

# MEDICAL RESERVE CORPS (MRC)

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Overview & Local MRC 101

*Essex County, NY*



**Public Health**  
Prevent. Promote. Protect.

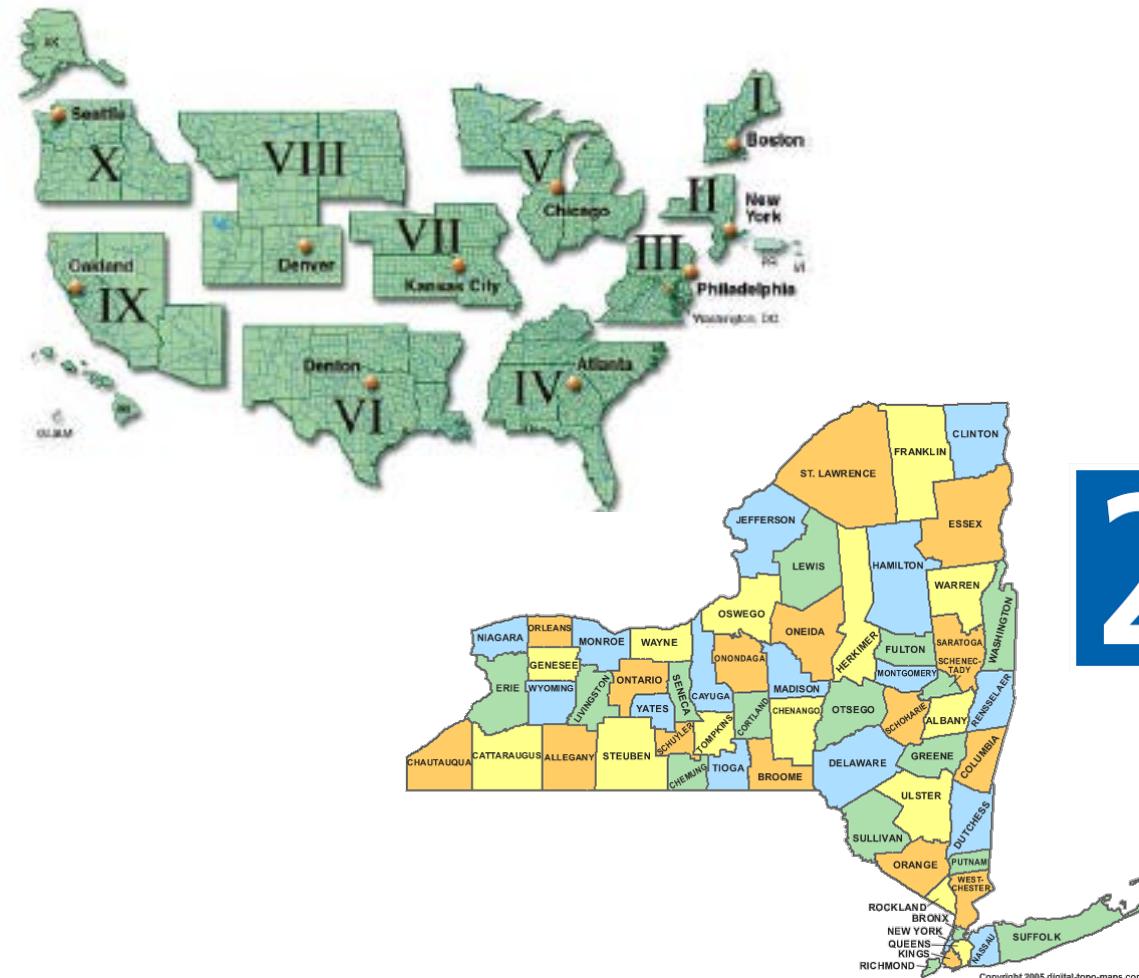
Essex County Public Health



# 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



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# An overview of the MRC

MORE THAN

