

New Volunteer Orientation

Northwest

VIRGINIA

medical
reserve
corps



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Published December 2019

Volunteers Protecting Virginia's Health

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DEPARTMENT
OF HEALTH
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Medical Reserve Corps

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Online: Joining the MRC

IF you are viewing this presentation online:

- ★ STEP 1: Complete the Volunteer Application in the Virginia Volunteer Health System (VVHS) www.vamrc.org/vvhs
 - ★ The Northwest MRC consists of three sub-chapters: Thomas Jefferson MRC, Central Shenandoah MRC, and Lord Fairfax MRC. Select the MRC unit that serves the area where you live or work.
- ★ STEP 2: Once your VVHS application is approved, you will complete this Orientation and other required training, as described in your welcome email
- ★ STEP 3: You must take the MRC Orientation post-test (last slide) upon completion of this class. This allows the coordinator to verify that you completed the orientation. Then, email the MRC coordinator at northwest@vamrc.org to set up a time to meet.



Agenda

1. Introductions
2. Learning Objectives
3. The Medical Reserve Corps
4. Public Health Disaster Response
5. The Northwest MRC
6. Post-Assessment
7. Complete Paperwork

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Introductions

- ★ Your name
- ★ Your background
- ★ Why you are volunteering with the Northwest MRC
- ★ An interesting fact about yourself (hobbies, skills, favorite music... anything!)

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Learning Objectives

Define the Medical Reserve Corps and its mission

Learn the basics of **Public Health & Emergency Response**

Identify **how our community will respond** to a disaster or emergency

Identify **your role and responsibilities** as an MRC volunteer

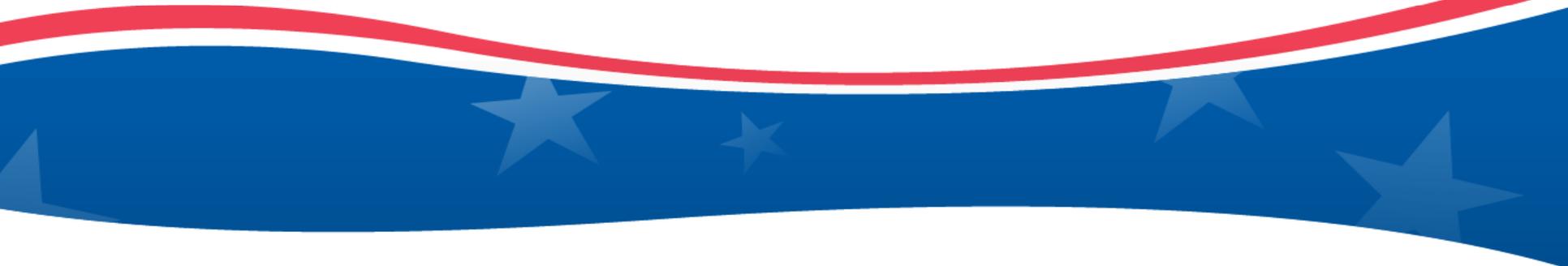
Learn to use MRC alerting & training systems

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The Medical Reserve Corps

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What is the MRC?

- ★ National network of local volunteer units
- ★ Purpose:
 - Strengthen public health
 - Improve emergency response capabilities
 - Build community resiliency
- ★ Volunteers from medical & public health backgrounds, as well as layperson volunteers
- ★ Prepare for & respond to a variety of medical and public health emergencies & disasters

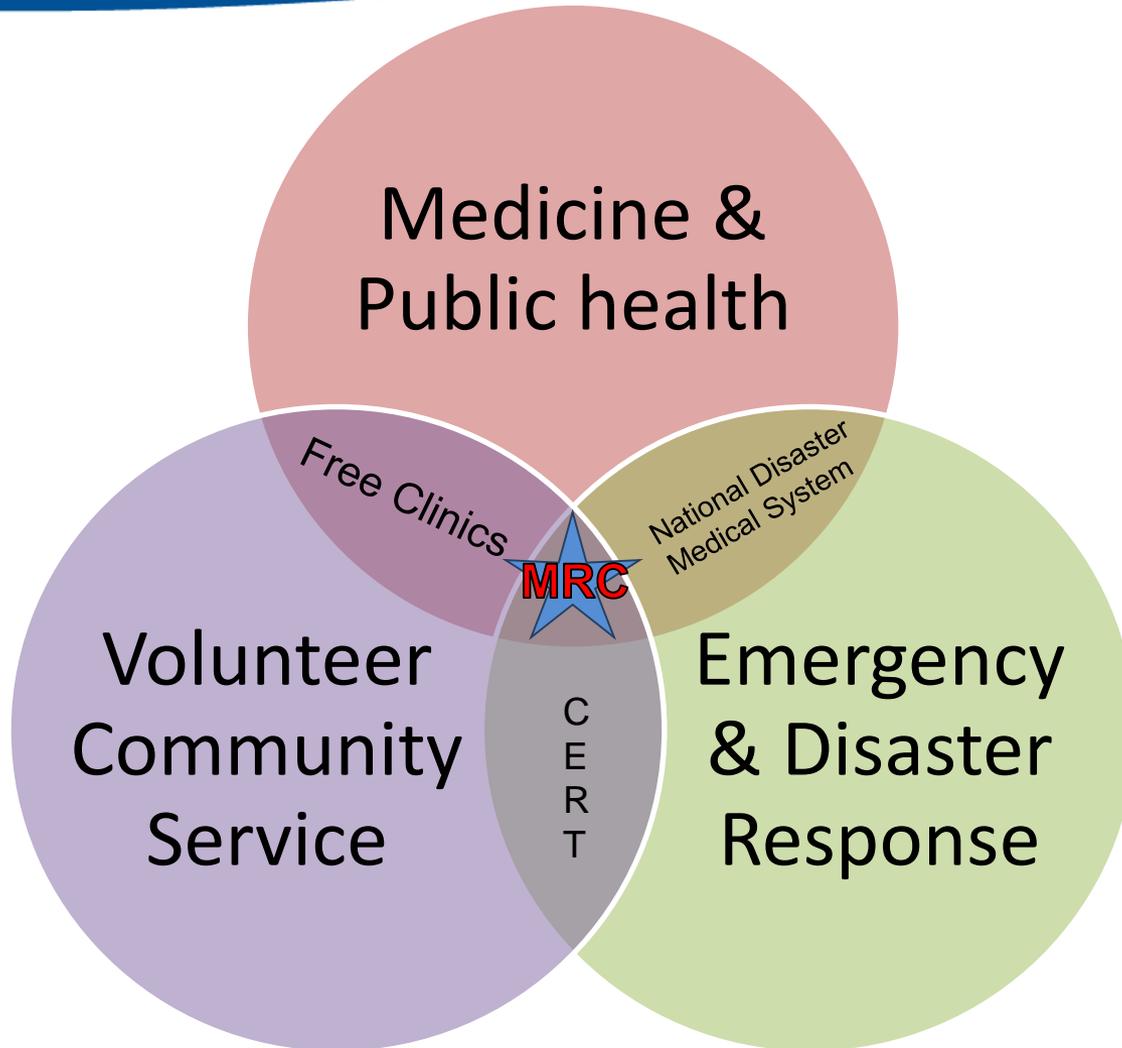
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What Are We About?



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Why was the MRC Created?

- ★ September 11, 2001 terrorist attacks & September-October 2001 Anthrax attacks
- ★ Significant need for a program to coordinate medical & public health volunteers for emergency response
- ★ MRC provides the necessary structure to recruit, organize, notify and deploy medical and public health personnel in response to an emergency.

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Mission of the MRC

“to engage volunteers to strengthen public health, emergency response, and community resiliency”

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Vision for the MRC

“A national network of local groups of volunteers engaging local communities to strengthen public health, reduce vulnerability, build resilience, and improve preparedness, response, and recovery capabilities.”

- MRC Program page at mrc.hhs.gov. Accessed Dec. 2, 2019.



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Functions of the MRC

Pre-identify medical, public health, and non-medical volunteers in the community

Credential and train volunteers in advance of emergencies

Utilize them on an ongoing basis to strengthen the public health infrastructure

Deploy prepared volunteers to support emergency response operations

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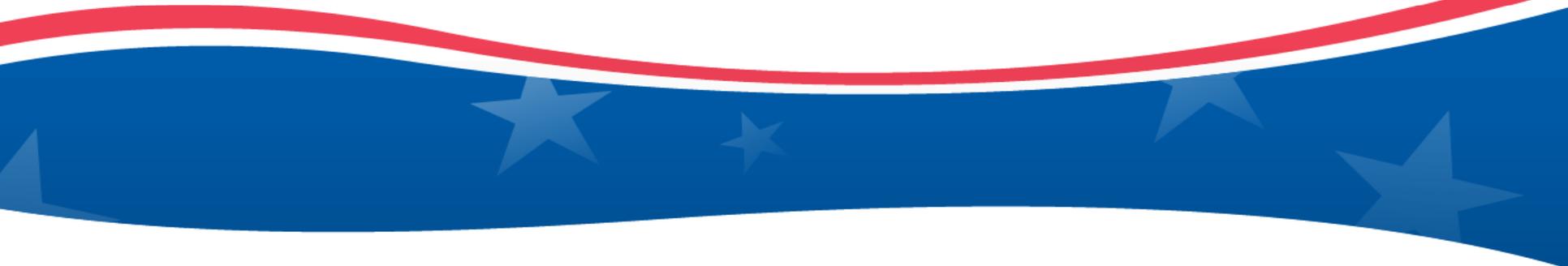
Volunteers Are Important!

