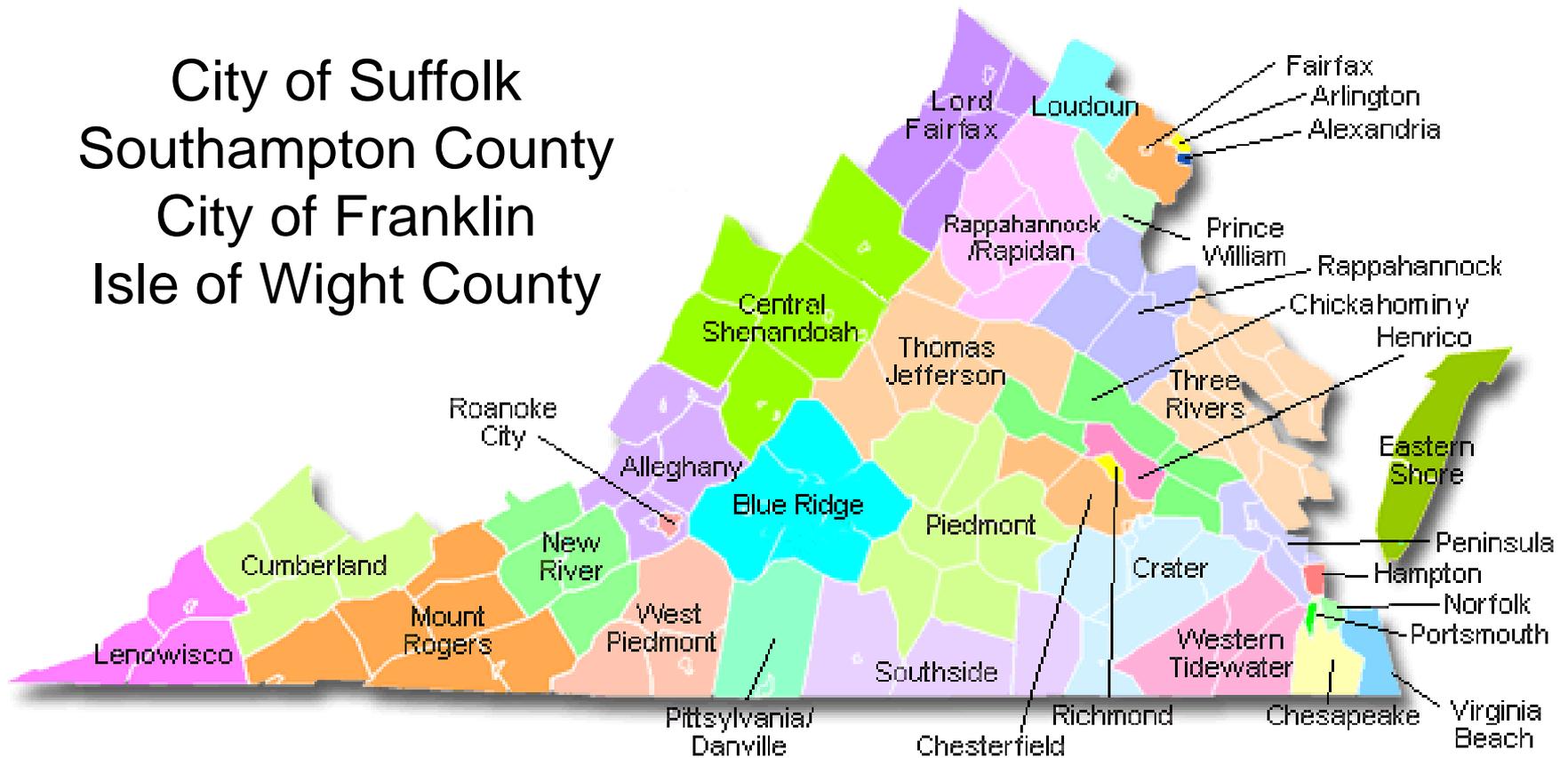
# MRC History

- Post 9-11 volunteerism surge
- President Bush - Freedom Corps 2002
- Office Surgeon General sponsorship
- Western Tidewater activated 09/30/2003



# Western Tidewater Health District

City of Suffolk  
Southampton County  
City of Franklin  
Isle of Wight County



# MRC Program

- Specialized component of the Department of Homeland Security's Citizen Corps



National network of volunteers dedicated to making sure their families homes, and community are safe from terrorism, crime, and disasters of all kinds



# Concept & Priorities

- Create system to pre-identify volunteers, prepared in advance for emergencies, to strengthen public health infrastructure
- Increase Prevention, improve Public Health Preparedness, & Eliminate Health Disparities



# Medical & Non-Medical Volunteers Equate to Mission Success

National level:

Improve health & safety of communities across the country by organizing and utilizing public health, medical and other volunteers.

