



# **Medical Reserve Corps Core Competencies Training**

## **MRC 101**

### **Introduction and Orientation to the Medical Reserve Corps**



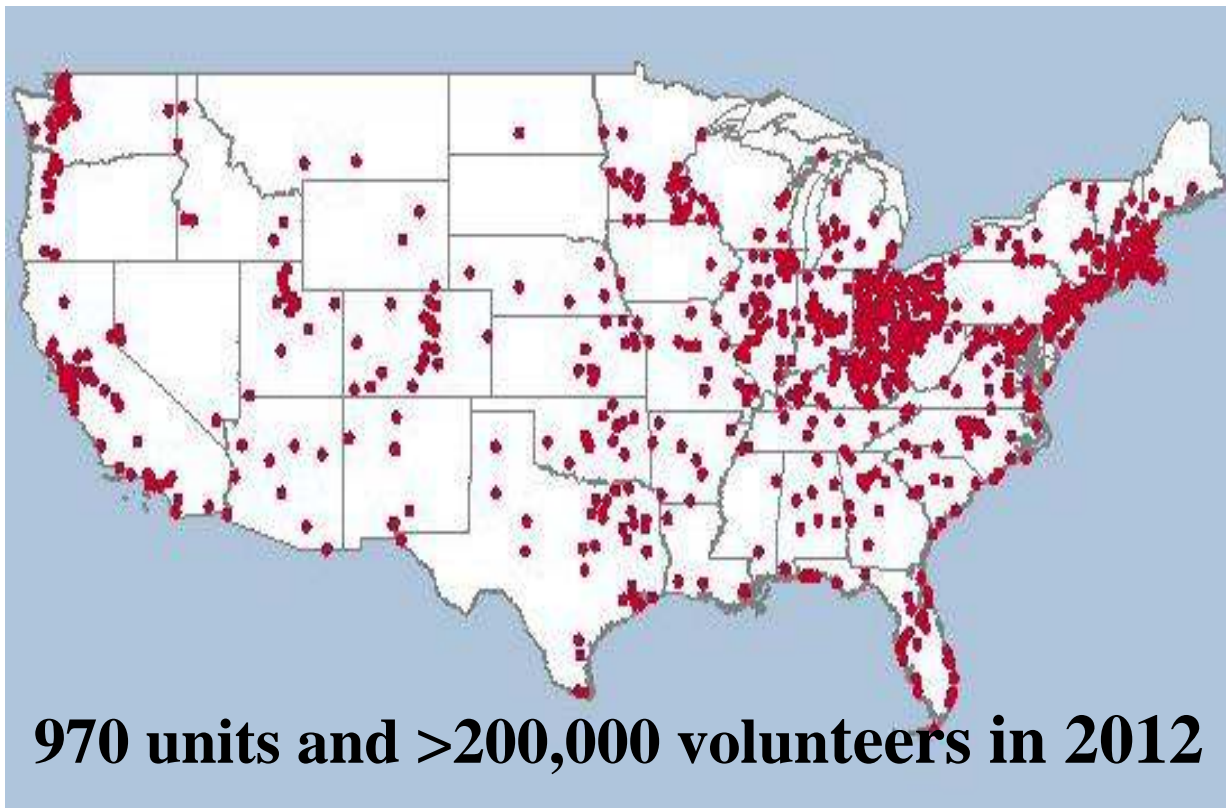
# Welcome

## 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



Western Mass Medical Reserve Corps  
[www.wmmrc.org](http://www.wmmrc.org)