- ★ During an emergency we're ALL going to be busy! Some of us may be sick, or busy taking care of family members.
- ★ We might have adequate staffing during everyday business, but disasters stretch already existing resources.
- ★ Volunteers HELP fill in the gaps



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Who are MRC volunteers?

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Healthcare Professionals

- ★ Physicians
- ★ Physician Assistants
- ★ Nurse Practitioners
- ★ RNs & LPNs
- ★ Nurses Aides
- ★ Pharmacists
- ★ Mental Health Professionals
- ★ Dentists
- ★ Veterinarians
- ★ Vet. Techs, and Assistants



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Non-medical Support

- ★ Teachers
- ★ Clergy
- ★ Social Workers
- ★ Interpreters
- ★ Office & IT
- ★ Telecommunications



★ **Everyone** has something they can offer to the MRC!

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MRC Volunteer Roles

★ Emergency Roles

- Behavioral Health Counselor/PFA Provider
- Epidemiology Interviewer
- FANS/Disability Support Specialist
- Vaccinator
- POD Manager
- Medical Screener/Consult
- Medical Support Staff
- Mass Care Respiratory Therapist

★ Routine Roles

- General Support Volunteer
- MRC Recruitment Specialist
- CPR Instructor/Stop the Bleed Instructor
- Documentation Specialist
- Blood Pressure Screener
- Vaccinator
- Assistant Epi Investigator
- Community Outreach Volunteer Team Member
- Subject Matter Expert/Trainer

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Volunteering with the MRC Offers...

- ✓ Affiliation
- ✓ Scalability
- ✓ Flexibility



What is a “Disaster?”

“A disaster is a sudden*, calamitous event that seriously disrupts the functioning of a community or society and causes human, material, and economic or environmental losses that exceed the community’s or society’s ability to cope using its own resources. Though often caused by nature, disasters can have human origins.”

-International Federation of the Red Cross and Red Crescent Societies

(VULNERABILITY + HAZARD) / CAPACITY = DISASTER

*disasters can be sudden or can occur with plenty of advance notice



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History of Recent Disasters



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September 11, 2001, Hurricane's Katrina & Rita, Joplin, MS
Tornado, Hurricane Sandy, & Moore, OK Tornado.



Examples of Emergencies & Disasters

Public Health Emergencies –
Ebola virus epidemic, pandemic
Influenza, bioterrorism

Natural Disasters
– Hurricanes,
Tornadoes,
Earthquakes,
Wildfires, Floods

**Man-
Made/Technological
Disasters –** Dam
collapse, radiation
dispersion

**Terrorist
Attacks/Mass
Shootings**

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The image features two individuals in full white biohazard suits, including hoods and respirators with filters. They are positioned in the foreground, appearing to be working with equipment. In the background, the iconic dome and columns of the United States Capitol building are visible under a clear sky. The entire scene is overlaid with a semi-transparent blue filter. Centered over the image is the text "Bioterrorism & Biological Warfare" in a bold, red, sans-serif font with a black outline.

**Bioterrorism
&
Biological
Warfare**

Bioterrorism Agents

★ Category A Diseases/ Agents - considered the highest risk agents. Much of the biodefense research effort is directed at these agents.

- Anthrax (*Bacillus anthracis*)
- Botulism (*Clostridium botulinum* toxin)
- Plague (*Yersinia pestis*)
- Smallpox (*variola major*)
- Tularemia (*Francisella tularensis*)
- Viral Hemorrhagic Fevers (Ebola)

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Large Outbreaks of Communicable Disease

- ★ Pandemic influenza (2009)
- ★ SARS
- ★ Meningitis
- ★ Food borne illnesses
- ★ Tuberculosis
- ★ Ebola (2014)
- ★ Zika (2016) – spread by mosquito, pregnancy, sexual contact, blood transfusion



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What is Public Health?

- ★ Public health promotes and protects the health of people and the communities where they live, learn, work and play.
- ★ While a doctor treats people who are sick, those of us working in public health try to prevent people from getting sick or injured in the first place. We also promote wellness by encouraging healthy behaviors.

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Source: APHA (<https://www.apha.org/what-is-public-health>)

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The Role of the Health Department

Environmental Health Specialists

Protect against environmental hazards

WIC, Family Planning, STI Testing, Health Education, Tobacco Control

Promote and encourage healthy behaviors

Communicable Disease Investigation (epidemiology team)

Car seats program, fall prevention, etc.

Prevent injuries

Prevent epidemics and the spread of disease

Community Health Programs

Assure quality and accessibility of health services

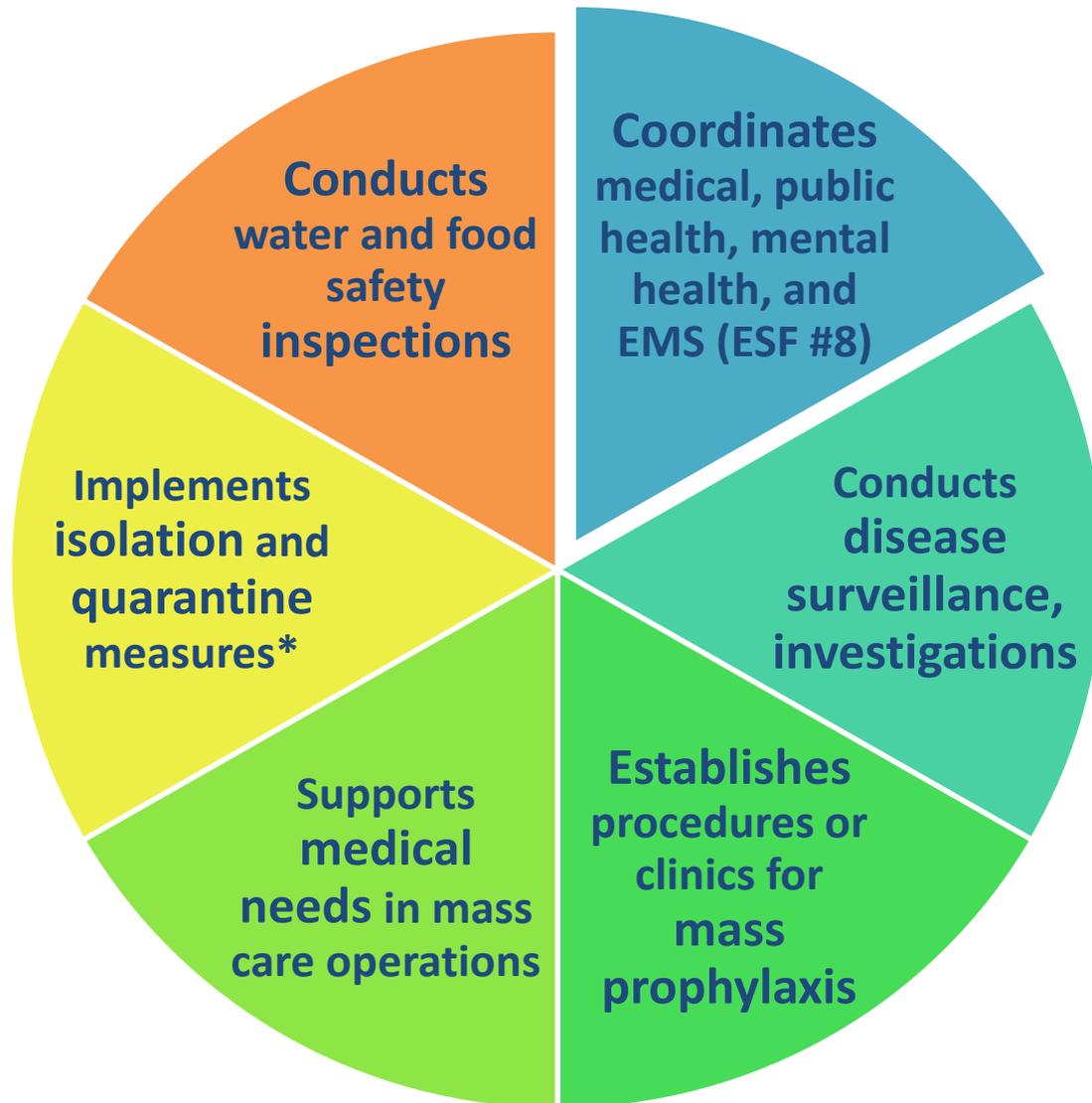
Respond to public health emergencies

Emergency Preparedness & Response, Medical Reserve Corps

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Public Health in Emergencies

