



VA MRC

Volunteer Orientation

Welcome to the VA MRC Team!

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The logo for the Office of Emergency Preparedness. It features the text "Office of Emergency Preparedness" in a sans-serif font. To the right of the text is a graphic consisting of three concentric, curved lines that resemble a stylized wave or a signal.

What will you learn today?

- ★ Understand MRC purpose and mission
- ★ Overview of public health and emergency response
- ★ Understand volunteer roles, responsibilities, and protocols
- ★ Understand volunteer & training systems
- ★ Next steps

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MRC History & Role

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MRC History & Facts

- ★ We are MRC because of 9/11
- ★ Emergency System of the Advance Registration of Health Care Professionals = Virginia Volunteer Health System
- ★ MRC National program of Department of Health and Human Services
- ★ VA MRC is the volunteer program of VDH

VDH VIRGINIA DEPARTMENT OF HEALTH
To protect the health and promote the well-being of all people in Virginia

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Volunteers Protecting Virginia's Health

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VA MRC Mission

Community volunteers prepared to support ongoing public health initiatives and emergencies in localities throughout Virginia.



***Volunteers Protecting
Virginia's Health***

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Public Health



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Public Health



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Public Health



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First Aid



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Emergency Shelters

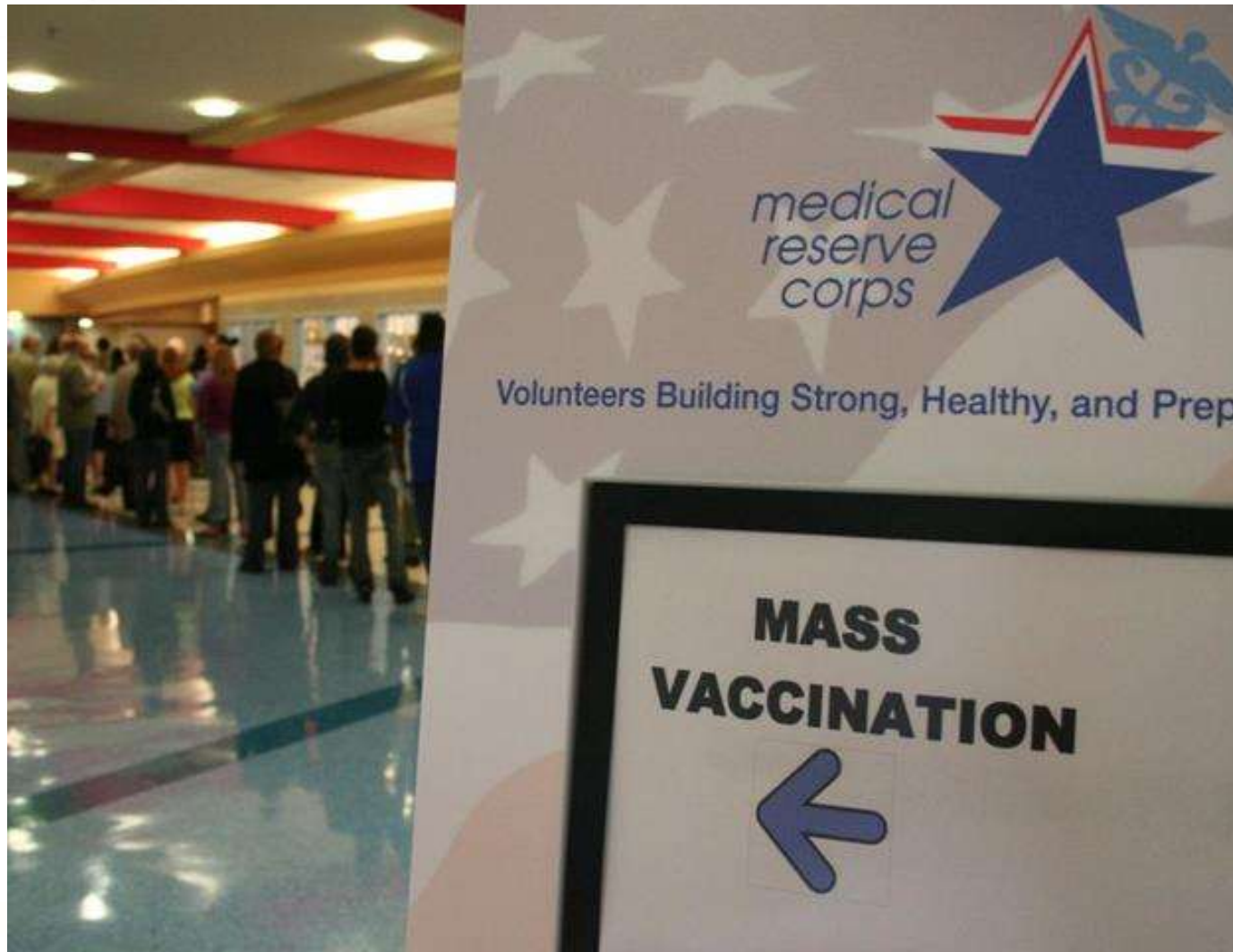


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Mass Vaccination & Points of Dispensing