Western Tidewater Health District level:

Prepare & engage community volunteers to support ongoing public health initiatives & emergencies.

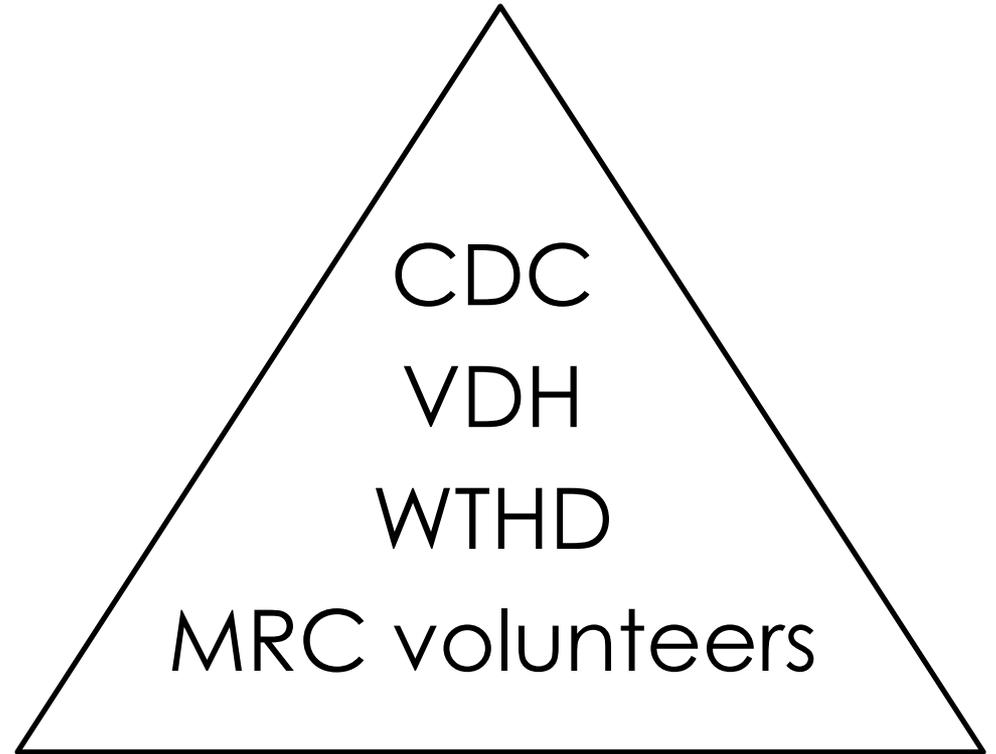


# Fundamentals of Public Health

- Prevent epidemics & spread of disease
- Promote and encourage healthy behaviors
- Prevent injuries
- Protect against environmental hazards
- Respond to public health emergencies
- Assure quality & accessibility of health services



# Public Health & Community Needs



## Strengthen Public Health



# Disasters

An sudden and unexpected occurrence of severity and magnitude that normally results in deaths, injuries, and property damage and cannot be managed through the routine procedures and resources of government



# Natural Disasters

**Hurricane Katrina**

**September 2005**



**Hurricane Isabel September 2003**

**Hurricane Floyd September 1999**

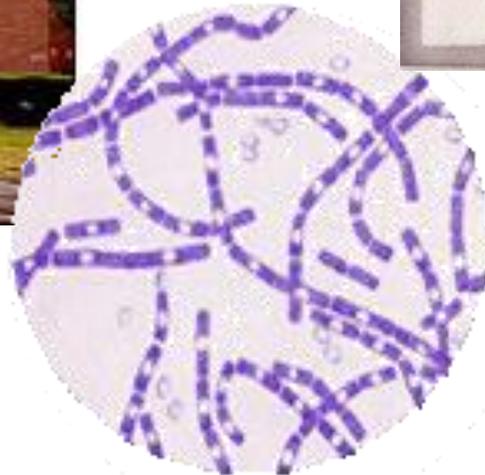


# Terrorism

The unlawful use or threatened use of force or violence against people or property to coerce or intimidate governments or societies, often to achieve political, religious, or ideological objectives