# Community Partners

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

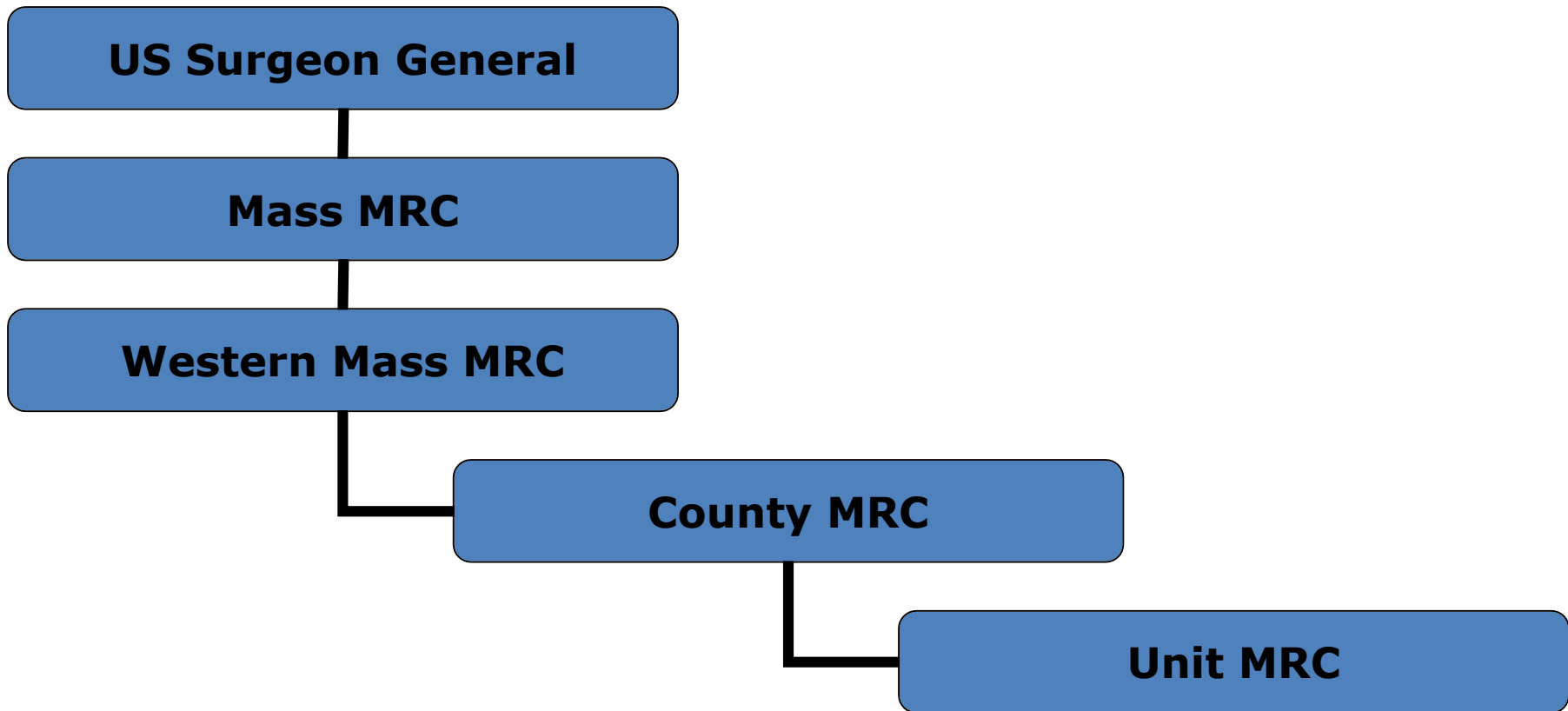


# MAResponds

- 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](http://www.maresponds.org)