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Declared Public Health Emergencies

- ★ Pandemic (H1N1) 2009-10
- ★ Ebola Virus (2014-2016)
- ★ Zika Virus (2016 – 2017)
- ★ Opioid / Addiction (2016 – today)



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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
- ★ The MRC are NOT first responders!

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VA MRC COVID-19 Response

Contact Tracing & Epidemiology



Public Information

Outreach & Mask Distribution



Infection Prevention



Community Testing



Vaccination





Why Volunteers?

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Why Volunteers?

For VDH:

- Expand workforce
- Help meet local medical and public health needs during emergencies
- Augment existing public health efforts

For You:

- Learn new skills
- Use and improve existing skills
- Meet other people who are committed to the health of our community
- Flexible commitment
- It's good for you!

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Healthcare Professionals

- ★ Physicians
- ★ Physician Assistants
- ★ Nurse Practitioners
- ★ RNs & LPNs
- ★ Nurses Aides
- ★ Pharmacists
- ★ Mental Health Professionals



- ★ Dentists, Dental Hygienist
- ★ Veterinarians
- ★ Vet. Techs, and Assistants

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General Support

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



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

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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

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MRC Member Expectations

- DO NOT self-deploy
- Complete training
- Respond to alert notifications
- Be dependable
- Maintain current information
- Requirement - Commitment
- Represent the MRC

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***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.***

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Additional Expectations

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Public Communication

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!

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HIPAA

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.

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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."

<http://www.vdh.virginia.gov/mrc/legal/>

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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 serve in unsafe conditions.

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Deployments

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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 – Heads Up
- ★ READINESS – Available IF needed
- ★ ACTIVATION – You Are Needed
- ★ EMERGENCY – Declared Emergency
- ★ DEACTIVATION – Stand Down

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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

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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

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Responding to an Email Alert

Event Choices

Available	Location	Locality	Date	Time	Roles	Volunteers Needed
<input type="checkbox"/>	TC Williams HS	City of Alexandria	6/27/2018	2:00 PM to 5:00 PM	Registered Nurse	2
<input type="checkbox"/>	Alexandria Elem	City of Alexandria	6/28/2018	2:00 PM to 5:00 PM	Registered Nurse	2

I'm Available For The Selected Events

I'm Not Available For Any Of These Events

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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.

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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.

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Check Alerts in VVHS

VDH VVHS Virginia Volunteer Health System

DashboardMy AccountSign Out

Collapse Menu

Dashboard

Alerts

Deployment Report

Training Report

Dashboard

****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		
	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

My Account

Alerts

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I'm AVAILABLE

- ★ Qualified
- ★ Personally, Physically, & Emotionally READY
- ★ Can make the commitment



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Right for the Request

- ★ Understand nature of the request
- ★ Best practice standards and within your training and expertise



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Volunteer Risks

- ★ Are you high risk?
- ★ Wear PPE
- ★ Serve in lower risk positions



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**It's
OK
to Say NO!**

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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

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Best Laid Plans...

- ★ Change constantly
- ★ Flexible
- ★ Rewarding work, but stressful and tiring



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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
- ★ Standby for deployment

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VVHS

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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

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Virginia Volunteer Health System

www.vamrc.org/vvhs

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VVHS: 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

[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](#).

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Collapse Menu

Dashboard

Dashboard

Alerts

Deployment Report

Training Report

****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

You have not been sent any alerts in the past 90 days

My Account

My Alerts

Upload Certificate

Change My Contact Info

Upload My Health Info

Contact Your Unit Coordinator

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

Change Your Information

Deployment Report

Training Report

Overview

Contact Info

Credentials

Additional Info

Training

Deployments

Summary

Personal Information

Legal Name:

Zeus A Freeland

Maiden Name:

Preferred Name:

Zeus

Date of Birth:

09/15/2016

What area would you like to work in?

What localities would you like to work in?