# Terrorist Attacks



**Anthrax Attack, DC September 01**



# Technological Disasters

Situations in which large numbers of people, property, infrastructure, or economic activity are directly and adversely affected by major industrial accidents, severe pollution incidents, nuclear accidents, air crashes, major fires or explosions



# Industrial Accidents

## South Carolina Chlorine Spill - January 2005



# Communicable Disease Outbreaks

- Pandemic influenza
- Severe Acute Respiratory Syndrome
- Meningitis
- Food borne illness
- Tuberculosis



# Public Health Communication

- Public and Partner sectors
- Instill and maintain public confidence
- Provide timely and accurate information
- April 2009, H1N1 (swine flu) media frenzy



# Disease Prevention

- Epidemiology
  - Surveillance
  - Outbreak
  - Investigation



# Disease Prevention: Water

- VDH works to prevent diseases & unsafe environmental conditions
- Transmission of agents from animals & humans
- Office of Drinking Water (ODW) regulates public waterworks for safety & compliance



# Disease Prevention: Animals

- Waste contaminated waterways/seafood can make consumers ill
- VDH informs residents about events affecting public health & ways to protect themselves
- VDH veterinarians work with Virginia Department of Agriculture & Consumer Services & Department of Game & Inland Fisheries to investigate, prevent & reduce further spread of illnesses, such as rabies



# Disease Prevention: Community Measures

- May recommend or require measures to prevent the spread of communicable diseases during a public health emergency
- Proactive measures
  - Asking people to wash their hands frequently
  - Stay home when sick
  - Limit public gatherings
  - Implement an isolation or quarantine order



# Disease Prevention: Isolation & Quarantine

- Practices used to stop or limit spread of disease
- Isolation: separate ill persons with a communicable disease from those who are healthy; restricts movement of ill persons
- Quarantine: separate or restrict movement of well persons who may have been exposed to a communicable disease



# Medicine & Vaccine Distribution

- VDH has procedures for providing life-saving pharmaceuticals & medical supplies in a public health emergency
- Limited quantity of pharmaceuticals, chemical & radiological antidotes, & medical supplies
- Maintained through State Pharmacy, local health departments, hospitals, & Metropolitan Medical Response System (MMRS) caches across the Commonwealth



# Medicine & Vaccine Distribution

- CDC's Strategic National Stockpile (SNS)
- Antibiotics, antitoxins, nuclear/radiological countermeasures, life-support medications, IV administration, airway maintenance supplies, & medical/surgical items
- VDH is responsible for receiving and distributing; with local delivery within 12 hours of authorized requests



# Medicine & Vaccine Distribution

- Volunteers play a vital role in local receipt & dispensing of SNS medications/supplies
- To effectively handle large populations, health districts have predetermined sites such as schools or community centers, called Points of Dispensing (PODs)
- Community members can receive medicines or supplies



# Shelter Support

- Shelters may be opened to house individuals and families who are seeking enhanced protection, assistance or as a result of being displaced
- WTMRC shelter operations role is expanding



# Special Needs Shelter Support

- VDH provides basic first aid/limited medical care in Special Medical Needs Shelters that support individuals who are unable to make alternative arrangements for their temporary residence, are not acutely ill, and have medical conditions that require a level of assistance that exceeds what a general shelter is able to provide; may involve coordination/support of outside medical and pharmaceutical services.



# Mass Care

- EP&R partners with the Virginia Hospital Association to improve hospitals' ability to handle mass casualties to improve their medical surge capacity and capability in case of an emergency.
- Alternative Care Site planning is a large community responsibility.



# Radiological or Nuclear Response

- Division of Radiological Health would lead VDH to:
  - Perform air, soil, water and vegetation evaluation of affected areas.
  - Provide technical assistance to first responders, hospitals & governmental agencies in regards to medical issues.
  - Make recommendations to embargo tainted crops, food, & drugs.