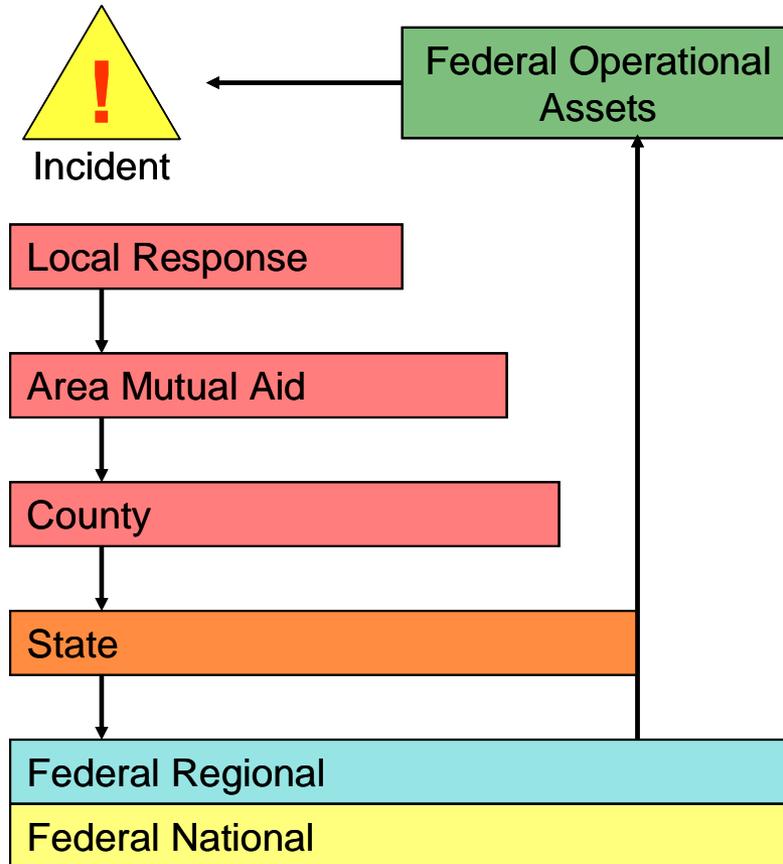


* Isolation and quarantine may be implemented only upon authorization from the State Health Commissioner

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Disaster Response



Disaster Response begins at the Local Level

Personnel must scale up quickly

Recovery: also local!

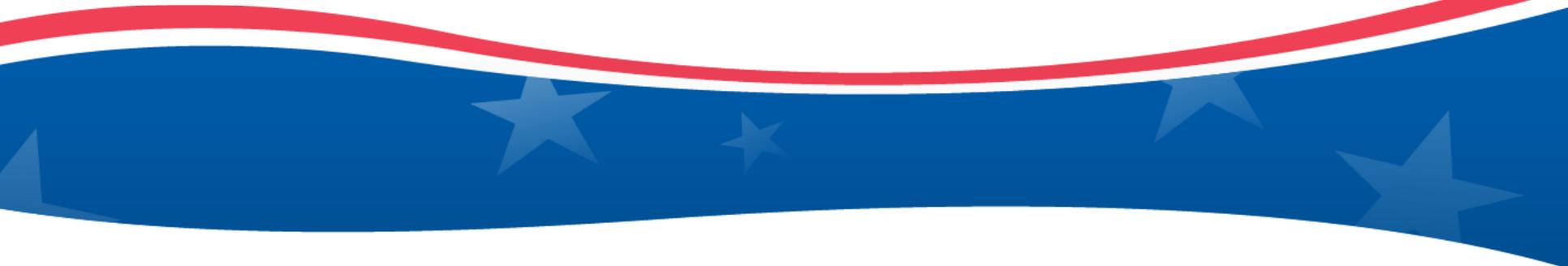
This means **local** assets such as **volunteers** are *critically important* to a successful response!

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The Northwest MRC

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Northwest MRC History

The “Northwest MRC” (NWMRC) is a regional unit made up of what were previously three distinct units: the Central Shenandoah MRC (CSMRC), Lord Fairfax MRC (LFMRC), and Thomas Jefferson MRC (TJMRC).

To address gaps in coordination, the three units were brought under a single MRC Coordinator in 2015.

In 2019, the units merged into a single regional unit to develop uniform policies and procedures for regional coordination over three health districts.



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Mission of the Northwest MRC

“To improve community health, preparedness, resilience, and social connectedness by **organizing volunteers to augment and assist** established public health and medical emergency response operations, supporting routine outreach and interventions, and **promoting public health and emergency preparedness** to family, friends, and neighbors.”

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Northwest MRC Objectives

- ★ **Support** local response and recovery
- ★ **Recruit** members to build response capacity
- ★ **Ensure** MRC integration into response plans
- ★ **Deliver** mission-centered training
- ★ **Promote** community participation
- ★ **Collaborate** with partners, community
- ★ **Communicate** effectively

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Our Response Priorities

Mass Dispensing

- distribution of potentially lifesaving medicine and/or supplies

Medical Support Operations

- supporting first aid at events, with training to prepare for mass casualty incident (MCI) response

Shelter Operations

- supporting the medical needs and access and functional needs of residents in an emergency shelter

Epidemiological Investigations

- investigating and containing communicable disease outbreaks

Disaster Behavioral Health

- supporting community recovery in the aftermath of traumatic events using Psychological First Aid

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Northwest MRC At a Glance

884 MRC Units Nationwide (~179,000 volunteers)

~22 MRC Units in Virginia – several “regional” units like NWMRC cover multiple health districts, and a number of units in more populous areas that cover one locality each, such as Loudoun MRC.

NWMRC Covers 22 localities and currently has 945 volunteers.

359 of 945 Volunteers are licensed healthcare providers.

278 of 945 have some public health or medical background

MRC National Volunteer Types	3rd Qtr 2019 #'s of Volunteers
Physicians	32
Physician Assistant	1
Nurse Practitioners	12
Nurses	212
Pharmacists	17
Dentists	8
Veterinarians	8
Mental Health Professionals	49
EMS Professionals	15
Respiratory Therapists	5
Other Public Health/Medical	278
Non Public Health/Medical	308
Total	945

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Accountability for Coordination

State Volunteer Coordinator – ensure VAMRC units meet quarterly and annual reporting and performance requirements

Jennifer Freeland
State Volunteer Coordinator
Virginia Department of Health
jennifer.freeland@vdh.virginia.gov
804.396.0543

Local Health Emergency Coordinators – coordinate with district response partners

Jessica Salah

Local Health Emergency Coordinator
Thomas Jefferson Health District
jessica.salah@vdh.virginia.gov Phone 434.422.4577

Hilary Cronin

Local Health Emergency Coordinator
Central Shenandoah Health District
hilary.cronin@vdh.virginia.gov Phone 540.332.7830 ext 311

Matthew Cloud

Local Health Emergency Coordinator
Lord Fairfax Health District
matthew.cloud@vdh.virginia.gov Phone 540.771.3033

Northwest MRC Coordinator

Regional Health Emergency Coordinator – Directly supervises the NWMRC Coordinator

Michael Keatts

Northwest Region Emergency Planner
1426 N. Augusta St.
Staunton, VA 24401
michael.keatts@vdh.virginia.gov
Office Phone 540.332.7830 ext 342

Christopher Rini

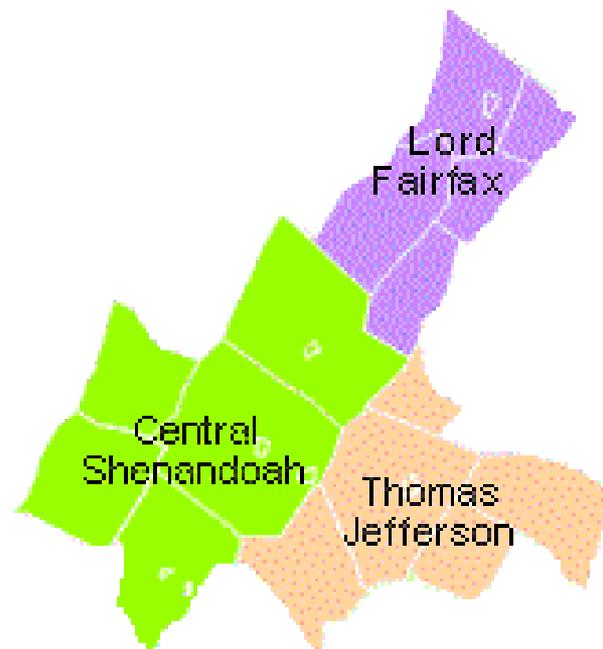
Northwest Medical Reserve Corps Coordinator
Central Shenandoah Health District
1426 N. Augusta St.
Staunton, VA 24401
christopher.rini@vdh.virginia.gov
Mobile Phone 434.566.7357
Office Phone 540.332.7830 ext 302

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Northwest MRC Health Districts

- ★ Central Shenandoah Health District
- ★ Lord Fairfax Health District
- ★ Thomas Jefferson Health District



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Central Shenandoah Health District

- ★ Serves the Counties of Rockingham, Bath, Highland, Augusta, and Rockbridge, and the Cities of Harrisonburg, Staunton, Waynesboro, Lexington and Buena Vista
- ★ **Headquarters: Staunton-Augusta Health Department**, 1414 N. Augusta St., Staunton, VA 24401.
- ★ Population: approximately 300,000 residents.
- ★ Mission: “protect and promote the health and well-being of residents in the Central Shenandoah Valley”
- ★ Vision: “healthy people in healthy communities”
- ★ CSMRC Formed in 2005
- ★ CSMRC Volunteers: 265 total. One-hundred-fifteen (115) have completed orientation.



