

MEDICAL RESERVE CORPS (MRC)

Overview & Local MRC 101

Essex County, NY



Public Health
Prevent. Promote. Protect.

Essex County Public Health

medical
reserve
corps



History

- 911 Attacks
- President Bush call for Americans to volunteer in their communities
- Office of the US Surgeon General announced formation July 2002
- National; community-based initiative
- Citizen Corps, AmeriCorps, Senior Corps, and the Peace Corps are part of the President's USA Freedom Corps

Administration



An overview of the MRC

MORE THAN

200,000 & 1,000

VOLUNTEERS

UNITS COMPRISE
THE MRC NETWORK



MRC is...

A national network

of *local units of volunteers*

engaging local communities to

- strengthen public health,
- reduce vulnerability,
- build resilience, and
- improve preparedness, response and recovery capabilities.

Top activities of units

PUBLIC HEALTH

Community outreach



89%

Seasonal flu vaccination

78%

Health education

75%

EMERGENCY PREPAREDNESS

Personal preparedness and National Preparedness Month information campaigns



90%

Mass vaccinations/
mass dispensing services

85%

Emergency Operations
Center support

81%

Community Benefits

- Personnel Surge when needed
- Direction & focus to well-meaning volunteers
- Trained in ICS & other response topics (PODS, psychological first aid, etc.)
- Scheduling capacity
- Reduction in spontaneous volunteers
- Support PH activities year round

ESSEX COUNTY MRC TODAY

2016 Standard Operating Guidelines Overview

Section 1 – Purpose & Scope

- Essex County MRC was founded in 2007
- Medical & Non-Medical Volunteers

FOLLOWS National MRC *Factors for Success* framework

INCLUDES

- Strategic Direction
- Capacity Building/Recruitment & Retention Plan
- Policies/Procedures
- Operational Guidelines

Mission & Goal

MISSION

to engage *health care professionals* and *lay people*
to serve as trained volunteers
who supplement and assist Essex County Public Health
prepare for and respond to public health emergencies and identified needs.

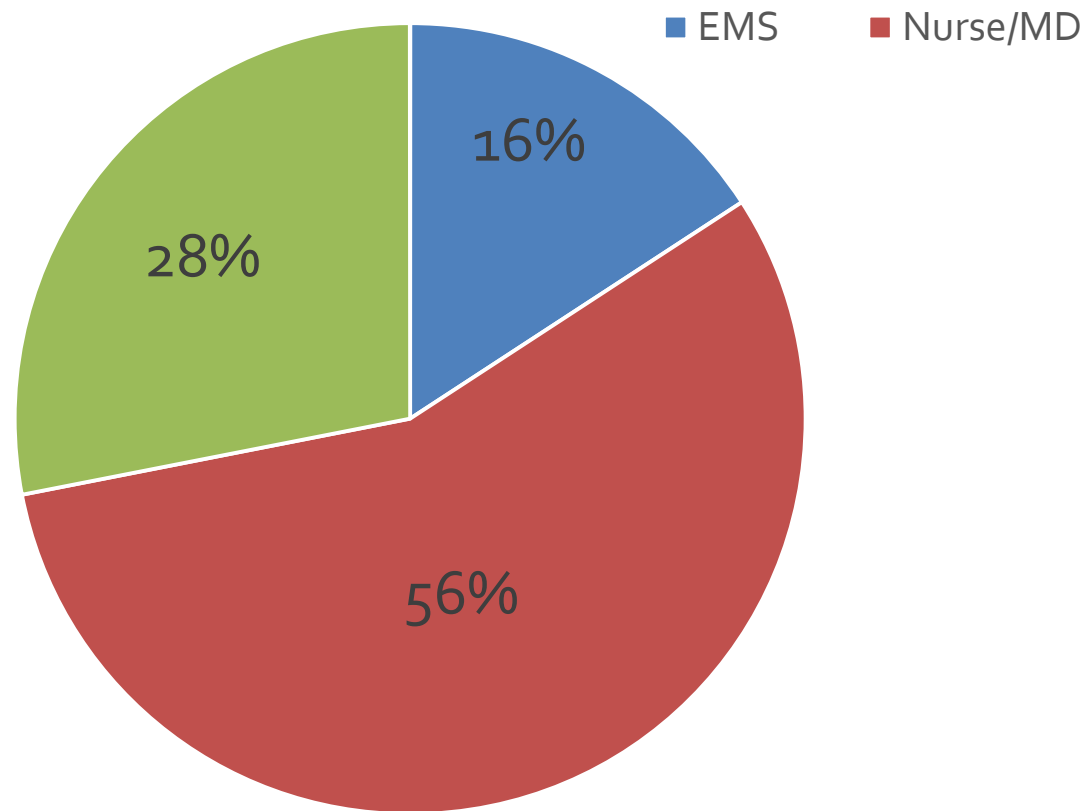
GOAL ...

during times of public health emergencies
and promote healthy living throughout the year.