# Radiological or Nuclear Response

- Make recommendations to restrict contaminated products from entering food supply restrict use of contaminated water.
- Recommend distribute Potassium Iodide (KI) to affected population (to prevent damage to the thyroid) in the event of a release from a nuclear power station.



# Radiological or Nuclear Response

- Make recommendations on the evacuation or sheltering and re-entry of the affected population.
- Create a registry of people who might have been exposed to radiation to monitor long term health effects.



# Nuclear Power Response

- Virginia has two nuclear power stations (North Anna & Surry). Evacuation Assembly Centers (EAC) will be opened for people living and working within about 10 miles of either station if a serious emergency occurs.
- WTHD staff working in or near these areas will be responsible for providing health services at EACs and administering KI.



# Chemical Response

- VDH provides consultation to the first responders, hospitals and governmental agencies in regards to medical issues associated with the chemical incidents.



# Mass Fatality Response

- Death Investigations
- Coordinate recovery, transportation, examination, and release of human remains
- Support Family Assistance Centers



# Enhancing Community Preparedness & Resiliency

- Community Presentations
- Community Events and Groups
- Planning Committees
- Individual Outreach



Western Tidewater Medical Reserve Corps



# MRC Core Competencies

- Orientation, Badging, & Processing
- Personal Preparedness, IS-22: Are You Ready
- IS 100: Incident Command System (ICS)
- IS 700: National Incident Management System
- IS-5: Introduction to Hazardous Materials
- Points of Dispensing Overview
- Cities Readiness Initiative
- Introduction to Mental Health
- Bloodborne Pathogen Standard for VDH Employees



# Training

- ★ CPR & First Aid
- ★ Shelter Operations
- ★ Epidemiology Investigation
- ★ Sign Language
- ★ Mass Casualty Response



# Drills

- Participation in a Public Health Emergency Drill/Exercise
- Participation in an All Hazards Drill
- Test Coordination, Resources & Abilities



# Response

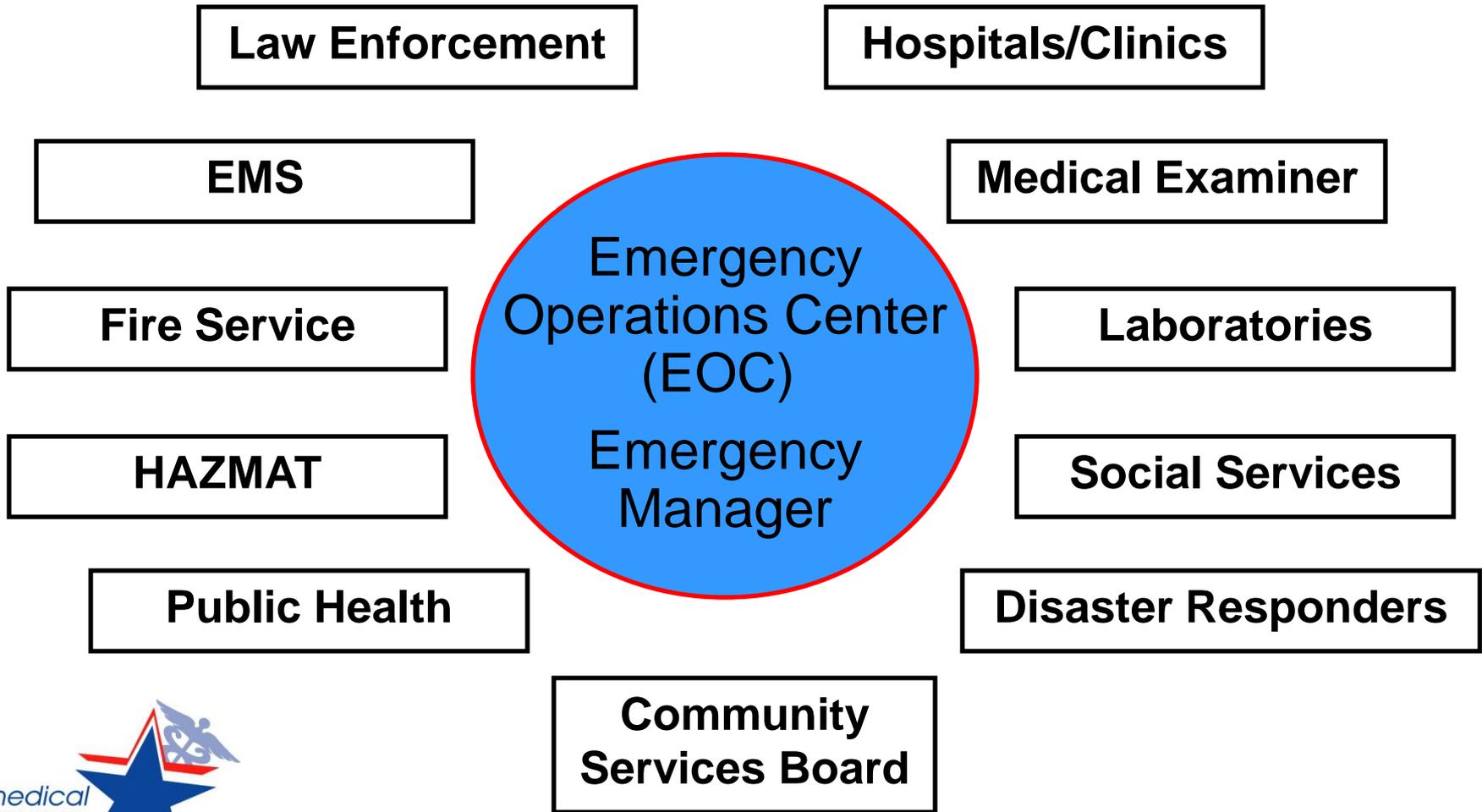
- Public Health Emergencies
  - Staff Emergency Shelters
  - Provide Emotional Counseling
  - Deploy within the State



