

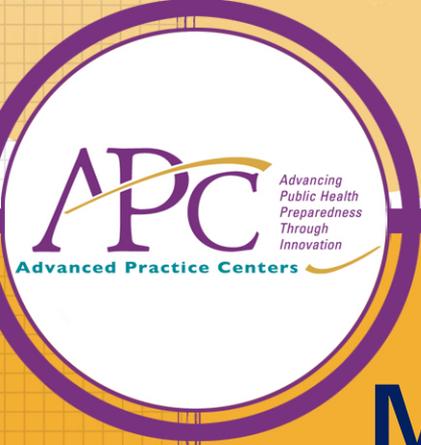


APC
Advancing
Public Health
Preparedness
Through
Innovation
Advanced Practice Centers



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.
- 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 Tiers

- Tier 1 Volunteers (Basic)
 - Registered on Ohio Responds
 - Completed Portage County MRC Membership Form
 - Completed MRC Orientation training and submitted post-test
 - Completed HIPAA training and submitted post-test
 - Completed FEMA's Introduction to Incident Command System training and submitted certificate of completion

Training Tiers

- Tier 2 Volunteers (Advanced)
 - Completed tier 1 training and are in good standing
 - Updated profile and training on Ohio Responds
 - Complete FEMA's National Incident Management System: An Introduction Training and submitted a certificate of completion
 - Completed FEMA's Community Preparedness: Implementing Simple Activities for Everyone Training and submitted a certificate of completion
 - Participation in at least one unit activity

Training Tiers

- Tier 3 Volunteers (Team Leaders)
 - Completed Tiers 1 & 2 training and are in good standing
 - Updated profile and training on Ohio Responds
 - Completed Psychological First Aid training and submitted a certificate of completion
 - Completed 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



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.

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 or text messaging 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



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.”



Welcome to Portage County MRC!

- Thanks for viewing this orientation
- Please complete the post-test
 - Can be completed on-line, OR
 - Printed and sent to MRC Coordinator:
Susan Forgacs
Portage County Health District
705 Oakwood Street
Ravenna, OH 44266
sforgacs@portageco.com
330-296-9919, ext. 138
330-298-4492 (fax)