



Orientation Instructions

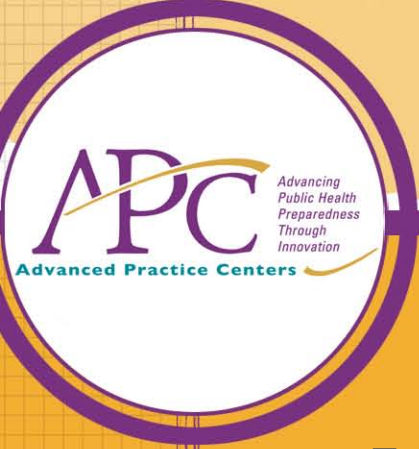
1. Please read through the slides.
2. Click on the survey monkey and complete survey with all demographic info and questions to get credit for completion.
3. Once your survey has been received you will be contacted in approximately 2 weeks. Then you can make an appointment to pick up a Go-kit bag and have a picture made for your badge.
4. Questions: Jeff.Cappe@phd3.idaho.gov



Public Health
Prevent. Promote. Protect.



NACCHO
National Association of County & City Health Officials



Medical Reserve Corps Volunteer Orientation

Disclaimer: This presentation was developed by the Tarrant County MRC as a guide for MRC leaders in training volunteers. Because MRC Units vary in size, scope, and purpose the information contained will apply uniformly to all units. MRC Unit Leaders edited this presentation so that it is reflective of the training needs for our unit.

Course Objectives

- Upon successful completion of this course the participant will be able to:
 - Recognize how the MRC benefits communities
 - Identify components of the Code of Conduct
 - List minimum training requirements for participation in the SWDH MRC

Course Objectives

- Describe MRC activation, deployment and demobilization procedures
- List one or two roles you can fulfill
- Summarize the various liability protection laws that protect volunteers from civil liability

Birth of the MRC

- January 2002 – President's State of the Union Address
 - President Bush calls for Americans to volunteer in support of their country
 - Created the USA Freedom Corps which is comprised of:
 - Corporation for National and Community Service
 - Peace Corps
 - Citizen Corps
 - The **MRC** is a partner program of Citizen Corps



How the MRC Benefit Communities

- Volunteers provide personnel during that critical period the first 12 to 72 hours of an emergency
- MRC increases the number of individuals who are prepared for and trained to assist with disaster response activities.
 - Although well-meaning, untrained “spontaneous” volunteers often hinder response efforts as was demonstrated during 9/11
- Volunteers assist with getting pills/vaccine to people in a public health emergency

Mission

- To serve as a resource for trained medical, public health, and citizen volunteers for community activities, events, and emergencies in order to improve the overall health and well-being of our neighborhoods and communities and serve as a resource during public health emergencies. (2010)

Code of conduct

- The MRC Code of Conduct includes:
 - Accurate information on your application;
 - Deploying in an emergency only when directed by the unit coordinator;
 - Adhering to the chain of command;
 - Refraining from inappropriate behavior such as drinking, cussing, prejudice;
 - Pass a criminal background check
 - Working within your professional license and/or training.

Service Area

- Each MRC has a select service area in which volunteers will be utilized to assist with events/emergencies occurring **within** the specified service area only
- Federal, State, and/or Regional emergency officials may occasionally request assistance from SWDH MRC

*The decision to accept/decline **any** assignment is always at the discretion of the volunteer!*

Volunteer Requirements

- Volunteers must:
 - Be at least 18 years of age
 - Be in good health (physically and emotionally)
 - Have transportation to their designated work site
 - Be able to work under stressful conditions



Commitment to MRC

- The success of the MRC is based strictly on the availability of its volunteers to respond in a timely manner when called upon.
 - Prior to starting the application process, volunteers should:
 - Consider family and work obligations
 - Develop a personal/family emergency preparedness plan
 - Be aware of your limitations – physical & mental

What the MRC Expects of Volunteers

- Maintain professional licensure and/or certification, if applicable
- Keep personal information updated in MRC database (www.volunteeridaho.com)
- Respond in a timely manner following notification of MRC activation
- Complete the minimum training requirements
- Maintain a high standard of moral and ethical conduct
- Take steps to reduce liability
- Abide by HIPAA guidelines regarding patient confidentiality
- Accept the chain of command regardless of position

What can Volunteers Expect from the MRC?

- Be assigned to roles that will allow you to utilize and enhance your current knowledge, skills and abilities.
- Receive **free** specialized training in emergency preparedness
- Opportunity to train with local emergency responders
- **Priority Prophylaxis for yourself and all household members**

Volunteer Roles

During an Emergency volunteers will be utilized to staff Point of Dispensing (POD) sites and/or emergency shelters

- **Medical:**
 - Clinic Manager
 - Medical Screener/
Evaluator
 - First Aid
 - Vaccinator
 - Licensed Mental
Health
Professionals
 - Surveillance and
notification
- **Non-Medical:**
 - Patient Registration
 - Greeters
 - Form Distribution
 - Inventory
Management
 - Translators
 - Custodial
 - Volunteer
Coordinator
 - Security
 - Runners
 - Traffic Control

Non-Emergency Volunteer Activities

- MRC volunteers are also utilized to assist with various public health and community events such as:
 - Immunization & Flu clinics
 - Community Events (e.g. staff first aid areas)
 - Health Fairs
 - Volunteer Recruitment
 - Serve on MRC boards & committees



Volunteer Training



Importance of Volunteer Training

- Reduce liability risks
 - Lack of training can result in costly mistakes
- Enhance response capabilities
 - Decrease learning curve
- Decrease stress
 - Feel more confident in performing assigned duties.