- Public Health Exercises
  - Regional Radiological Response
  - Point of Dispensing
  - Pills on Wheels
  - Hospital Surge Drills



# Community Teamwork



An Emergency Operation Plan (EOP) outlines the roles of the participants, protocol for implementation, and how to respond to particular events.



# Medical Reserve Corps in Emergencies

- MRC volunteers are requested by the Health Director or representative in the EOC
- Volunteers are contacted and requested to deploy for specific duties
- Report to Incident Commander and work for assigned supervisor



# MRC Activation

- Always voluntary
- When deployed, represent the MRC
- Follow instructions
- Job Action Sheets



# MRC Public Health Emergency Response

- Site Coordination, Orientation, & Registration
- Responding to Community Inquiries & Concerns
- Distribution of Forms & Education
- Medical Screening & Evaluation
- Medication & Vaccine Administration
- Transportation & Interpretation



# Volunteer Responsibilities

- Volunteer time, service, expertise
- Be prepared to work in low/high-risk environment
- Know MRC guidance & policies
- Agree to screening, references, credentials and background checks
- Maintain Identification Badge, Go-Bag, First Aid Kit, & Volunteer Guidance



Understand that when you respond  
as a private citizen/good  
Samaritan you are individually  
held liable for your actions

**DO NOT** respond to a Public  
Health emergency unless  
requested



# Liability and Risk Management for MRC and VDH Volunteers

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.”



# Liability and Risk Management for MRC and VDH Volunteers

- Approved Virginia Medical Reserve Corps volunteers are covered by VDH's Risk Management policy for daily public health activities (Virginia Code 2.2-1837 and 2.2-1840)
- This includes up to \$2 million in Tort/Medical Malpractice Liability and up to \$10,000 for medical payment claims



# HIPPA for MRC Volunteers

You will have access to protected health information (PHI)

The fact that an individual is or was a patient of the VDH is PHI

It is illegal to use or disclose PHI outside the scope of your duties



Western Tidewater MRC

Virginia Volunteer  
Health System (VVHS)

*Train Virginia*



# Benefits Of Volunteering

- Sense of pride & accomplishment through community service & involvement
- Networking with like-minded peers
- Training opportunities, new experiences & professional CEUs
- Disaster/Emergency Response Opportunities
- Caring, committed, reliable, & responsible



Western Tidewater Medical Reserve Corps



# The Next Steps

- Progressively complete training
- Create family emergency plan
- Determine volunteer interests
- Keep contact information updated
- Be prepared & aware



# What did you learned today?

- Define the Medical Reserve Corps (MRC)
- Examine MRC mission
- Discuss Public Health & Emergency Response
- Identify ways we serve
- Identify volunteer role & responsibilities