# Organizational Structure







# 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



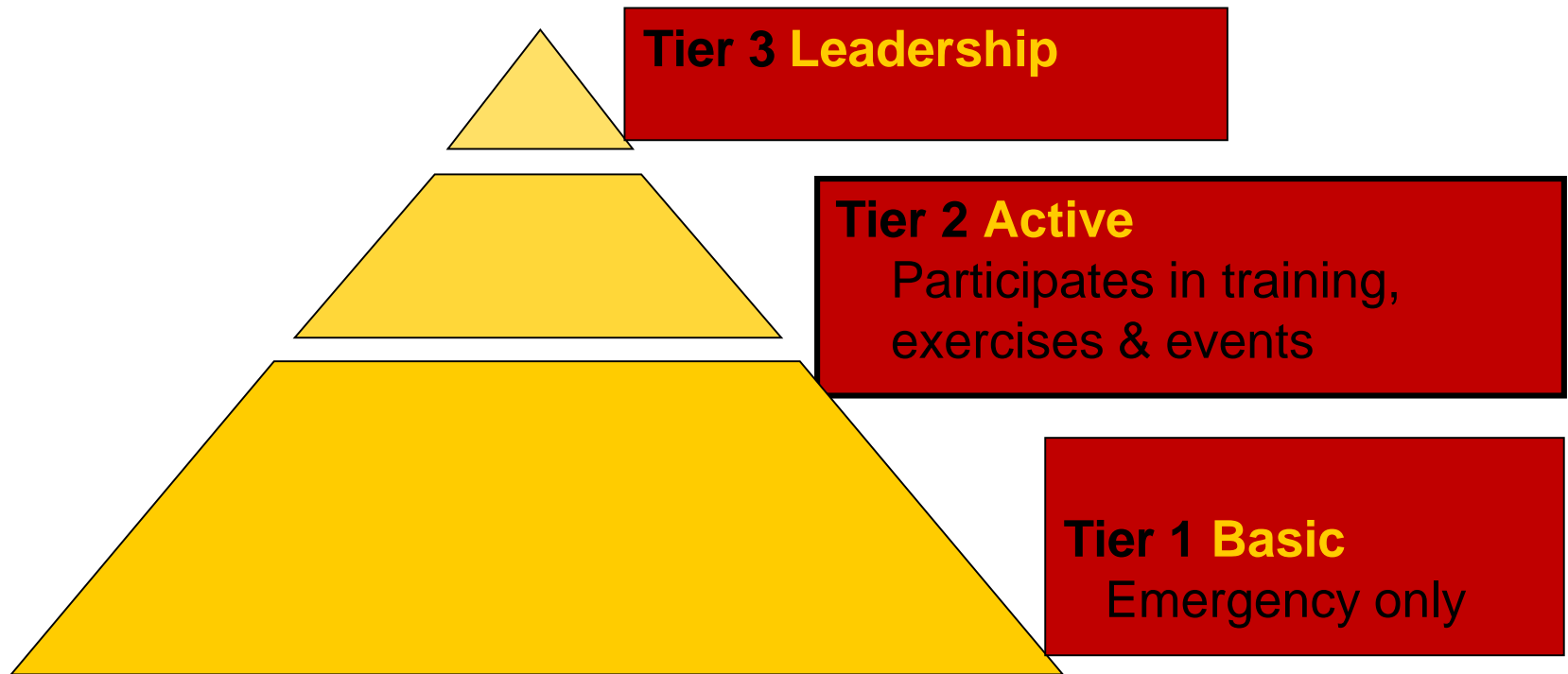


# Principles of Operation

- 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





# Systems

## Communication

- email, phone and website [www.wmmrc.org](http://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







# 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

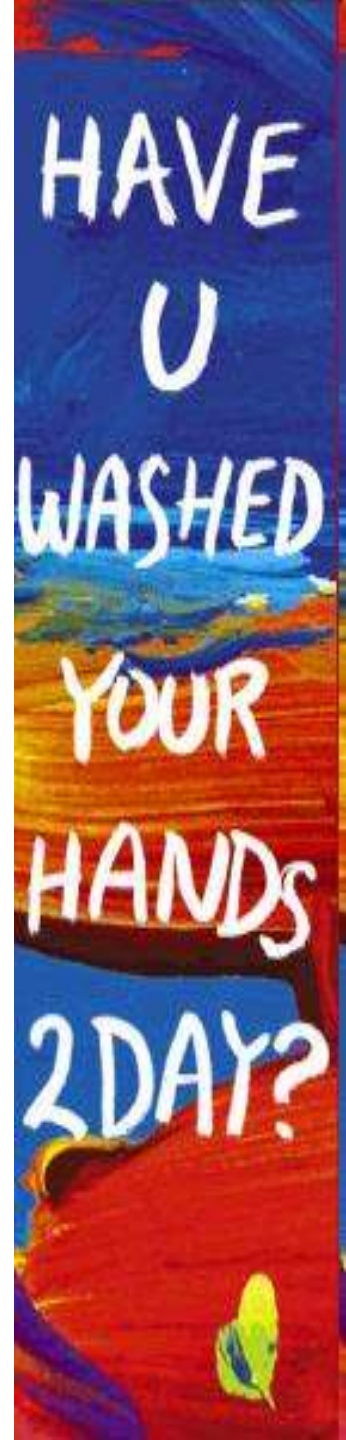
- FIRST ...protect yourself
- THEN ...others
- THEN ...control the incident
- THEN... save property and the environment



