



Public Health
Prevent. Promote. Protect.

NACCHO
National Association of County & City Health Officials

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 Mahoning/Columbiana MRC
 - List minimum training requirements for participation in the Mahoning/Columbiana MRC

Course Objectives

- 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.
 - Although 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; and/or
 - Failure to pass criminal background check

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 Mahoning/Columbiana 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 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
- 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:
 - Introduction to MRC
 - HIPPA
 - Psychological First Aid
 - Volunteer Reception Center
 - 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 provide a copy to your MRC Coordinator.



Highly Recommended Training

- The following courses **are not** required but are recommended:
 - Basic First Aid
 - CPR
 - Bloodborne Pathogens
 - Shelter Management
 - Basic Disaster Life Support (Medical)
 - Core Disaster Life Support (Non-medical)
 - Disaster Mental Health
 - Point of Dispensing



Training Requirements

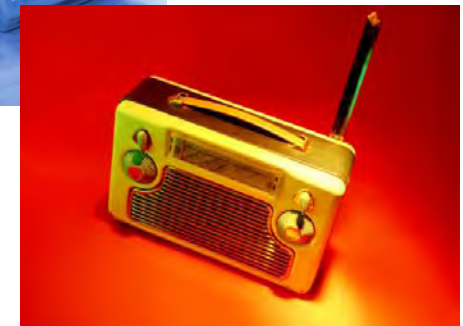
- An MRC volunteer must complete at least 4 hours of training every three years to remain an active volunteer.

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 “call-down”
 - The primary method of contact will be via phone using an automatic dialing system
 - OR
 - Depending on the situation the media, email, even mailers 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, POD site, emergency shelter, or volunteer reception center where their services are needed
- Volunteers should **never** “self-deploy” under any circumstances.
- You will be given a badge when you are assigned a role

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. badges, 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 - Ohio

- Ohio Revised Code 121.404 provides liability protection to registered Medical Reserve Corps volunteers during local, state, and federally declared emergencies, disaster, drills, and trainings. The statute also exempts a registered volunteer's personal information on the Ohio Citizen's Corps Database from public disclosure.



Exceptions to Liability Protection

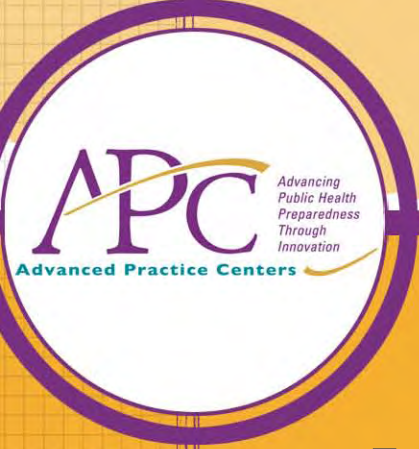
- Protection is not provided at the Federal or State level if:
 - “Harm caused while the volunteer is operating a motor vehicle, vessel, aircraft, or other vehicle for which the State requires the operator or the owner of the vehicle, craft, or vessel to--
 - possess an operator's license; or
 - maintain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





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 should edit this presentation so that it is reflective of the training needs for their respective units.