Primary Email:

zeus@fortfreeland.com

Secondary Email:


Gender:

M

Race:

Other Race or Multi-Racial

Photo (headshot):



Edit

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Personal Information

* Name:

Zeus

A

Freeland

* Legal First Name

Middle

* Last

Maiden Name:

* Preferred Name:

Zeus

* Date of Birth:

09/15/2016

* Primary Email:

zeus@fortfreeland.com

Secondary

* Gender:

☐ Female

☒ Male

* Race:

Other Race or Multi-Racial



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



Select image



Save

Contact Phone

[Cancel](#)

* Primary Phone:

(999) 999-9999

Home - Primary ▼

Secondary Phone:

(666) 666-6666

Home - Secondary ▼

[Save](#)

Phone and Text Alerts

[Cancel](#)

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.

Phone Number

(888) 888-8888

Phone Type

Home - Primary ▼

Messages

☐ Both ☒ Phone/Voice ☐ SMS Text[✕ Remove](#)

(666) 666-5555

Cellular - Primary ▼

☒ Both ☐ Phone/Voice ☐ SMS Text[✕ 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.

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Credentials – Government ID

Identification Verification Cancel

ID Type	License Number	Organization	State	Document	Expiration
Driver's License ▼	9+8+4984+849+	DMV	VA ▼	<div><div>Therapy Dogs International (TDI) 233A Linda Miller BELLAMY, VA Breed SPANISH FRIEZE DOG Association Member's Name THIS IS NOT A SERVICE OR ASSISTANCE DOG CERTIFICATION ID # 182202 EXPIRES: 12/31/2017</div></div> <div>Change Remove</div> <p>Select an image or PDF less than 5MB</p>	09/14/2016 

☐ Verified | Comments

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Credentials – License & Certification

Identification Verification Edit

ID Type	License Number	Organization	State	Document	Expiration
Driver's License	196816516	DMV	VA	n/a	09/21/2019

Verified by Jennifer Freeland on 02/03/2021

License & Certification Cancel

Licensure Q DHP License Check

Credential Type	License Number	State	Issuing Organization	Document	Expiration
Healthcare License	115533448877	VA	Virginia Department of Health Professor	<div>Add Document</div> <div>Select an image or PDF less than 5MB</div>	09/01/2017

Remove

☐ **Verified** | Comments

Add Credential

Current CPR & Life Support Certifications

Certification Type	Issuing Organization	Document	Expiration
Advanced Cardiac Life Support	American Heart Association	<div>Add Document</div> <div>Select an image or PDF less than 5MB</div>	09/01/2019

Remove

☐ **Verified** | Comments

Vaccination Documentation

Overview

Contact Info

Credentials

Health

Additional Info

Training

Deployments

Summary

Vaccinations

 Edit

Type	First Dose	Second Dose	Most Recent Booster	Document
<input type="text" value="Please Choose"/>	<input type="text" value="Please Choose"/>	<input type="text" value="Please Choose"/>	<input type="text" value="Please Choose"/>	<input type="button" value="Add Document"/>
	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>	<small>Select an image or PDF less than 5MB</small>

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Preparing to Respond





TRAINING

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Deployment & Training Records

VDH VVHS Virginia Volunteer Health System Dashboard My Account Sign Out

Event Reports
Dashboard > Event Reports

Deployment Report
To generate a report, select your options, then click the "Download Report" button. The report is in Excel format.

Volunteer Name:

Event Name:

Mission Type:

Select a District:

Role(s):

Date Range: to

[Download Deployment Report](#) [Download Deployment Table](#) [Reset](#)

VDH VVHS Virginia Volunteer Health System Dashboard My Account Sign Out

Training Reports
Dashboard > Training Reports

Training Report
To generate a report, select your options, then click the "Download Report" button. The report is in Excel format.

Volunteer Name:

Training Event Name:

Course Source:

Select a District:

Date Range: to

[Download Training Report](#) [Reset](#)

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Training for MRC

<https://www.vdh.virginia.gov/mrc/training/>

LIVE ONLINE TRAINING CALENDAR	+
EMERGENCY RESPONSE	+
COVID-19 CONTACT TRACING	+
PUBLIC HEALTH	+
EPIDEMIOLOGY	+
ASSISTING ALL POPULATIONS	+



Contact Us

- Health Department
- Locator
- Phone & Directions
- Feedback Form

Agency Information

- Organizational Chart
- Internships
- FOIA Policy
- Code of Ethics
- Privacy Policy
- Accessibility



Q View VDH Expenditures

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Upcoming Online Training Calendar

<https://www.vdh.virginia.gov/mrc/trainingcalendar/>

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Life Support Training



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TRAINVA - www.train.org/virginia

TRAIN Virginia

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

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TRAINVA - 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

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TRAINVA - www.train.org/virginia

TRAIN Virginia

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.

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What's Next?

- ★ Approved Application
- ★ Photos needed for Background Investigations
- ★ Identification - Shirts & Badges
- ★ Online training
- ★ Mobilization
- ★ Demobilization

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Thank you!!

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