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Population estimates based on the 2010 Census and the American Communities Survey can be obtained at <https://www.census.gov/quickfacts/fact/table/US> and selecting the desired localities.

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Lord Fairfax Health District

- ★ Serves the Counties of Frederick, Clarke, Page, Warren, and Shenandoah, and the City of Winchester
- ★ **Headquarters: Frederick-Winchester Health Department, 10 Baker St., Winchester, VA 22601**
- ★ Population: Approximately 238,000 residents
- ★ Mission: "to provide public health leadership with and for the communities we serve"
- ★ LFMRC Formed in 2005
- ★ LFMRC volunteers: approximately 100 total. Forty-eight (48) current volunteers have gone through orientation.



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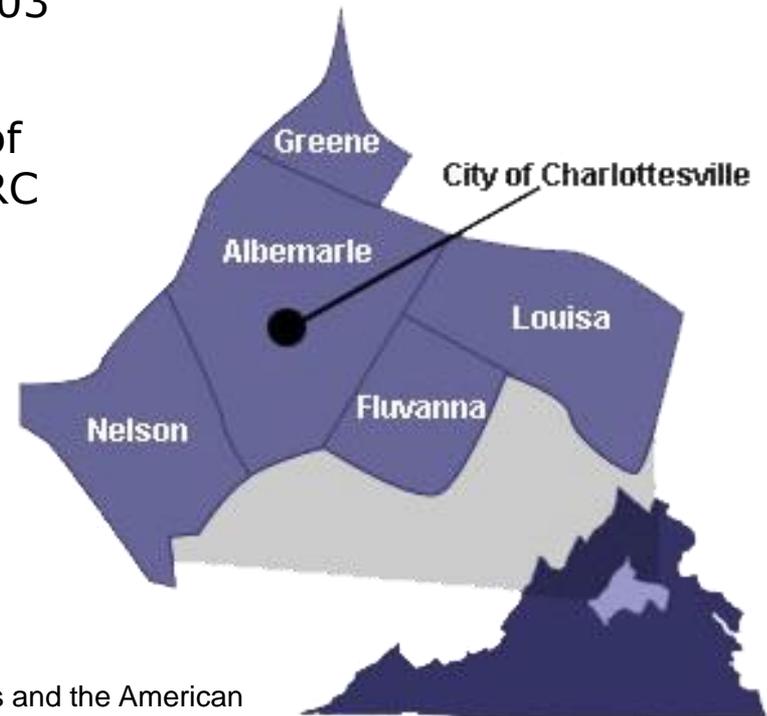


Population estimates based on the 2010 Census and the American Communities Survey can be obtained at <https://www.census.gov/quickfacts/fact/table/US> and selecting the desired localities.

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Thomas Jefferson Health District

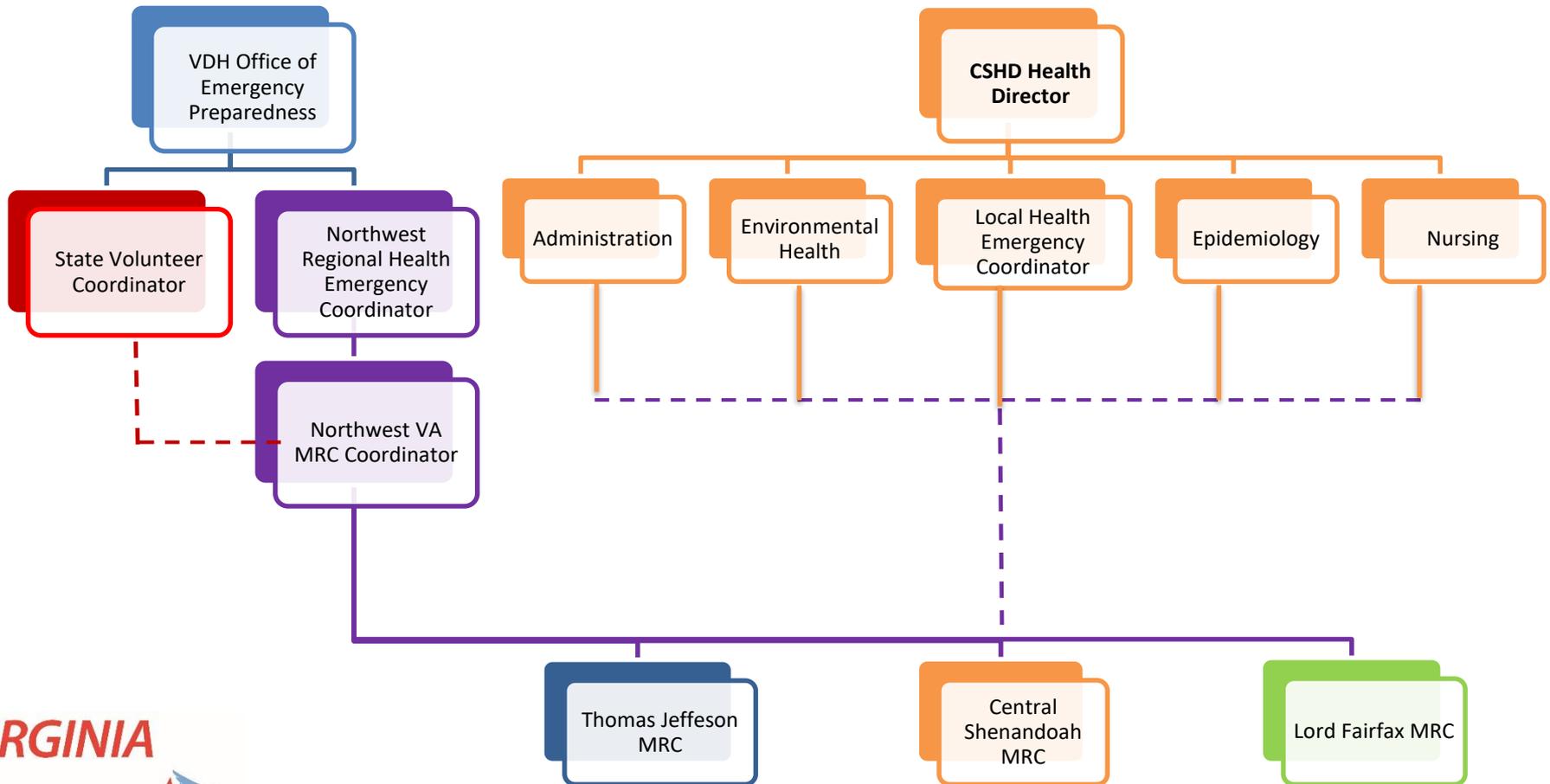
- ★ Mission: “to provide public health services to the residents of the City of Charlottesville, and the counties of Albemarle, Fluvanna, Greene, Louisa, and Nelson.”
- ★ **Headquarters: Charlottesville Albemarle Health Department**, 1138 Rose Hill Dr., Charlottesville, VA 22903
- ★ Population: Approx. 255,000 residents
- ★ TJMRC Formed in 2003 as the University of Virginia MRC. Was the first student-led MRC in the country.
- ★ Was brought under the Thomas Jefferson Health District under the name “Thomas Jefferson Medical Reserve Corps” in 2009.
- ★ Volunteers: 577 total. Two-hundred-seventeen (217) current volunteers have completed orientation.



Population estimates based on the 2010 Census and the American Communities Survey can be obtained at <https://www.census.gov/quickfacts/fact/table/US> and selecting the desired localities.



NWMRC Program Administration



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MRC Activation in Emergencies

- ★ Requests are reviewed by the District Health Director or Local Health Emergency Coordinator/Planner
- ★ Approved (pre-trained, pre-credentialed) volunteers are alerted by the MRC coordinator via “readiness,” “activation,” or “emergency” phone, text, and email alerts and requested for specific duties
- ★ Our alerting system is called the Virginia Volunteer Health System, or VVHS.
- ★ Save to your “contacts”
 - 804-864-7200 (VVHS call), 894-77 (VVHS txt)
 - Save northwest@vamrc.org in your email contacts



MRC Activation in Emergencies

Alert Sent Via: email
Rooster J Coiner,

Click this link to respond!

We need volunteers to help staff a Point-of-Dispensing site in your area, from 8:00 am to 8:00 pm, this Wednesday through next Saturday.



[Please click here for more information and to indicate your availability for this event.](#)

Thank you for volunteering to protect Virginia's health!

Regards,
Christopher Rini
Virginia Volunteer Health System
Email: northwest@vamrc.org
Phone: (434) 566-7357

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MRC Activation in Emergencies

Alert Confirmation

Alert Details

Sent On: 07/19/2018 01:33 PM

Subject: [VHOC] Training: Hospital Coordination Support Teams, Thursday, June 20, 8:00 AM

SMS Message: Training for Hospital Coordination Support Teams, Thursday, June 20, 8:00 AM. See VNMCR Email to RSVP [hyperlink](#)

Email Message:

Re: The Regional Healthcare Coordination Center (RHCC) for the Southeast Regional Healthcare Coalition (SRRHCC) serves a vital role in coordinating between hospitals and other facilities in our region, in planning and in emergencies, such as determining and sharing bed counts in the event of a facility evacuation.

