Medical Reserve Corps
Core Competencies Training

MRC 101
Introduction and Orientation to the Medical Reserve Corps
Welcome

The MRC Experience

...will give you an opportunity to work with and train with a group of people, who like yourself, want to be part of the solution when disasters or public health emergencies happen.
We’re Everywhere

970 units and >200,000 volunteers in 2012
Volunteers

Who

• people of all ages, from all walks of life
• Non-medical and medical

What

• your role depends on your physical ability, training, expertise and interests

How

• all service is voluntary
Freedom Corps
Community Partners

• public safety
• public health
• hospitals
• MAResponds.org (volunteer registration system)
• volunteer partners (CERT, American Red Cross, Faith-Based organizations)
• Community based organizations
MAResponds

• a statewide secure database of pre-credentialed health care professionals who are interested in volunteering during a public health emergency

• MRC members (medical and non-medical) are encouraged to register at www.maresponds.org
Mission
• To build healthy and resilient communities

Vision
• Individuals and communities committed and totally ready to manage all-hazards events
Our Strengths

Volunteers are:

• pre-identified
• have verified credentials
• trained
Principles of Operation

• treat all with respect - honor all volunteers
• communicate clearly - ensure volunteer safety
• work within the scope of credentials, training and comfort level
• deployment is voluntary
• honor our Code of Conduct and Confidentiality Agreements
Volunteer Involvement

Tier 3 **Leadership**

Tier 2 **Active**
Participates in training, exercises & events

Tier 1 **Basic**
Emergency only

Western Mass Medical Reserve Corps
www.wmmrc.org
Systems

Communication

• email, phone and website www.wmmrc.org

Training

• announced via email and website calendar
• convenient locations throughout each county
• in person and through the internet; no cost

Participation

• deployment and response; exercises
• community outreach
Training Opportunities

Types of Training

• **Required:** MRC 101, Incident Command (ICS), Psychological First Aid

• **Optional:** CPR, Emergency Dispensing Sites, community or regional shelters, pandemic flu and more

• “Just-in-Time”

• Exercises; Workshops; Conferences
Volunteer Expectations

• complete all required training; sign a confidentiality agreement; sign the MRC Code of Conduct

• volunteers may be terminated according to disciplinary procedures outlined in the policy manual for:
  • dishonesty
  • breach of confidentiality
  • unsafe work habits
  • violation of the Code of Conduct
  • substance use
Core Competency 1
Protect Yourself and Your Family

Know how to protect your health, safety, and overall well-being and that of:

• your family
• the MRC team
• the community

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www.wmmrc.org
Protect Yourself

• learn about and use standard personal precautions

• ask for training about how to use personal protective equipment (PPE)
Practice the Life Safety Code

• FIRST ...protect yourself
• THEN ...others
• THEN ...control the incident
• THEN... save property and the environment
Practice Healthy Habits

Your best protection is a strong immune system, so...

- eat well, get plenty of rest and exercise
- follow good hand washing and cough etiquette practices
Core Competency 2
Ensure Family Preparedness

- have a family preparedness plan
- know about
  - school plans
  - workplace plans
  - local plans
Make a 72-hr Plan

Resources (click for video)

www.wmmrc.org

www.ready.gov
Core Competency 3
Know the Incident Command System (ICS)

• standardized system used by all responders

• clear management structure with unity of command i.e., one leader; defined roles and responsibilities

• uses span of control of 5-7 people; expands and contracts as needed

• uses common terminology (positions, procedures and equipment)
Incident Command Pyramid

- Incident Commander
  - Public Information Officer
  - Safety Officer
  - Liaison Officer
  - Operations
  - Planning
  - Logistics
  - Finance/Administration

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www.wmmrc.org
Core Competency 4
Know the MRC Emergency Role Support Function (ESF-8)

• support public health and public safety responders
• MRC volunteers are not first responders
• follow established protocols and job descriptions
MRC Provide Support During Four Stages of an Emergency

PREVENT

PROTECT

RECOVER

RESPOND

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Core Competency 5
Learn Communication Protocols

• MRC volunteers are trained to utilize ICS: do not talk to the media - refer media to your supervisor or the Public Information Officer (PIO)

• know how to use communication equipment

• understand communication protocols; maintain confidentiality

• always be open, direct and tactful
Communication in Emergencies

- usual methods may not work
- communicate:
  - slowly, clearly, loudly
  - repeat the message
  - use multiple communication channels
Core Competency 6
Mental/Behavioral Health

Stress is a person’s normal reaction to an abnormal situation. All emergencies or disaster provoke stressful situations and responses

You come first!

First Things First = Protect yourself... take breaks ~ eat well ~ exercise ~ beware of your stress level ~ do not self-medicate
Behavioral Health/ First Aid

• be calm and compassionate
• it’s the little things...
• don’t presume to know
• acknowledge problems
• provide constructive action ideas
• be aware that we all react differently to a crisis
• learn about and respect cultural diversity
Core Competency 7 - Volunteer Deployment

Know your unit’s notification system

- Phone?
- Email?
- MAResponds.org
- Health and Homeland Alert Network (HHAN)?
- update your contact information regularly
Activation

Only unit coordinators will request volunteers

• **never** self-deploy

• follow activation instructions

• always ask about security

• carry photo ID and your badge

• bring basic supplies

• always sign in and sign out
Core Competency 8
Personal Limitation Awareness

If you are unsure about your job limits, ask!

Work within limits of:

• professional license; personal ability
• training; job description
• Incident Command Structure
Liability Protections

Liability protection is varied and coverage depends on working within:

- your job description
- your credentials
- the situation; community protections

Federal Volunteer Protection Act and State Good Samaritan laws apply
Website Resources

- www.wmmrc.org
- www.maresponds.org
- www.medicalreservecorps.gov
- www.ready.gov
- www.mass.gov/dph
- www.cdc.gov
Contacts:  www.wmmrc.org

Western Mass MRC Point of Contact/Liaison
Kathleen Conley Norbut 413-454-5163; kcnorbut@yahoo.com

MRC County Coordinators
Berkshire:  Corrine McKeown  413-539-4115
Franklin:   Tracy Rogers        413-774-3167
Hampden:   Kathleen Conley Norbut  413-454-5163
Hampshire: Michael Nelson      413-522-0712
Consider yourself MRC 101
Core Competent!

Now, we get to practice what we preach!

15 Minute break….following by Incident Command System 100/National Incident Management System 700
Pre-Quiz: The Chain of Command

- Who is in charge of the entire incident?
- Who is the only person who can over-rule the IC?
- Who manages the media?
- Who coordinates with other agencies?
- Who is ultimately responsible for everything that happens in a community?
Pre-Quiz: The Chain of Command

• Who manages the “boots on the ground” response?
• Who are the “brains”?
• Who are the “hunter-gatherers”?
• Who counts the “beans” so the town can get reimbursed?