**200,000** & **1,000**

VOLUNTEERS

UNITS COMPRIZE  
THE MRC NETWORK

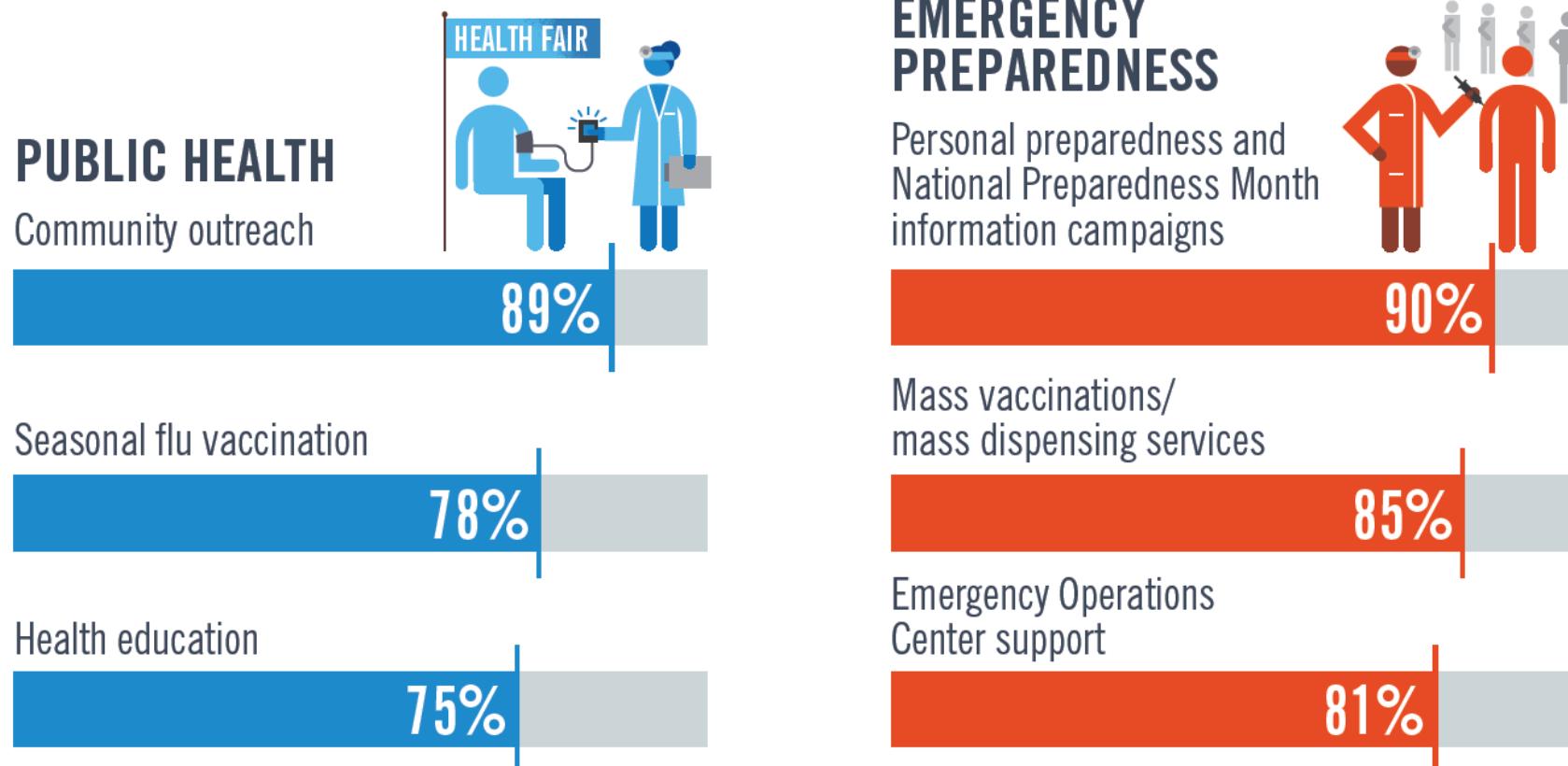


# MRC is...

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



# 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

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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.

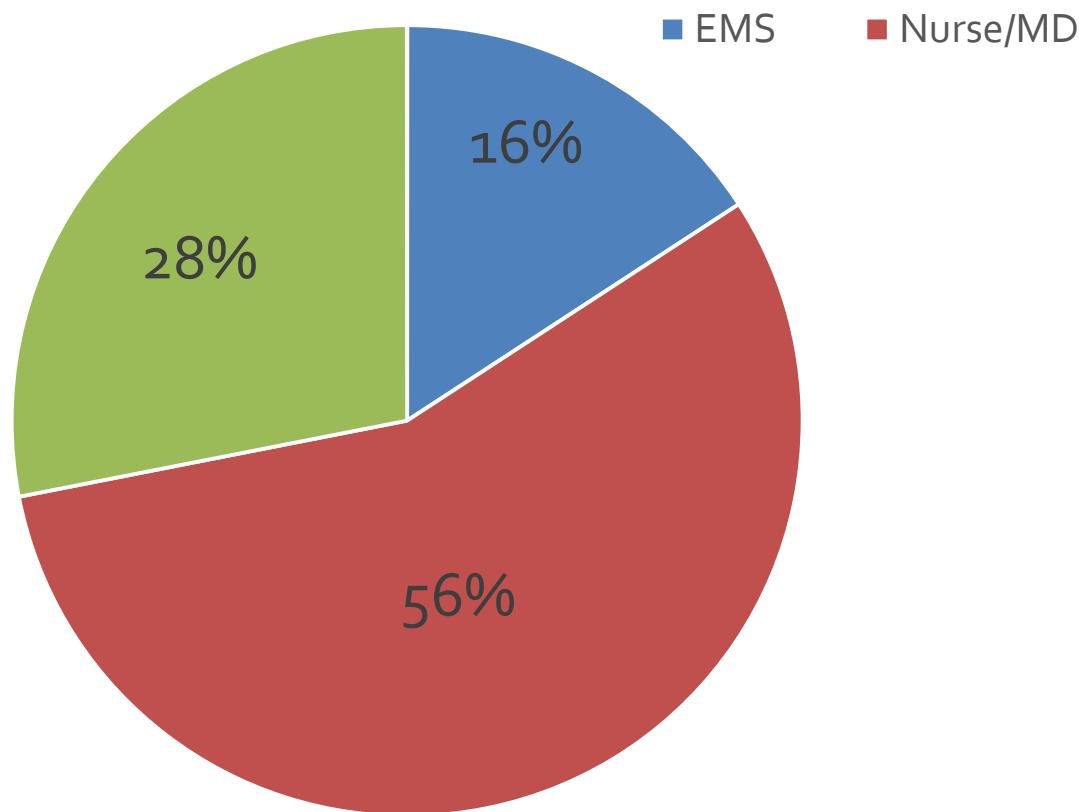
## GOAL ...