In the event of an extended disaster response, RHCC staff will need to be working around the clock to ensure effective coordination, and Medical Reserve Corps volunteers trained in using the Incident Command System can play a vital role in supporting this work. Volunteers interested in providing logistical and communications support in a disaster should attend the training.

Training Agenda:

- Review of RHCC roles, RCHC MSU, existing models for RHCC Support Teams
- Relationship between MRC and the Regional Healthcare Coalition
- Virginia Healthcare Alerting & Status System (VHASS) Overview
- Function of RHCC in an emergency/disaster
- Job Action Sheets for MRC volunteers
- Additional training required

When: June 20, 2018 @ 8:00 pm - 6:00 pm

Where: RHCC Headquarters, 8701 Shenandoah Trail Suite 200, Warrentonville, VA 22080 [hyperlink](#)

Who: Any MRC volunteers are welcome to attend this training, provided you first complete the IS-100 C and TBS-5 courses on the volunteer training plan (if you have not already completed IS-100 and TBS-5 training). I will provide an overview of the Incident Command System and National Incident Management System to any interested volunteers prior to this training.

How: Select "Interested in person" if you plan to attend this training event. Select "Interested" if you would like to join the RHCC support team, but are unable to attend due to the location or time of the training. I will contact you to follow up and explore other options for you to receive training.

Additional Information: [Click here for more info.](#) If you have questions about this new training opportunity, also please note that there will be training opportunities for medical volunteers no later than June. A new training calendar is coming soon!

Attachments: [RHCC_Cooper_Logistics_Team_training_flyer_07142018.pdf](#) **attachment**

Category: Training

Event Choices **select your response option(s)**

Available	Location	Locality	Date	Time	Roles	Volunteers Needed
<input checked="" type="checkbox"/>	Attending in person		07/20/2018	8:00 PM to 9:00 PM		Volunteer(s)
<input type="checkbox"/>	Interested but cannot attend (pre-activation conflict)		07/20/2018	8:00 PM to 9:00 PM		Substituting

Click here to submit your response and confirm that you are available

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MRC Activation in Emergencies

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Welcome To The Virginia Volunteer Health System

Home Volunteer FAQs Contact Us

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](#)

Click Here For Help! → [Trouble Logging In?](#)

Please Sign In

Username

Password

[Sign 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](#).

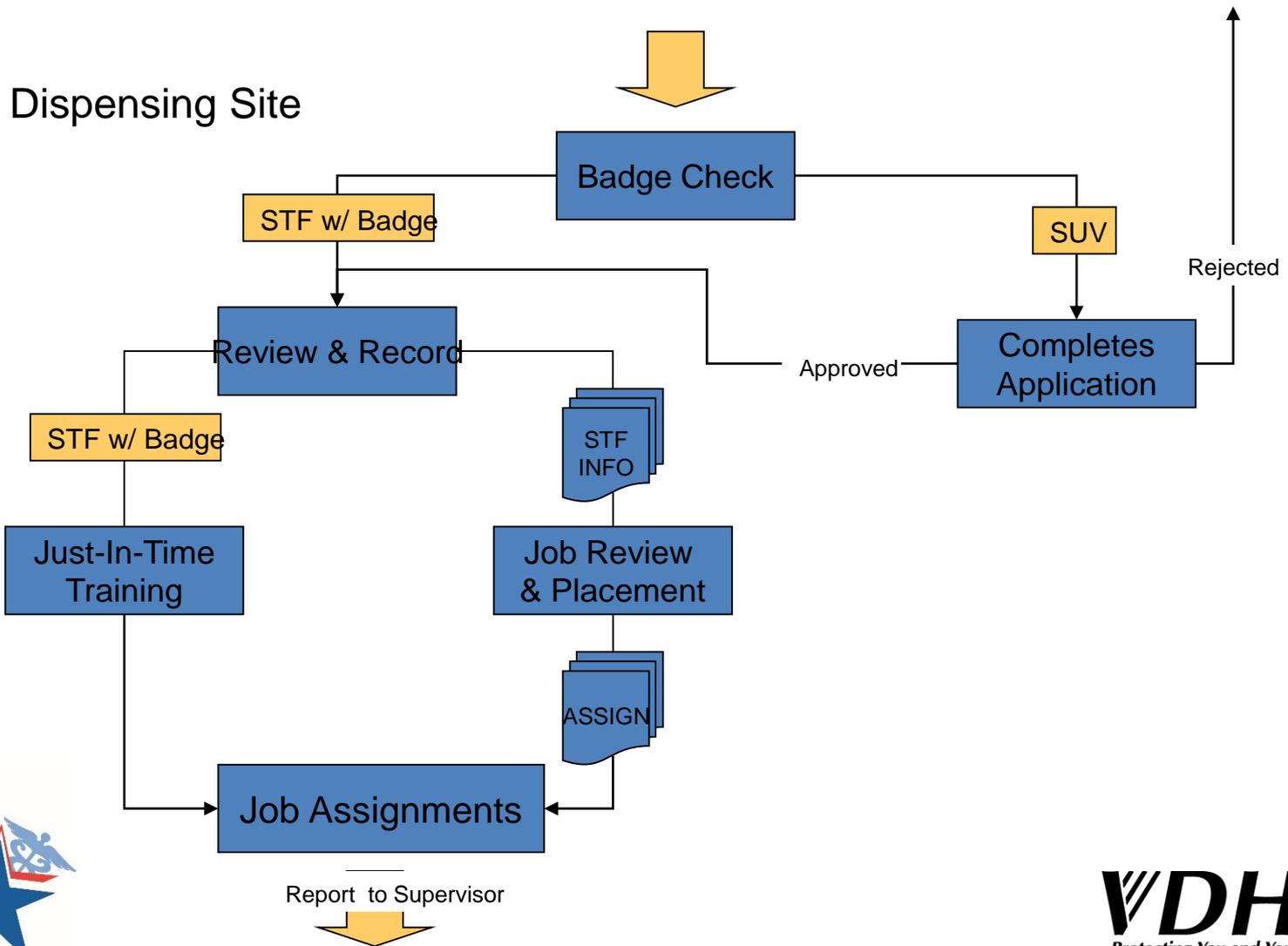
Unauthorized use of this site is prohibited and may result in civil and criminal prosecution.



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Badge Check/Sign-In Procedure



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Organizing the Response

- ★ The Incident Command System (ICS)
 - a management system designed to enable effective and efficient domestic incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure
- ★ The National Incident Management System (NIMS)
 - a common, nationwide approach to enable the whole community to work together to manage all threats and hazards
- ★ Everyone *MUST* comply with these protocols
- ★ Ensures uniformity, consistency and standardization of response among all agencies and organizations.

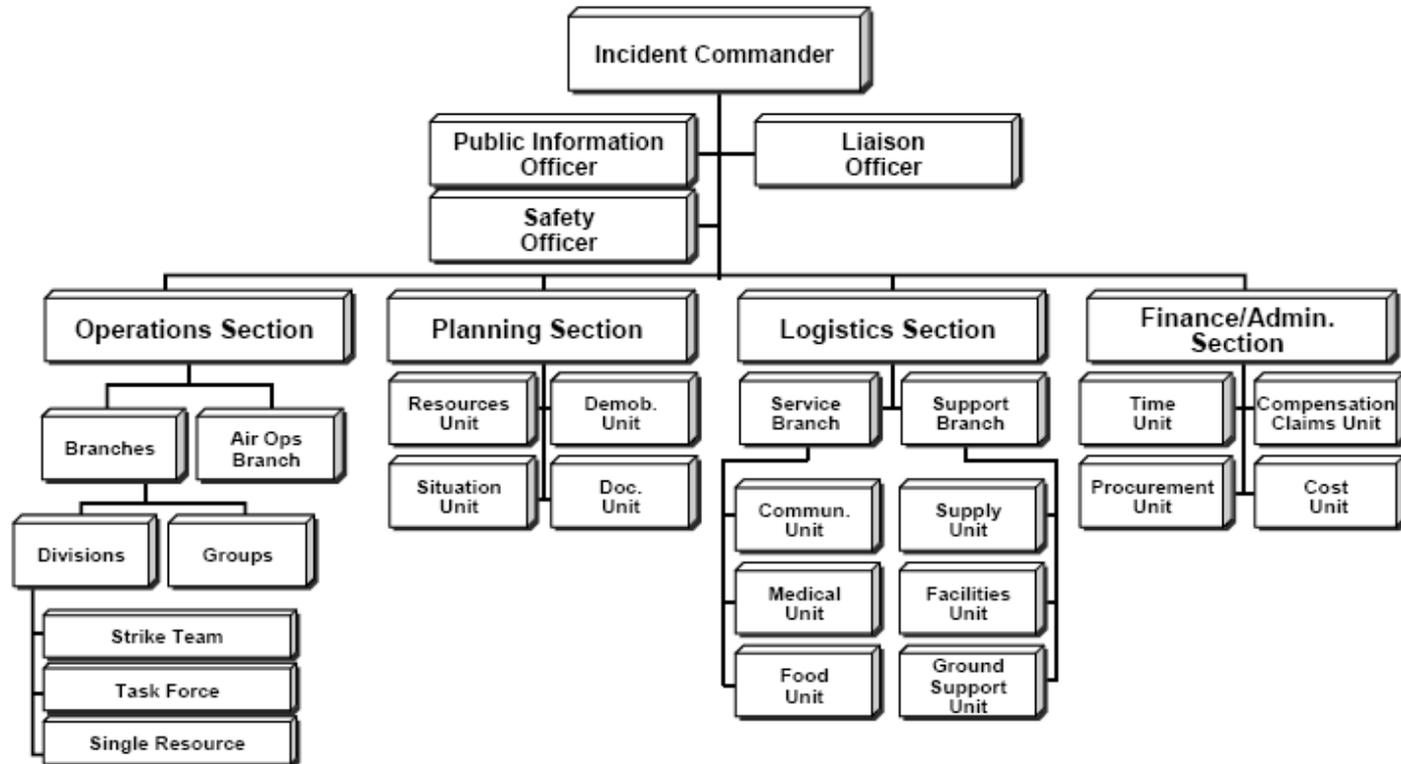
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The Incident Command System

