

Bear River Medical Reserve Corps

NEW VOLUNTEER ORIENTATION



Course Objectives

At the end of this orientation participants will be able to:

- Describe the history of the MRC
- Recognize how the MRC benefits communities
- List the levels of participation in the Bear River MRC units
- List minimum training requirements for participation in Bear River MRC
- Describe MRC activation, deployment, and demobilization
- Summarize the various liability protection laws that protect volunteers from civil liability
- List the exceptions to liability protection laws



CELEBRATING 15 YEARS:

A timeline of the MRC



2002 Office of the Surgeon General (OSG) announces the MRC as a demonstration project; MRC is defined as a program for medical, public health, and other volunteers interested in public health preparedness.

2002
42 MRC community-based units established to uphold the principles of the MRC project, as defined by OSG.



2005
More than 6,000 MRC volunteers from 150+ MRC units participate in Hurricane Katrina, Rita, and Wilma response and recovery efforts.



NACCHO **MRC**



2006 500 MRC units established nationwide, including Washington, DC, Guam, Puerto Rico, and US Virgin Islands. MRC Program Office also joins forces with NACCHO through a cooperative agreement to promote, support, and build capacity within the MRC network.

2006 Congress passes the Pandemic and All-Hazards Preparedness Act (PAHPA), which formally authorizes the MRC and its network to support emergency response at all levels, Local, State, Tribal, Territorial, and Federal.



2008 More than 1,500 MRC volunteers from 63 MRC units across 14 states volunteer over 30,000 hours in response to Hurricanes Ike and Gustav and Tropical Storm Hanna.



2009 Almost 50,000 MRC volunteers across 600 units respond to H1N1 outbreak. Over 2,500 separate immunization, flu prevention, and flu care activities reported.



2010 The MRC and the American National Red Cross issue a joint memorandum of understanding (MOU) to improve organizational coordination and cooperation to prepare communities for disasters.

TODAY Nearly 200,000 MRC volunteers among almost 1,000 units nationwide, including Washington, DC, Guam, US Virgin Islands, American Samoa, Commonwealth of Northern Mariana Islands, Federal States of Micronesia, and Puerto Rico.



15
YEAR
ANNIVERSARY

2016 MRC units prepare for and support Zika response. In Puerto Rico, which declared a public health emergency, over 140 MRC volunteers participate in community education and outreach efforts, reaching about 17,000 individuals.



2015 More than 300 MRC volunteers from 20 MRC units supported local efforts during the Papal Visit. These volunteers provided medical care and other assistance at aid stations, tents, and other venues in Washington, DC, New York City, Philadelphia, and Camden, NJ.

2017 Formal Letter of Agreement established between the American National Red Cross and the MRC Program, thereby reauthorizing the collaboration between the two organizations to better prepare communities to withstand and recover from disasters.

2014 During the domestic Ebola response, 169 MRC units donate more than 14,000 hours across 180 Ebola-related activities (e.g. suspect-case screening support, Ebola-related health education, staffing call centers, providing general surveillance support).



2012 The Waldo Canyon Fire, one of the most destructive in Colorado history, burns for a month in late June 2012. The MRC of El Paso County responds by donating 1,644 hours of volunteer service.



2012 New York's and New Jersey's health department call on the MRC in the wake of Hurricane Sandy. MRC volunteers serve more than 36,000 hours in response.



History of the MRC

After 9/11 and the anthrax attacks, in his January 2002 State of the Union address Pres. Bush called for Americans to volunteer in support of their country and communities.

- ❑ This led to the creation of the USA Freedom Corps which is comprised of:
 - ❑ Corporation for National and Community Service
 - ❑ Peace Corps
 - ❑ Citizen Corps – Consisting of:
 - ❑ MRC
 - ❑ VIPS
 - ❑ CERT
 - ❑ Neighborhood Watch
 - ❑ Fire Corp



Bear River MRC Mission

Recruit and train volunteers focused on strengthening public health, reducing vulnerability, building resilience, and improving preparedness, response, and recovery capabilities.



Community Benefits of the MRC

- ❑ MRC volunteers help strengthen public health, improve emergency response capabilities, and build community resilience.
- ❑ MRC volunteers can provide personnel “surge” capacity during major emergencies which can overwhelm the capabilities of the health care system.
- ❑ The MRC is an additional resources to assist community health activities.
- ❑ MRC Volunteers increase the number of individuals who are prepared for and trained to assist with disaster response activities.
- ❑ Trained MRC members helps to decrease the number of untrained spontaneous volunteers during major emergencies.



Activities Volunteers May Participate In

- Emergency Preparedness and Response Trainings
- Emergency Sheltering
- Responder Rehab
- Disaster Medical Support
- Disaster Risk Reduction
- Medical Facility Surge Capacity
- First Aid During Large Public Gatherings
- Planning, Logistical, & Administrative Support
- Veterinary Support and Pet Preparedness
- Mass Dispensing Efforts
- Vaccination Clinics
- Health Education and Promotion
- Outreach to Underserved Community Members
- Community Event Support
- Healthy Living
- Engaging Youth in Public Health Activities
- Health Screenings



Service Area

Each MRC has a select service area in which volunteers will be utilized to assist with activities/emergencies occurring **within** the specified service area only.

