COVID-19 VA MRC
Volunteer Orientation

Jennifer Freeland
State Volunteer Coordinator
Why you are here

1. Application
2. **Orientation**
3. Background Investigation
4. Training
5. Team Assignment
6. Deployment
What will you learn today?

★ 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?”

• Emergency System of the Advance Registration of Health Care Professionals = VVHS

• MRC National program of DHHS
• VA MRC is the volunteer program of VDH
Community volunteers prepared to support ongoing public health initiatives and emergencies in localities throughout Virginia.

Volunteers Protecting Virginia’s Health
Public Health
Declared Public Health Emergencies

★ Pandemic (H1N1) 2009-10
★ Ebola Virus
★ Zika Virus 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 Information

VDH Website
Contact Tracing & Epidemiology
Public Information
Public Information - Outreach
Infection Prevention
Community Testing
Testing
Vaccination
Flu Immunization
COVID-19 Vaccination
COVID-19 Vaccination Center
COVID-19 Vaccination
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Why volunteers?

- ★ Limited Workforce
- ★ Expand Capacity
- ★ Support & Medical Skills
- ★ Caring
Healthcare Professionals

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

Volunteers Protecting Virginia’s Health
General Support

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

★ Everyone has something they can offer to the MRC!
VIRGINIA MRC VOLUNTEER CAPACITY
AS OF OCTOBER 18TH, 2021

34,370 Total Approved Volunteers

22 Virginia MRC Units

Deployable Volunteers:

9,115 Medical + 16,088 Support = 25,203 Deployable

VIRGINIA Office of Emergency Preparedness
Medical Reserve Corps
Which MRC unit do you belong to?
Who will you be working with?

MRC Unit Coordinator
Assistant MRC Coordinators
Public Health Coordinators
Deployment Coordinators
Vaccination Liaisons
VDH staff
City or county employees
Contractors
VAMRC OEP Team
Federal Partners: USPHS & DHHS
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 self-deploy, 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.
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.”

Workers Compensation

As volunteers are not paid employees, you are not eligible for any worker’s compensation benefits. We take safety seriously; if you spot unsafe conditions or situations, please alert your supervisor immediately.

As a volunteer, you have the right to refuse to work in unsafe conditions.
Who has access to your info?

★ Managed by MRC Coordinators, Emergency Coordinators, VA MRC Administrators
★ Health department staff on need to know
★ When you registered, you agreed to allow us to share your information as necessary for volunteer deployment
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.

Please Sign In

jfreeland

[Password]

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

**WARNING: Internet Explorer browsers do not support the Virginia Volunteer Health System**
Firefox, Chrome, Safari and Microsoft Edge best support all functions of VVHS.
Please contact vamrc@vdh.virginia.gov if you are experiencing any other application issues.

Your Recent Alerts

- **TEST VVHS Alert Availability Button in Volunteer Profile**
  - Sent by Lara Cash via Email and SMS/Text
  - 15 Jan

- **Testing - Please Ignore**
  - Sent by Derek Royse via Email
  - 16 Dec

- **TEST Alert - Ignore**
  - Sent by Jennifer Freeland via Email (including secondary email)
  - 05 Nov

Contact Your Unit Coordinator

- Serving District: Central Office
- Unit Coordinator: n/a
- Coordinator Email: n/a
- Coordinator Phone: n/a

For issues regarding your VVHS account, email our VA MRC admin team at vamrc@vdh.virginia.gov
Change Your Information

Personal Information

Legal Name: Zeus A Freeland
Maiden Name:
Preferred Name: Zeus
Date of Birth: 09/15/2016

Primary Email: zeus@fortfreeland.com
Secondary Email:
Gender: M
Race: Other Race or Multi-Racial
Photo (headshot):
**Personal Information**

- **Name:** Zeus
  - *Legal First Name:*
  - *Last Name:*
- **Maiden Name:** 
- **Preferred Name:** Zeus
- **Date of Birth:** 09/15/2016
- **Primary Email:** zeus@fortfreeland.com
- **Gender:** Male
- **Race:** Other Race or Multi-Racial

*(Optional) Upload a headshot similar to a passport photo to be used for your identification badge.*

---

Select image
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 ☐ Phone/Voice ☐ SMS Text</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.
## Identification Verification

<table>
<thead>
<tr>
<th>ID Type</th>
<th>License Number</th>
<th>Organization</th>
<th>State</th>
<th>Document</th>
<th>Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver’s License</td>
<td>9+8+4884+849+</td>
<td>DMV</td>
<td>VA</td>
<td></td>
<td>09/14/2016</td>
</tr>
</tbody>
</table>

Select an image or PDF less than 5MB.