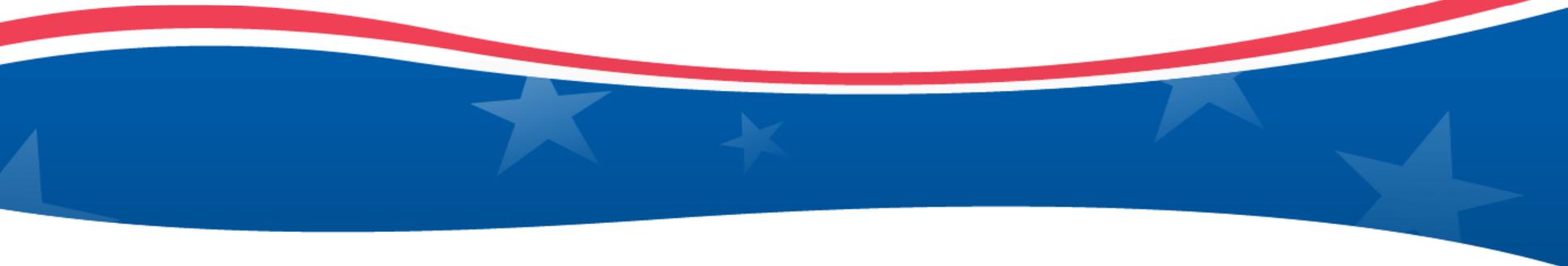


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Volunteering with the Northwest MRC

NWMRC Overview, Unit Policies,
Training, and Volunteer Rights and
Responsibilities

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Why Join Northwest MRC?



Increase your knowledge of disaster preparedness & public health



Assist in preventive community outreach



Serve the community in disaster response



Raise awareness of injury prevention & care



Connect MRC with your other volunteer groups

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Eligibility

- ★ Age 18+
- ★ Identification
- ★ Background Investigation
- ★ Register in vvhs.vamrc.org and maintain accurate contact information
- ★ Abide by the Northwest MRC Code of Conduct and acknowledge the HIPAA and Liability Policy
- ★ Complete an MRC Orientation
- ★ Complete Northwest MRC Training Plan courses as able
- ★ Respond to alerts, especially alerting drills, and participate in training, events, and incident responses when requested—if available and willing

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NWMRC Code of Conduct

- ★ Work only within your **professional scope** and standards (or narrower if assigned)
- ★ Maintain up-to-date **license status information** in VVHS
- ★ **Keep contact info updated** and request assistance logging into VVHS and TRAIN when needed
- ★ **Affiliation:** act as an MRC member only with prior authorization for a specific role or task. Do not use MRC affiliation to seek advantage, to promote partisan politics, or to serve any agenda outside of the mission of the Northwest MRC.
- ★ **Avoid inappropriate conduct:** violence, harassment, abuse, other harmful behavior
- ★ **Avoid conflicts of interest**
- ★ Abstain from use of government equipment & supplies for **personal use**
- ★ Abstain from **use of substances** such as alcohol or other drugs that may impair performance while performing volunteer duties
- ★ **Notify the MRC coordinator** if you must cancel your attendance
- ★ Prioritize **safety**. Wear clothing appropriate for your assignment.
- ★ Remember to **manage stress**, care for yourself, and support others as you are able
- ★ **Be respectful of all** others – clients, staff, other volunteers, the public

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See also: [VDH Code of Ethics \(2018\)](#)

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DO NOT SELF DEPLOY

Do not respond to any emergency unless requested and officially deployed by Northwest MRC.

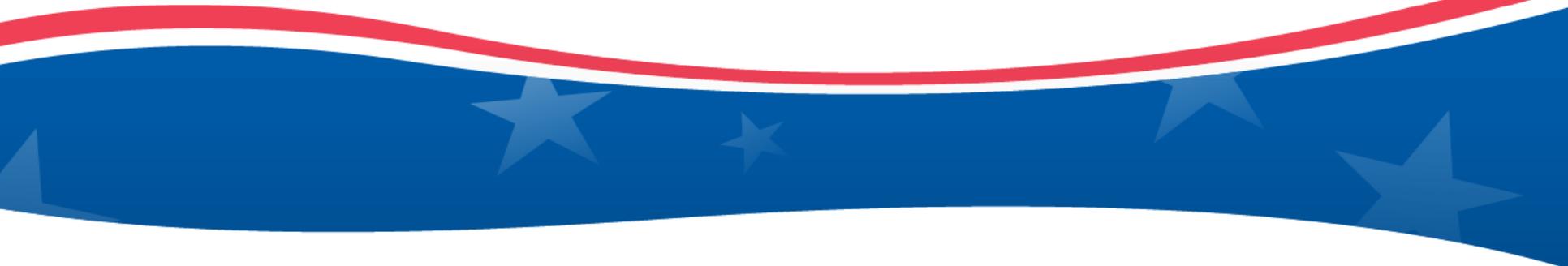
If you self deploy, you will forfeit your liability coverage, be removed from the MRC unit, and be held liable for any actions.

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Volunteer Liability Protections & HIPAA Policy

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Liability Legislation

In the event of a declaration of State of Emergency by the Governor,

“Volunteers in state and local service, including, but not limited to, any person who serves in a Medical Reserve Corps (MRC) unit or on a Community Emergency Response Team (CERT) established under Virginia CORPS, ***shall enjoy the protection of the Commonwealth's sovereign immunity*** to the same extent as paid staff.”

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Liability Legislation

- ★ Virginia Code § § 8.01- 225 et seq., the “Good Samaritan Act”
- ★ Virginia Code § § 44-146.13 et seq., the “Commonwealth of Virginia Emergency Services and Disaster Law of 2000”
- ★ Virginia Code § § 2.2-3600 et seq., the “Virginia State Government Volunteers Act”
- ★ Volunteer Protection Act, found at 42 U.S.C. 14504
- ★ Virginia Code § [32.1-48.016](#) “ Immunity from liability” – March 2005, Effective July 1, 2005
- ★ PREP Act, the Public Readiness and Emergency Preparedness Act, found at 42 U.S.C. 247d-6d
- ★ *For a full database of emergency legal protections, go to:*
<https://legalinventory.pitt.edu/>

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Risk Management

- ★ Virginia Medical Reserve Corps volunteers are covered by VDH's Risk Management policy for **daily public health activities**:
 - When under the direction of VDH and abiding by VDH volunteer policies (Virginia Code 2.2-1837 and 2.2-1840) <https://law.lis.virginia.gov/vacode/2.2-1837/> and <https://law.lis.virginia.gov/vacode/2.2-1840/>
 - This includes up to \$2 million in Tort/Medical Malpractice Liability and up to \$10,000 for medical payment claims.

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Worker's Compensation

In most cases MRCs would currently **not receive workers compensation in the Commonwealth. However, coverage could be provided if:**

- ★ A locality decided to provide MRC workers compensation after adoption of a resolution pursuant to VA. Code 65.2-101.
 - This would apply only to MRCs acting in the same locality as the local government. This is not the case currently in some areas of Virginia.
- ★ VDEM (Virginia Dept of Emergency Management) requests MRC assistance and the MRCs are responding at the request of VDEM.
 - MRCs would then be deemed to be employees of VDEM for purpose of the Virginia Workers Compensation Act and could be eligible for Workers Compensation. VA Code 65.2-101 (1) (m) (1)



HIPAA & Confidentiality

As a volunteer performing duties for the Virginia Department of Health, you may in some cases have access to the protected health information (PHI) of our patients.

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

It is **illegal** for you to use or disclose PHI outside the scope of your student/volunteer duties for the Virginia Department of Health.

Volunteers who violate HIPAA will face legal consequences and fines.