*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

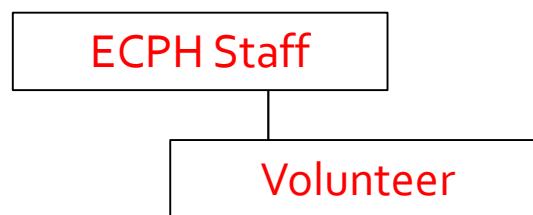
## Non-Medical

- 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

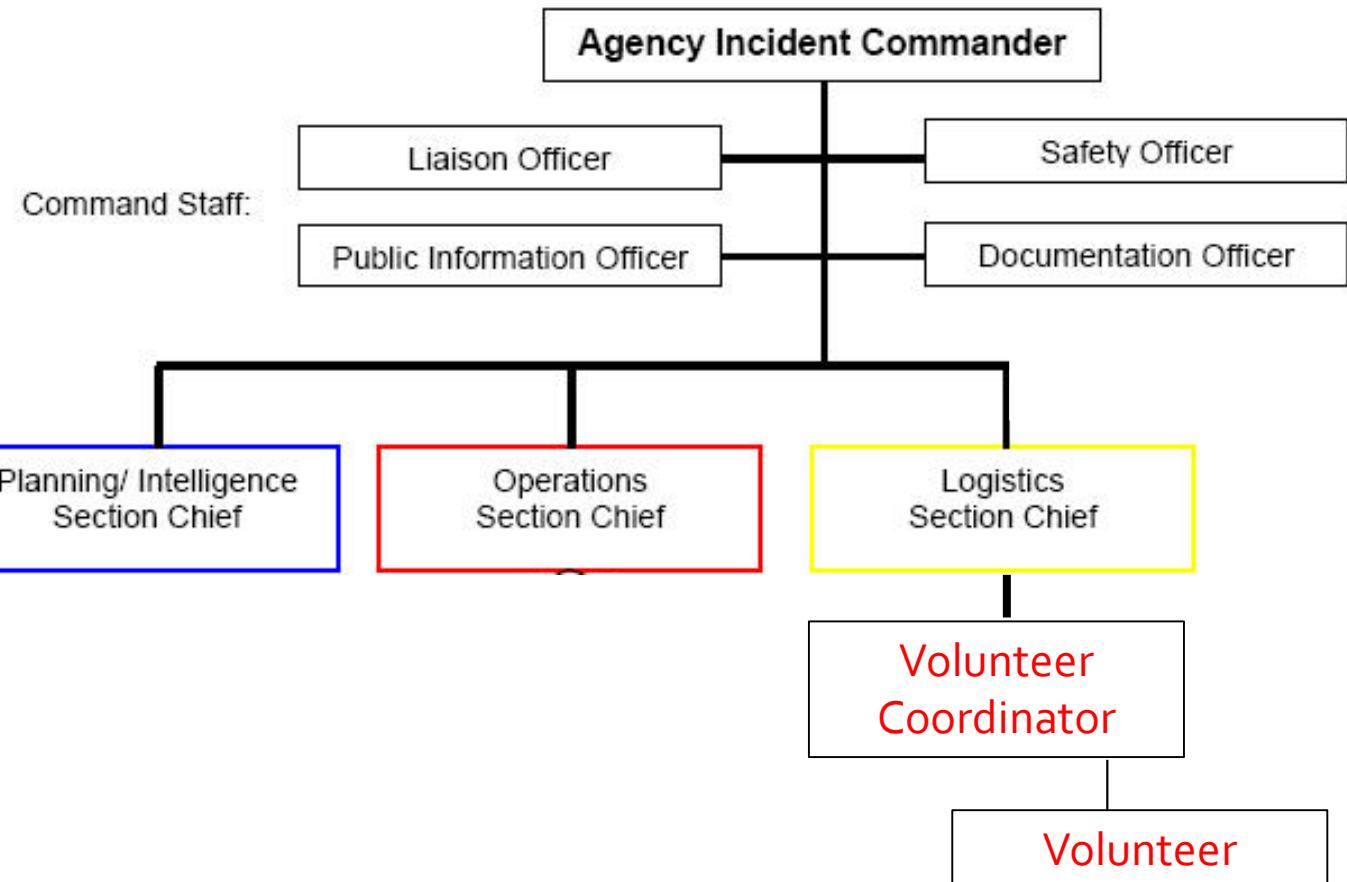


Or...



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