Verified | Comments
# Credentials – License & Certification

## Identification Verification

<table>
<thead>
<tr>
<th>ID Type</th>
<th>License Number</th>
<th>Organization</th>
<th>State</th>
<th>Document</th>
<th>Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Driver's License</td>
<td>196816516</td>
<td>DMV</td>
<td>VA</td>
<td>n/a</td>
<td>09/21/2019</td>
</tr>
</tbody>
</table>

Verified by Jennifer Freeland on 02/03/2021

## License & Certification

### Licensure

<table>
<thead>
<tr>
<th>Credential Type</th>
<th>License Number</th>
<th>State</th>
<th>Issuing Organization</th>
<th>Document</th>
<th>Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Healthcare License</td>
<td>115533448877</td>
<td>VA</td>
<td>Virginia Department of Health Professor</td>
<td>Add Document</td>
<td>09/01/2017</td>
</tr>
</tbody>
</table>

Verified | Comments

## Current CPR & Life Support Certifications

<table>
<thead>
<tr>
<th>Certification Type</th>
<th>Issuing Organization</th>
<th>Document</th>
<th>Expiration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Cardiac Life Support</td>
<td>American Heart Association</td>
<td>Add Document</td>
<td>09/01/2019</td>
</tr>
</tbody>
</table>
Preparing to Respond
Upcoming Training Calendar

https://www.vdh.virginia.gov/mrc/trainingcalendar/
Life Support Training

[Image of two individuals performing CPR training]
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
★ Do NOT create a TRAIN account
Once your volunteer application is approved, a TRAIN account is created for you within 24 hours.

DO NOT CREATE ANOTHER ACCOUNT!!!

If you have trouble with TRAIN, please contact the TRAIN administrator at va_admin@train.org.
Announcements

Adobe Flash Support Ends
12/31/2020

Adobe will end support of Flash on December 31, 2020. At this point, all major browsers will stop loading Flash content.

The TRAIN Learning Network intends to remove all courses that use Flash from the platform. If you encounter a course that you suspect is not working due to Flash, please

Notifications

1. You have not yet rated VDH Emergency Temporary Standard §16 VAC 23-220
2. It has been 48 hours since your email confirmation was sent

Your Training Status

6 COURSES TO COMPLETE

1 Certificate Obtained
Training in VVHS
<table>
<thead>
<tr>
<th>Training Event Name</th>
<th>Source</th>
<th>Course Format</th>
<th>Course ID</th>
<th>Course Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>VDH: Emergency Temporary Standard §16 VAC 25-220</td>
<td>TRAIN-VA Course</td>
<td>External Content</td>
<td>1093084</td>
<td>Michelle Johnson</td>
</tr>
<tr>
<td>VDH: DHRM - Preventing Sexual Harassment Training</td>
<td>TRAIN-VA Course</td>
<td>External Content</td>
<td>1093433</td>
<td>Michelle Johnson</td>
</tr>
<tr>
<td>VDH: Dry Ice Safety and Vaccine Storage</td>
<td>TRAIN-VA Course</td>
<td>External Content</td>
<td>1093708</td>
<td>Suzanne Silverstein</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Volunteer Name</th>
<th>District</th>
<th>Start Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pat Meinen</td>
<td>Southwest</td>
<td>2020-08-21 15:21:00</td>
</tr>
<tr>
<td>Pat Meinen</td>
<td>Southwest</td>
<td>2020-09-11 14:46:00</td>
</tr>
<tr>
<td>Pat Meinen</td>
<td>Southwest</td>
<td>2020-10-20 07:59:00</td>
</tr>
<tr>
<td>Pat Meinen</td>
<td>Southwest</td>
<td>2020-12-01 08:37:00</td>
</tr>
<tr>
<td>Pat Meinen</td>
<td>Southwest</td>
<td>2020-12-14 09:18:00</td>
</tr>
</tbody>
</table>
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 may be sent to approved volunteers via an additional alert or email
Alert Classifications

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

[Links to options: I'm Available For This Event, I'm Not Available For This Event]
## 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
Email Tips

★ Save no-reply@vamrc.org in your contacts as VVHS Alerts which will notify your email provider you would like to receive these emails.

★ If you find an alert email in your SPAM or JUNK folder, with most email providers, you can click "Not Spam/Junk" and this should change the delivery location of these emails.
Phone & Text Messaging

- 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.
Check Alerts in VVHS

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Your Recent Alerts

- **Testing - Please Ignore**
  - Sent by Derek Royse via Email
  - 16 Dec

- **TEST Alert - Ignore**
  - Sent by Jennifer Freeland via Email (including secondary email)
  - 05 Nov

- **Election TEST**
  - Sent by Lara Cash via SMS\Text
  - 28 Oct
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
COVID-19 Volunteer Risks

★ Are you high risk?
★ Wear PPE
★ Serve in lower risk positions
It’s OK to Say NO!
When you go...

★ Voluntary
★ Represent the MRC, always wear ID badge and MRC shirt
★ Follow directions/instructions provided
Sign in and sign out to document hours
★ Job Action Sheets & Just-In-Time training
★ Wear appropriate and fit-tested PPE
Best Laid Plans...

★ Change constantly
★ To hurry up and wait
★ Flexible
★ Rewarding work, but stressful and tiring
Don’t Forget

★ You represent the VDH and MRC
★ You will be ACTIVATED when needed
★ RESPOND to alerts
★ Only talk to the media IF it’s coordinated with your MRC Coordinator or PIO
★ You will have a TRAIN account created (needed for vaccinators)
★ Standby for deployment
What’s Next?

★ Approved Application
★ Photos needed for Background Investigations & Badges
★ Online training
★ Mobilization
★ Demobilization
VA MRC Rocks!

www.vdh.virginia.gov/mrc/rollcall/
Thank YOU
for choosing to volunteer with the Virginia MRC!

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