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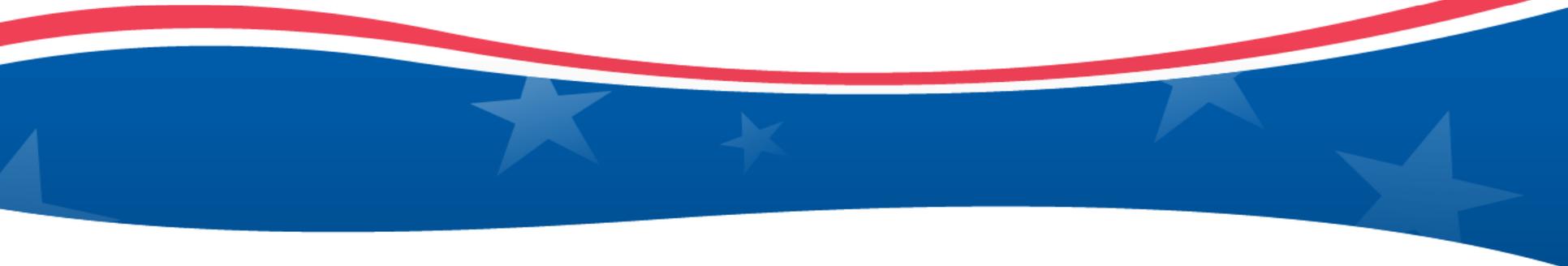


Your Info

- ★ Managed by MRC Coordinators, Emergency Coordinators and State Volunteer Coordinator
- ★ Health Dept. staff—need to know
- ★ VVHS Acknowledgement—you agree to allow us to share your information if necessary for deployment

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Volunteer Preparedness

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Preparedness for Volunteers

- ★ Make sure you have taken the steps to ensure you are ready to respond!
- ★ Make sure your family and home are secure

“The Most Prepared Man”



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Preparedness Poll

How would you describe your current level of personal/family emergency preparedness?

- a) I consider myself well prepared for emergencies
- b) I have gathered some supplies and have thought about emergency plans for myself and my family
- c) I know preparing for disasters is important, but I haven't really started
- d) I don't know how to prepare for a disaster and have no emergency plans in place

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Barriers to Preparedness

- ★ "I don't like to think about it"
- ★ "Can't afford the supplies now"
- ★ "No time to plan/prepare"
- ★ "I don't live in an area where disasters can or will happen*"
- ★ "It's not my responsibility"
- ★ "I don't know where to start"



* Oh, yes you do...

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How to “Be Prepared”

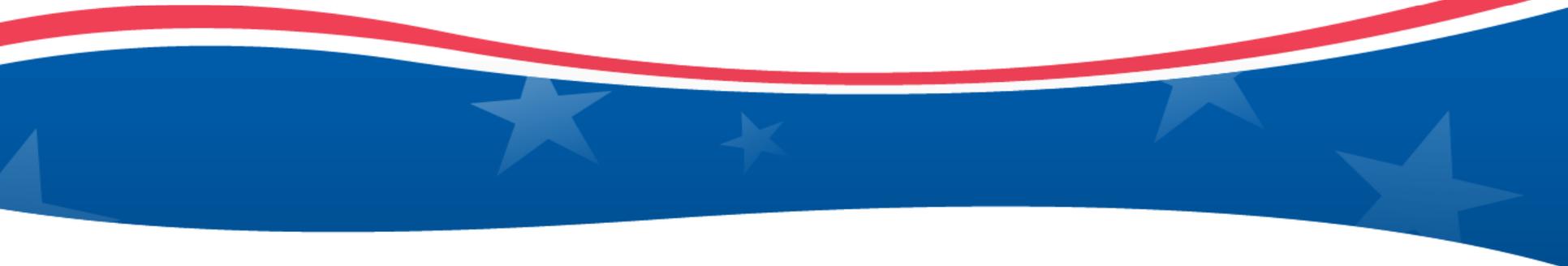
- ★ Making the plan
 - Potential emergencies
 - How you would respond
 - What you will need
- ★ Build your kit(s)
- ★ Practice!
- ★ Recognize a real emergency
- ★ Take action



“Plans are worthless, but planning is everything... The very definition of “emergency” is that it is unexpected, therefore it is not going to happen the way you are planning.”
– President Dwight D. Eisenhower

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Deployment Readiness 101

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MRC Deployment REQUIREMENTS

- ★ MRC Level 1, 2, or 3.
- ★ DHP license - current, active, unencumbered*
- ★ ESAR-VHP level 1-3*
- ★ MRC badge and verification of the badge is documented in VVHS.
- ★ Photo in VVHS.
- ★ Valid CPR certification listed in VVHS.*
- ★ Background Check documented in VVHS.
- ★ Preference Given to volunteers who:
 - Have supported recent deployments in a medical capacity
 - Are clinically practicing
 - Have demonstrated dependability



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*Non-Medical volunteers do not need to meet these criteria for In-State Deployments

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Identification & Supplies Checklist

- ★ MRC ID Badge—Printed and mailed (or delivered in person) to you upon completion of required training and successful background check.
- ★ Driver's License/Government-issued photo ID
- ★ Copies of other documents – at your discretion
- ★ Current Healthcare License, if applicable
- ★ Current BLS CPR card, if you have one
- ★ Go-Bag if necessary, but bring your own personalized bag

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Responder Stress Management

Protective Factors

- ★ Preparation and Training
- ★ Teamwork, cooperation, camaraderie
- ★ Follow up care

Assess Your Readiness

- ★ Evaluate your level of readiness to respond
- ★ Consider the request. Is it appropriate for your level of training and scope of practice?
- ★ Geographic/cultural issues of the incident



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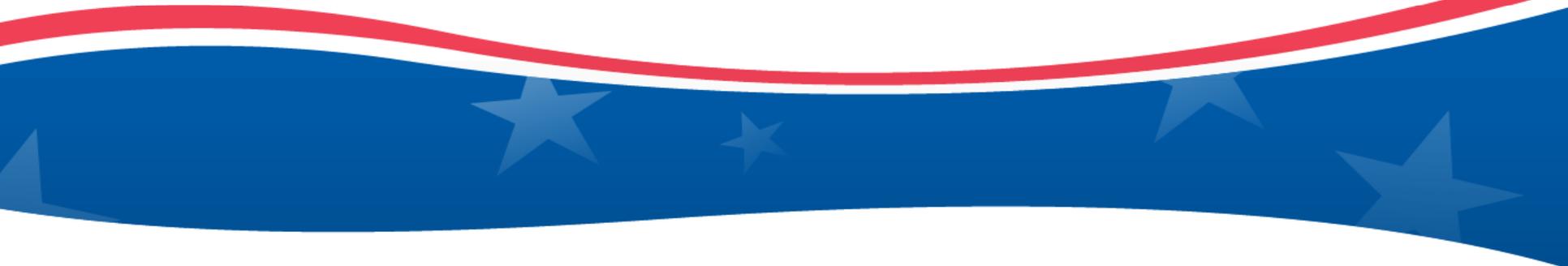
Who's NOT The Right Person?

- ★ Sometimes us!!
 - ★ Compassion Fatigue
 - ★ Life events are chaotic right now??
 - ★ Going from assignment to assignment without a break
-
- ★ Fight, Flight, Freeze, "Friend" response – helping others is one form of stress response!



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Training

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Determining Priorities

- ★ **Preparedness** – understand your roles and responsibilities, ensure you are safe, well, & able to help
- ★ **Awareness** – understand context
- ★ **Knowledge** – have the tools to solve the problem
- ★ **Skills** – able to perform the tasks, even in austere conditions

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Plans → Training → Exercises

- ★ Plans inform training
- ★ What do the **plans** say about MRC?
- ★ MRC = ALL-HAZARDS Response Asset
- ★ MRC must **train** for ALL types of incidents
- ★ Workshops, Tabletops, and Full Scale **Exercises** are a key part of the Training process

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How much training is “enough?”

- ★ Should feel prepared and resilient (w/awareness of own limits)
- ★ Awareness of potential for incidents
- ★ Understand any potential roles you may fill and how the response works
- ★ Be able to perform your tasks at the reaction level
- ★ ...But have you trained on it *recently*?

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What are “competencies?”