# 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](http://www.wmmrc.org)

[www.ready.gov](http://www.ready.gov)



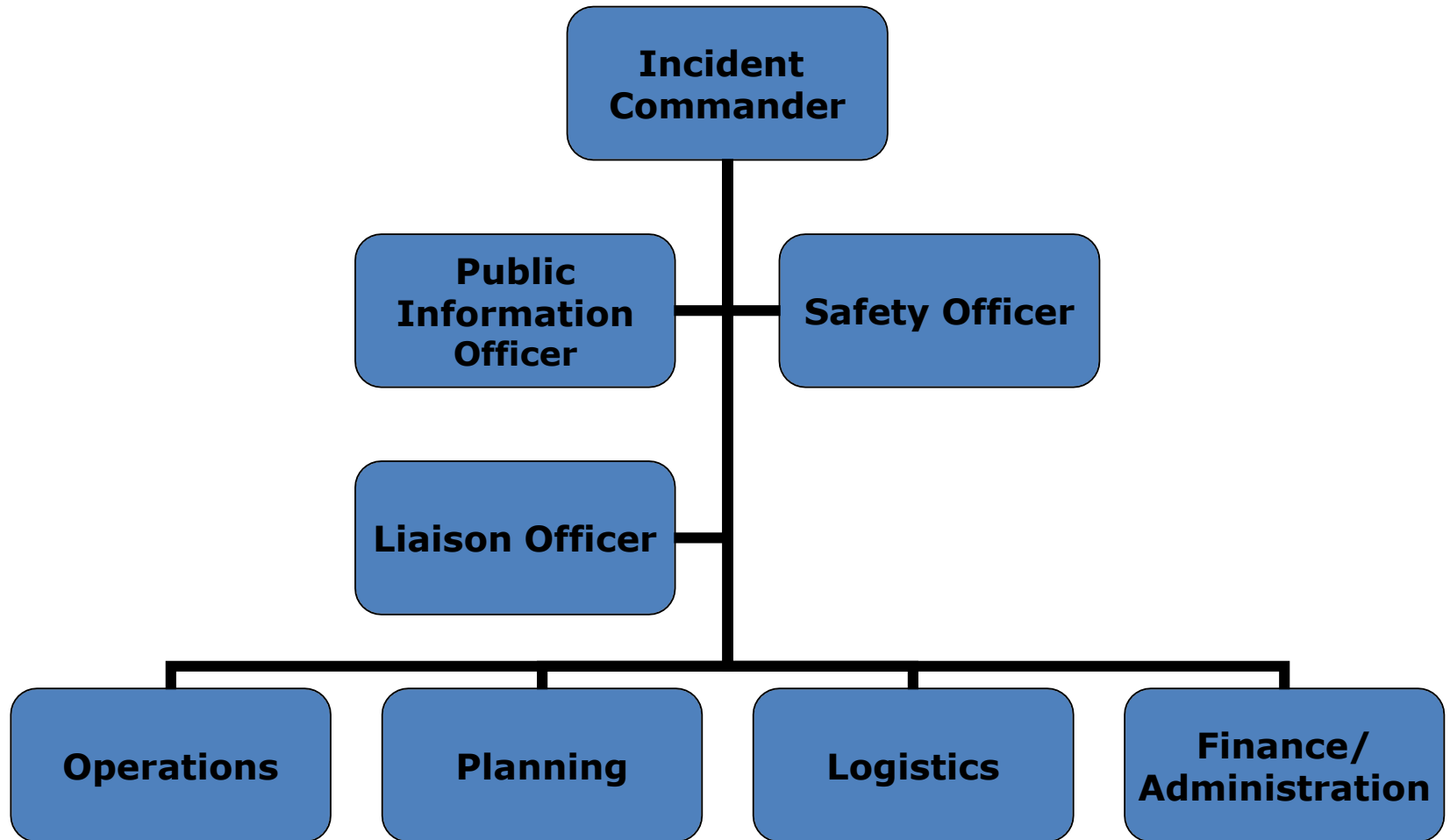


## Core Competency 3

# 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





## **Core Competency 4**

### **Know the MRC Emergency Role**

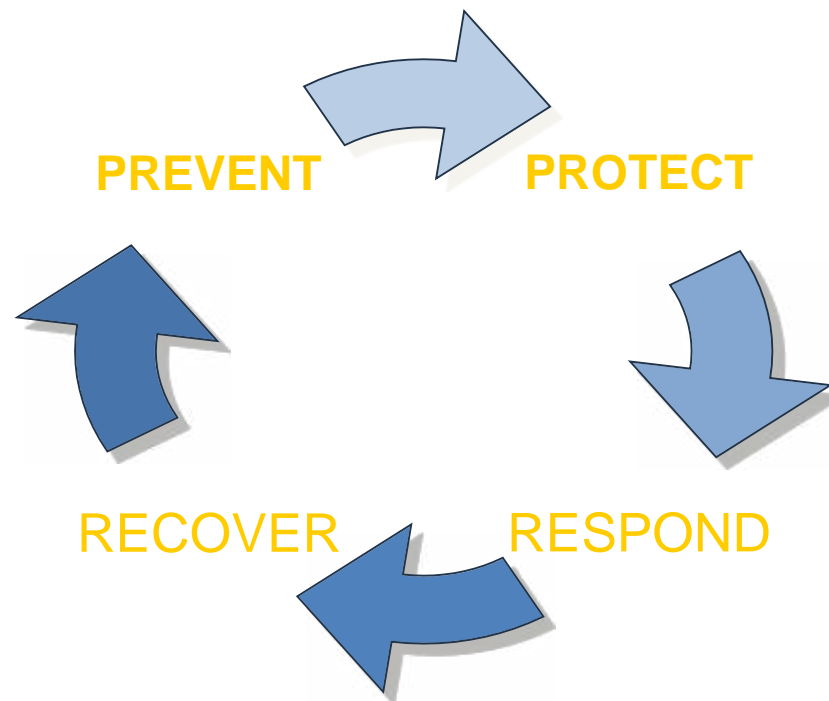
### **Support Function (ESF-8)**

- 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





## **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

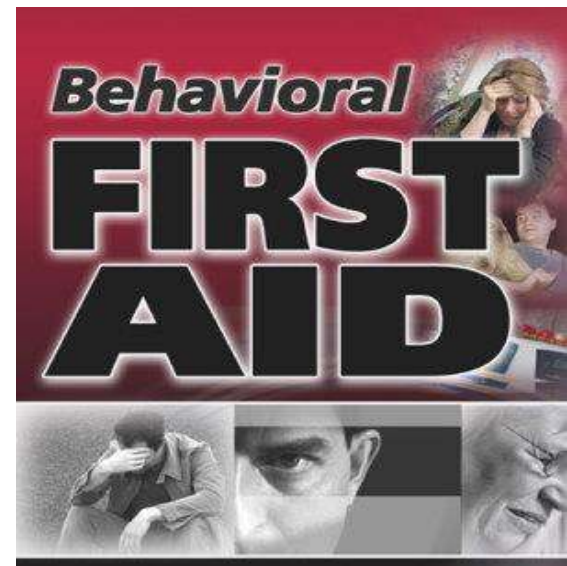
**You come first!**

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

**KNOW  
YOUR ▲  
▼ LIMITS**





# 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](http://www.wmmrc.org)
- [www.maresponds.org](http://www.maresponds.org)
- [www.medicalreservecorps.gov](http://www.medicalreservecorps.gov)
  - [www.ready.gov](http://www.ready.gov)
  - [www.mass.gov/dph](http://www.mass.gov/dph)
  - [www.cdc.gov](http://www.cdc.gov)



# Contacts: [www.wmmrc.org](http://www.wmmrc.org)

Western Mass MRC Point of Contact/Liaison

Kathleen Conley Norbut 413-454-5163; [kcnorbut@yahoo.com](mailto:kcnorbut@yahoo.com)

## MRC County Coordinators

Berkshire:	Corrine McKeown	413-539-4115
Franklin:	Nina Martin-Anzuoni	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?