Objectives 2016

1. **Policy, Procedures, and Operating Guidelines** (develop; follow)
2. **Financial Needs and Funding** (Assess needs and pursue funding a support sustainability)
3. **Communication** (volunteers & ECPH Admin)
4. **Recruitment**
5. **Screening & Selection**
6. **Training** (align with FEMA ICS, MRC Core Competencies; CDC Preparedness Capabilities)
7. **Exercises and Drills**
8. **Health Promotion**
9. **Retention & Recognition**
10. **Evaluation**

Section 2- Organizational Structure & Unit Composition



Volunteer Roles

Medical

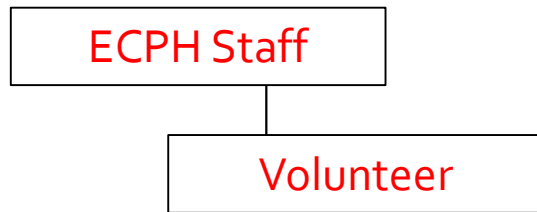
- First Aid
- Medical Screener/Evaluator
- Licensed Mental Health Care
- Vaccinator

Non-Medical

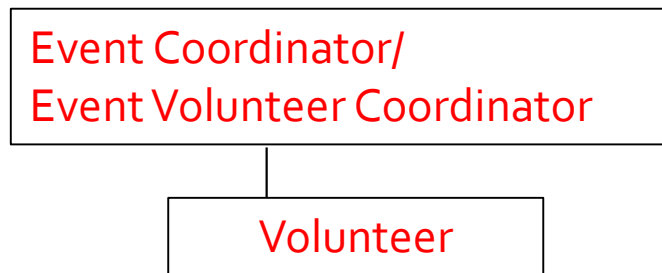
- Greeters/Flow Control
- Traffic Control
- Patient Registration
- Inventory Management
- Runners
- Translators
- Mobility/Functional Assistance

Activation ICS Structure

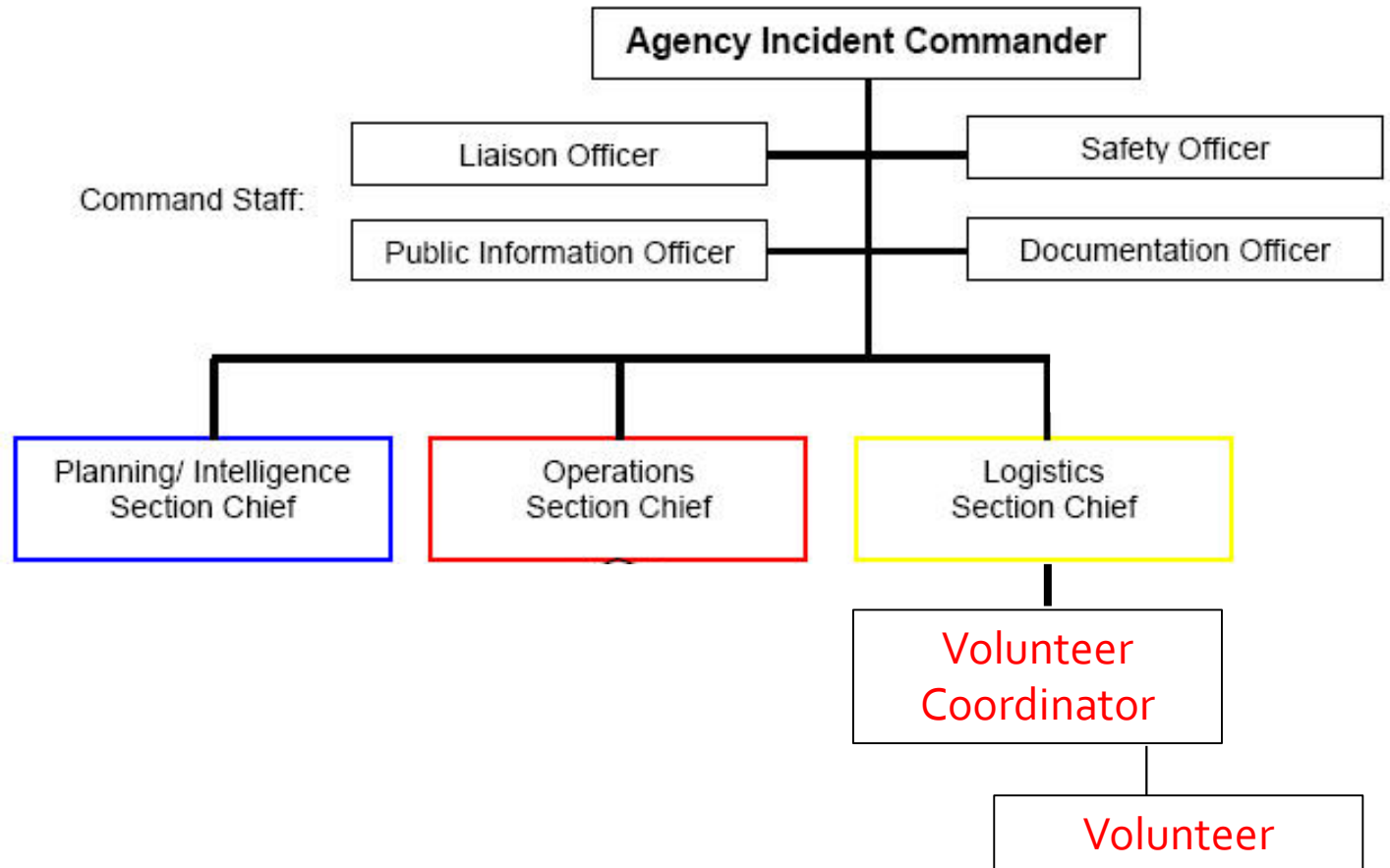
SMALL ACTIVATION (such as a clinic)
Public Health Clinic/ Outreach/Community Event