Minimum Training Guidelines

- To help prepare for your work as an MRC volunteer, the following courses should be completed:
 - Orientation
 - Point of Dispensing (POD) training
 - HIPAA (healthcare information portability and accountability act)
 - Blood Borne Pathogen Protection
 - IS-700a – The National Incident Management System (NIMS)*
 - IS-100a – Introduction to the Incident Command System*

*Courses can be completed online at:

<http://training.fema.gov/IS/crslist.asp>

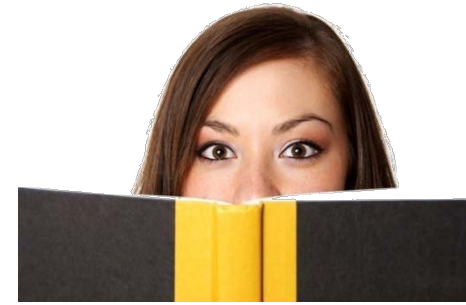
Training Documentation

- Upon successful completion of FEMA courses, you will receive an email containing the link to print your certificate.
- Volunteers should save a copy of their certificate and if required, provide a copy to your MRC Coordinator.



Highly Recommended Training

- The following courses **are not** required but are recommended:
 - Basic First Aid
 - CPR
 - Shelter Management
 - Basic Disaster Life Support (Medical)
 - Core Disaster Life Support (Non-medical)
 - Critical Incident Stress Management
 - Disaster Mental Health



Activation

- The MRC Coordinator will activate and deploy MRC volunteers upon receipt of a request from one of the following officials:
 - Public Health Director
 - Local emergency manager or their designee
 - Office of the Surgeon General

Activation

- Upon receipt of a request for activation the MRC Coordinator will initiate a volunteer “alert” via Volunteer Idaho
 - The primary method of contact will be via e-mail using an automatic electronic mail system
 - Secondary method may be telephone
 - Depending on the situation the media, email and other methods may be utilized simultaneously.



Activation

- Volunteers will be provided information on:
 - The nature of the event
 - What you are being asked to do
 - Instructions on how to accept or decline the assignment
 - Any items to bring with you



Deployment

- Volunteers may be deployed to a local public health agency, POD site, emergency shelter, or any location where their services are needed
- Volunteers should **never** “self-deploy” under any circumstances.
- Wear your MRC badge at all times during deployment

Demobilization

- The MRC will assist with emergency response efforts for the duration of an event
- Once an event is over, volunteers will be demobilized as their assignments are completed
- When demobilizing, volunteers must ensure that:
 - All assigned activities are completed
 - Turn in any equipment that was issued (e.g. radios, vests, etc.)
 - Attend debriefing
 - Check-out

Liability Protection



Liability Protection – Federal

- Volunteer Protection Act 1997*
 - Protects a volunteer from liability when the volunteer is “acting within the scope of [his or her] responsibilities...at the time of the act or omission...and if appropriate was properly licensed, certified, or authorized by the appropriate authorities for the activities or practice in the State in which the harm occurred...”
 - This covers you only in a Federally declared disaster.
- *This law does not pay for defense lawyers**

Liability Protection - State

- Most states have Good Samaritan laws, in addition to the Volunteer Protection Act, that help protect volunteers from civil liability during emergency response.
- SWIMRC volunteers are covered under Southwest Public Health Liability
- Contact your MRC Coordinator if you have questions about the laws in your state.



Exceptions to Liability Protection

- Protection is not provided at the Federal or State level if:
 - “Harm caused while the volunteer is operating a motor vehicle, vessel, aircraft, or other vehicle for which the State requires the operator or the owner of the vehicle, craft, or vessel to” --
 - possess an operator's license; or
 - maintain insurance

AND...

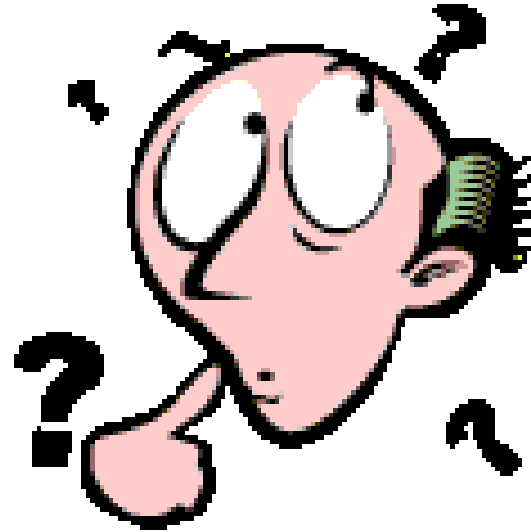
Exceptions to Liability Protection

- if the “harm was caused by willful, criminal, or reckless misconduct, gross negligence or a conscious, flagrant indifference to the rights or safety of others.”



<http://www.surveymonkey.com/s/8NLZYW6>

Questions



Email Jeff at Jeff.Cappe@phd3.idaho.gov or attend the next MRC meeting Quarterly January, April, July, and October.

The End.