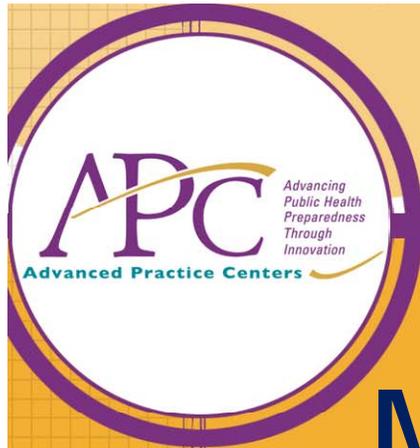




**Public Health**  
Prevent. Promote. Protect.

**NACCHO**  
National Association of County & City Health Officials



# Medical Reserve Corps Volunteer Orientation Portage County



*Disclaimer: This presentation was developed by the Tarrant County MRC and adapted by Portage County.*

# Instructions

- Read through this presentation.
- Complete the post test at the link on the last slide of this presentation.
- Submit completed post test to the Portage County MRC Coordinator.
- Estimated completion time: 1½ hour

# Course Objectives

- Upon successful completion of this course the participant will be able to:
  - Describe the history of the MRC
  - Recognize how the MRC benefits communities
  - List the levels of participation in the Portage County MRC
  - List minimum training requirements for participation in the Portage County MRC

# Course Objectives, cont

- Upon successful completion of this course the participant will be able to:
  - Describe MRC activation, deployment and demobilization procedures
  - Summarize the various liability protection laws that protect volunteers from civil liability
  - List the exceptions to liability protection laws

# 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

- Major emergencies can overwhelm the capabilities of the health care system during the first 12 to 72 hours
  - Volunteers provide personnel “surge” capacity during that critical period
- Increases the number of individuals who are prepared for and trained to assist with disaster response activities.
  - Well-meaning, untrained “spontaneous” volunteers often hinder response efforts as was demonstrated during 9/11

# Mission

- The mission of the Medical Reserve Corps (MRC) is to improve the health and safety of communities across the country by organizing and utilizing public health, medical and other volunteers.

# Disqualification from Volunteering

- Individuals may be disqualified from volunteering with the MRC for the following reasons:
  - Falsifying information on application;
  - Failure to adhere to volunteer code of conduct;
  - Any instances of self-deployment;
  - Failure to adhere to chain of command;
  - Inappropriate behavior

# 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 Portage County 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 depends on the availability of its volunteers to respond in a timely manner when deployed.
  - 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
- 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
- Follow chain of command

## 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 during a response**

# Volunteer Roles

During an Emergency volunteers may 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. staffing 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.

# New Training Requirements

- Beginning in 2012, Based on training requirements from the Ohio Department of Health and Ohio Emergency Management Agency, the Portage County Medical Reserve Corps will operate based on a 3-Tiered volunteer system.
- It is recommended that all volunteers reach Tier 2 status, however it is not required. The requirements for each Tier level are outlined in the following slides.

# Training Levels: 3-Tier Volunteer System

- **Tier 1 Volunteers (basic)**

- Received approved application status by Ohio Responds
- Have provided documentation of completed [MRC 101 Orientation](#) and [HIPAA training](#) within 30 days of new registration or for existing volunteers by March 1, 2012.
- Completed FEMA training [IS-100b-Introduction to Incident Command System](#) or other approved training such as professional licensure documentation .

- **Tier 2 Volunteers (advanced)**

- Received approved application status by Ohio Responds
- Have provided documentation of completed [MRC 101 Orientation](#) and [HIPAA training](#)
- Have provided documentation of completed [Is-700a](#), [IS- 100b](#), and [IS-22](#)
- Participation in a Unit activity

- **Tier 3 Volunteers (team leader)**

- Received approved application status by Ohio Responds
- Have provided documentation of completed [MRC 101 Orientation](#) and [HIPAA training](#)
- Have provided documentation of completed [Is-700a](#), [IS- 100b](#), and [IS-22](#)
- Have provided documentation of completed [Psychological First Aid](#)
- Documentation of 20 Volunteer Hours
- Demonstrates leadership qualities

# Training Incentives

- In addition to Certificates of Completion, members will also receive incentives for completing each Tier level:

- Tier 1 completion : MRC Pin



- Tier 2 completion: MRC pouch with Germ and Flu Protection Kit



- Tier 3 completion: MRC t-shirt



# How to Complete Training

- 2 ways you can complete training:
  - Online using the links provided on the previous slide & on website training page.
  - On site at Portage County Health Department training room 359.
    - Schedule appointment with MRC Coordinator at (330) 296-9919 ext 118

# Training Documentation

- Once you complete this Orientation 101 PowerPoint, you will need to complete a post test. The link for the post test is provided on the last slide of this presentation.

# 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 provide a copy to your **MRC Coordinator**.



# Training Completion

- New volunteers must provide proof of completion of the MRC 101 orientation, HIPAA, and IS-100b or another approved training, such as education required for licensure, within **1 month** of an approved Ohio Responds application.
- For existing volunteers, proof of their completion and documentation should be submitted to the MRC Coordinator by **March 1, 2012**.

# Training

- Each volunteer must have documented training every 3 years
- This information must be provided to the **MRC Coordinator**.
- Training that meets this requirement:
  - CPR
  - Professional Licensure Continuing Education
  - Other approved Training List courses on MRC website at:  
<http://ohioresponds.gov/omrctrain.stm>

# 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 EMA Director
  - Office of the Surgeon General

# Activation

- Upon receipt of a request for activation the MRC Coordinator will initiate a volunteer “call-down”
  - The primary method of contact will be via phone using an automatic dialing system
  - 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



**NEWS**  
**FLASH!**

# Deployment

- Volunteers may be deployed to a local public health agency, volunteer reception center (VRC), emergency shelter, or any location where their services are needed.
- Volunteers should **never** “self-deploy” under any circumstances.
- You will be provided with an MRC badge to be worn at all times during deployment.

# Volunteer Reception Center

- Location in Portage County for all volunteers to report for deployment
- Allows volunteers to register in, get appropriate assignment, and just-in-time training
- Organizes the volunteer response process

# 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 law does not pay for defense lawyers**

# Liability Protection - State

- Most states, including Ohio, have laws, in addition to the Volunteer Protection Act, that protects volunteers from civil liability during emergency response.



# 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.”



# Post Test

- [MRC Orientation 101 Test](#)
- Complete post test and return to MRC Coordinator via email, fax or mail.
  - MRC Coordinator
  - Portage County Health Department
  - 705 Oakwood St, Suite 208
  - Ravenna, Ohio 44266
  - (330) 297-3597 (fax)