- ★ Competencies are baseline levels and topic areas for knowledge, skills, abilities needed for a particular role
- ★ A training plan should reflect a set of competencies identified for a group of personnel

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Competencies of the NW MRC

- ★ **All MRC roles** – “Competencies for Disaster Medicine and Public Health”¹
- ★ **Disaster Behavioral Health** – “Consensus Core Competencies in Disaster Mental Health”²
- ★ VDH/Local Health District determines additional requirements for volunteer training for other response roles

1. NCDMPH - <https://www.usuhs.edu/sites/default/files/media/ncdmph/pdf/core-competencies.pdf>

2. DMHCG Competencies - <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2430653/>

Example Training Calendar

Type	Event	Quarter 1 - Shelter, POD, BH			Quarter 2 - POD, Epi, BH			Quarter 3 - Shelter, EPI, BH			Quarter - Med, Epi, BH		
		Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
Core Capability Training	Shelter Ops / Mass Care	Shelter 101 & Shelter Medical						Shelter Ops 101, (CS, LF, TJ)	Shelter Med. (CS, LF, TJ)	If needed			
	PODs	Online Vax Training part 1 (+ Flu, Tdap, MMR, Hep A)	POD Ops & Mgmt; Flu Vax MMWR + Skills Checks	POD Ops & Mgmt; Flu Vax MMWR + Skills Checks	Vax Skill Checks, POD JITT							Non-Med PODs	
	Medical Ops											Medical Support SOP (CS, LF, TJ)	Triage, Decon, other med functions (CS, LF, TJ)
	EPI					TBD (Epi Overview?)	TBD			Epi Interview Training (CS, LF, TJ)	Epi Interview Training (CS, LF, TJ)	If needed	
	Behavioral Health	DBH 101 (CS, LF, TJ)			DBH 101 (CS, LF, TJ)				DBH 101 (CS, LF, TJ)		Intro to PFA for MRC (coordinate w/DBHDS)	PFA for MH Providers (coordinate w/DBHDS)	

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Example Training Calendar pt 2

Type	Event	Quarter 1 - Shelter, POD, BH			Quarter 2 - POD, Epi, BH			Quarter 3 - Shelter, EPI, BH			Quarter - Med, Epi, BH		
		Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
Civilian prep.	CPR, First Aid, Bcon, etc.	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
	Preparedness	Pet (& Livestock) Preparedness		Preparedness 101 for MRC		Winter Preparedness (Fied Cross?)		TBD		Preparedness 101		Hurricane Preparedness	
Orientation	MRC Orientation	TJ	LF	CS	TJ	LF	CS	TJ	LF	CS	TJ	LF	CS
Other Training	Community Outreach				Smoking Cessation				TBD		TBD	TBD	
	Public Health EP&R			TBD						YDH Preparedness Academy			Public Health's Role in Disaster & Emergency
	ICS & NIMS												
	Natural & Tech Disasters											Upcoming Hurricane Season	if needed
	FANS										FANS support (prior to WKSP)		
	RHCC Support							Jan-22 (location TBD)					

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Required Training

- ★ **Required training** in order to deploy:
 - Northwest MRC Orientation (you are here now)
 - Intro to ICS (newest version is [IS-100.C](#))
 - Intro to NIMS (newest version is [IS-700.B](#))
 - One course on Disaster Behavioral Health:
 - [Introduction to Mental Health Preparedness](#) OR [Psychological First Aid](#) OR [Disaster Behavioral Health: Addressing the Mental Health Needs of Trauma Survivors](#)
 - One course on Preparedness:
 - [IS-909 – Community Preparedness](#) OR [Personal Emergency Preparedness: Planning for the Public Health Worker](#)
- ★ Medical Professionals are encouraged to maintain CPR/AED/First Aid credentials
- ★ *If you have completed any of these courses, please email the certificate(s) to the MRC coordinator – christopher.rini@vdh.virginia.gov.*

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Training

- ★ Some training is online while other training is live/classroom
- ★ You will receive VVHS alerts to your email address for other training opportunities as they become available.
- ★ You must have an email account to receive alerts for training (and non-emergency service opportunities).
- ★ Please follow instructions in the alert to register for training.
- ★ If you register, please mark your calendar, you will be expected at the training, otherwise please email Christopher.rini@vdh.Virginia.gov to cancel. Reminders are not always provided.
- ★ If ever in doubt, you can call or text 434-566-7357 to check the time and date of a training event. Leave a message, and I will call you back.

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Training

TRAIN Virginia

Prepared. On track. Online.

TRAIN Virginia is a learning management system designed to improve public health workforce and MRC volunteer competencies, and to provide access to Virginia and national public health educational sources.

<http://va.train.org>

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TRAIN-Virginia allows you to:

- ★ Pursue the training needed to be confident in the field on your own time
- ★ Search for on-site or distance learning training opportunities outside of NWMRC.
- ★ Register online for training, conferences, meetings, etc. that interest you.



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Northwest MRC Volunteer Training Plan



TRAIN Virginia

VDH VIRGINIA DEPARTMENT OF HEALTH

HOME COURSE CATALOG YOUR LEARNING CALENDAR ADMIN HELP



VDH: Northwest MRC Volunteer Training Plan

[Back](#)

[Withdraw](#)

In Progress **ID 3132**

The Northwest Medical Reserve Corps Volunteer Training Plan is the online component of the volunteer training plan for members of the Thomas Jefferson, Central Shenandoah, and Lord Fairfax Medical Reserve Corps Units.

The courses included are based on the Competencies for Disaster Medicine and Public Health which were adopted by the Medical Reserve Corps program at the national level in 2015. MRC volunteers who complete this training plan will be equipped with necessary knowledge, skills, and awareness to support their local health district in a public health emergency or disaster.

Utilizing the competencies makes cooperation between MRC units, health departments, and partner agencies more efficient by providing a "common language" and mission in which units can communicate their volunteers' capacities to each other and to partner organizations while working to support the public health response.

Enter "3132" in the search bar to find this training plan, then click "register"! (instead of "withdraw")

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- ★ Provide proof that you have completed an online training course by saving and/or printing a certificate upon completion.
- ★ **Keep a record of the training you have taken in a printable or emailable, portable transcript.** *If possible, record the hours it took for you to complete the training and notify the MRC Coordinator.*

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Training

**More resources on how to
use TRAIN.org**

<https://www.train.org/tutorials/>

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Summary

Did we...

- ★ Define the Medical Reserve Corps and its mission?
- ★ Learn the basics of Public Health & Emergency Response?
- ★ Identify how our community will respond to a disaster or emergency?
- ★ Identify your role and responsibilities as an MRC volunteer?
- ★ Learn to use MRC alerting & training systems?

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MRC Volunteers are Needed Now

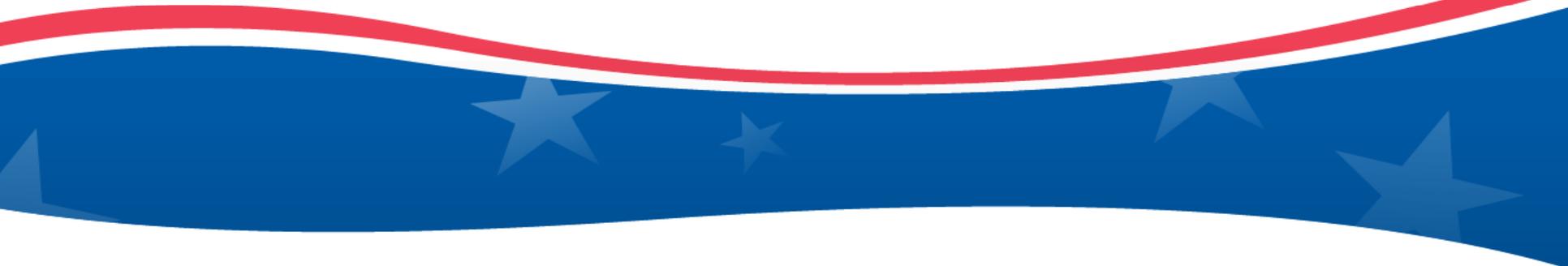
- ★ **Goal:** Each district needs approximately 300 volunteers for a sustained disaster response
- ★ We always need new volunteers to offset natural attrition
- ★ Do you know a potential volunteer?
- ★ Caring, committed, reliable, and responsible, just like you?
- ★ Share MRC information (even this presentation!)
- ★ Share our registration link: www.vamrc.org/vvhs

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Questions?

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Your Next Steps

COMMIT to do the following:

- ★ Complete interview survey & return it to me
- ★ Read the MRC Policies/FAQ posted on www.vamrc.org
- ★ Log into your VVHS & TRAIN accounts in the next 48 hours
- ★ Training: Complete FEMA IS-100, IS-700, a Disaster Behavioral Health course, and a Preparedness Course
- ★ Create your Personal/Family/Community Emergency Plan
- ★ Keep **your contact information updated** for critical alerts
- ★ Ask a friend or family member to join NWMRC, and serve together

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Contact Information

Christopher Rini

Northwest Medical Reserve Corps Coordinator

Central Shenandoah Health District

1426 N. Augusta St.

Staunton, VA 24401

Office: 540-332-7830 ext 302

Mobile: 434-566-7357 (preferred)

VAMRC Website: <http://www.vamrc.org>

NWMRC Website: <http://www.vdh.virginia.gov/tjmrc>

VVHS (to register/edit your info): www.vamrc.org/vvhs

TRAINVirginia: <http://va.train.org>

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Thank you!

Thank you for choosing the Medical Reserve Corps!

We look forward to serving with you to ***Help Protect the Health of Virginia!***

If you are completing this orientation online: Please proceed to the post course test (next slide)!



Volunteers Protecting Virginia's Health



Post Course Test

Click <https://www.surveymonkey.com/r/R8R7ZGH> to take the post Orientation test.

Please note you will be redirected to the VAMRC website upon clicking the 'submit' button.

Upon submission of the test, you must make an appointment to come in to the Staunton-Augusta Health Department to complete a background check authorization form, and have a photo taken for your MRC identification badge.

You will be mailed the ID badge upon successful completion of your background investigation. Call 434-972-6230 to schedule an appointment.



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