Or...



LARGE ACTIVATION (such as a POD)
Emergency Preparedness & Response



Section 3 - Community Needs & Partnerships

Community Needs

- CEPA
 - Weather
 - Transportation
 - Hazardous Material
 - Pandemic/Bio Event
- CHA
 - Obesity Prevention/Mgt
 - Chronic Disease Prevention/Mgt

Partnerships

- United Way
- Red Cross
- Neighboring MRCs
- RSVP
- PHAC
- BOS

Section 4 - Funding Sources & Financial Needs

Sources

- National Association of City & County Health Officials (NACCHO)
- PHEPR
- County

Needs

Section 5 - Unit Administration

Coordinator – very part time

Unit Profile Updates – monthly to National MRC

Technical Assistance Assessments – annually – Region II MRC Coordinator

Operational Assessment – AAR/IP post activation; ECPH QI Projects

Section 6 – Risk Management/ Legal Protection for Volunteers

ESSEX COUNTY

- Local Law #4 of the year 1980

NEW YORK

- Public Officers Law 17: Volunteers Participating in a State-Sponsored Program
- Public Officers Law 18: Volunteers Participating in Other Public Entity Programs
- Executive Law 29-b: Immunity from Liability During an Actual Emergency
- Public Health Law 14: Health Care Professional Acting at the Request of the State
- Public Health Law 300-a: Good Samaritan Law

NATIONAL

- Volunteer Protection Act of 1997: Protection for Volunteers of Government Agencies and NonProfit Organizations

Section 7 – Recruitment Plan

MEDICAL & HEALTHCARE

- Nurses
- PA/NP
- Pharmacists
- EMTs
- Mental Health Practitioners

NON-MEDICAL

- Administrative assistants
- Chaplains
- Volunteer coordinators
- Amateur Radio Operators
- Laypersons

Section 8 – Screening & Selection

APPLICATION

1. Regularly use an active e-mail address
2. Read, complete & sign MRC Application Packet
 - a. Registration Form
 - b. Confidentiality
 - c. Code of Conduct
 - d. Other
3. Submit completed packet for review

What Signing Ups Means... And Doesn't Mean

Means you are willing & interested in volunteering for Public Health Preparedness and Response activities including registration, training & ongoing communication.

Doesn't mean you must volunteer for an given activity for which MRC members are requested to serve. In other words, you may always elect to decline to serve.

Minimal Requirements to Maintain ACTIVE Status

1. Complete on-line application
2. Complete MRC 101 training
3. Complete FEMA ICS 100
4. Photo/Signature for ID Badge
5. Update ServNY annually
6. Update/renew other info annually or as requested
7. RESPOND to communication from MRC Coordinator

Section 9 – Training Plan

- Incident Command System
- CPR/AED/First Aid
- Psychological First Aid
- Activation Protocol
- Exercises/Drills – PH/Partners
- Volunteer Safety



Section 10 – Volunteer Utilization

NOTIFICATION

- ServNY
 - Email
 - Phone

VOLUNTEER RESPONSIBILITIES

- Sign in & out
- Receive a role assignment/briefing/job action
- Work within the scope of license, certification, job duties as assigned
- Report activities following activation to Coordinator
- Complete forms/reports as requested



Section 11 – Recognition & Retention

Optimizing volunteer experience

Enhancing Relationships

Volunteering year-round for community events

Recognizing, Appreciating & Incentivizing participation

Section 12 – Terminating Service

Volunteers may be released if they:

- Don't maintain minimal requirements
- Don't complete activities needed to maintain active status
- Violate Confidentiality/HIPPA Compliance
- Have otherwise been determined to be unsuitable for service thru MRC as determined by the Public Health Director or designee

What's Next?

ESSEX COUNTY

- New SOG
- Photo IDs & Signature
- Training Schedule
- Volunteer Schedule

Questions?

THANKS!

Jessica Darney Buehler, MPH

Coordinator, Emergency Preparedness & Response | Medical Reserve Corps.

Essex County Health Department, Public Health Unit