Federal, state, and/or regional emergency officials may occasionally request assistance from Bear River MRC.

The decision to accept/decline **any** assignment is always at the discretion of the volunteer.



Volunteer Requirements

- ✓ Be a citizen of United States or a legal immigrant
- ✓ Be at least 18 years of age
- ✓ Pass a criminal background check
- ✓ Be in good health (physically and mentally)
- ✓ Have transportation to and from designated work site
- ✓ Be able to work under stressful conditions
- ✓ Provide current mailing address and contact information
- ✓ Provide current professional licensure information (for medical professionals)
- ✓ Be registered with Utah Responds and keep your profile up to date



Disqualifications From Volunteering

- ✗ Falsifying information on your application/profile
- ✗ Failure to adhere to volunteer code of conduct
- ✗ Any instances of self-deployment
- ✗ Failure to adhere to the chain of command
- ✗ Inappropriate behavior
- ✗ Failure to pass a criminal background check



Commitment to MRC

The success of the MRC is determined by the availability of the volunteers to respond in a timely manner when deployed.

To be a successful volunteer you should:

- Consider family and work obligations
- Develop a personal/family emergency preparedness plan
- Be aware of your limitations, both physical and mental



Expectation of MRC Volunteers

- Maintain professional licensure and/or certification, if applicable
- Keep personal information updated on Utah Responds profile
- Respond in a timely manner following notification of activation
- Complete the minimum training requirements
- Maintain a high standard of moral and ethical conduct, and take steps to reduce liability
- Abide by HIPAA guidelines regarding patient confidentiality
- Accept the chain of command regardless of position



What Can You 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
- Have the opportunity to train with local emergency responders
- Receive priority prophylaxis for yourself and all your household members during a pandemic



Volunteer Training

Monthly Trainings and Tier Program



Importance of Volunteer Training

- Reduce liability risks
- Enhance response capabilities
- Understanding roles
- Decrease stress



Monthly Trainings

The fourth Wednesday of each month (except December) the BR MRC will have a training opportunity.

- The location will rotate between the three counties
- Typically class will start at 6 PM
- Topics will vary from emergency preparedness, incident command, hands-on skills, etc.
- At the start of the year the MRC Coordinator will send out the years schedule

Additional trainings may be available as well, depending on the year and on various partnership with other organizations.

Each month a newsletter will be sent out to volunteers providing a review of the last months trainings, upcoming events, and other items.



Tier Program

To ensure all volunteers are prepared to respond we developed a tier program with required education, credentialing, skills, and participation. There are four tiers:

- ❑ Gold - These volunteers have completed all required training, licensure verification, background checks, drug tests, onboarding paperwork, and are regular participants with MRC.
- ❑ Silver- These volunteers have completed most of the required trainings, licensure verification, onboarding paperwork, and have participated with MRC within the last two years.
- ❑ Bronze- These volunteers have completed the basic training courses, licensure verification, some of the onboarding paperwork and have participated with the MRC at least once in the last year.
- ❑ General Pool- These volunteers have expressed an interest in the MRC and have created a profile on Utah Responds.



Deployment Cycle

HOW YOU WILL BE ACTIVATED, DEPLOYED, AND DEMOBILIZED



Activation

After receiving a request for assistance, and approval to activate from the local health officer, the MRC Coordinator will initiate volunteer notification via Utah Responds.

- ❑ The primary method of notification will be via email. Additional contact methods, such as phone call, or text, may be included depending on the situation.

The notification will include the following information:

- ❑ The nature of the event
- ❑ Location and time of shift
- ❑ Job/assignment details
- ❑ Necessary qualifications
- ❑ Instructions on how to accept or decline the assignment



Deployment

- ❑ MRC Coordinator will confirm and deploy the volunteer
- ❑ Volunteers should be sure to check-in upon arrival
- ❑ Volunteers should never self-deploy
- ❑ Bring proper identification to your shift
 - ❑ MRC badge
 - ❑ MRC t-shirt



Demobilization

The MRC will assist with emergency response efforts for the duration of an event and/or their assistance is no longer needed or requested. Once the event is over, volunteers will be demobilized as their assignments are completed.

When demobilizing volunteers must ensure:

- All assigned activities are completed
- Turn in any equipment that was issued; such as radios, vests, backpacks, etc.
- Attend debriefing
- Check-out



Demobilization Interviews



At the end of your deployment you will receive an demobilization interview. These are completed via Google Form. Your responses to these interviews can help in multiple ways:

- Volunteers can provide feedback on activation, deployment, and demobilization
- Helps MRC Coordinator identify problems
- Opportunity to suggest ideas for improvement

Please take the time to complete these interviews at the end of your deployment.



Liability Protection

YOUR PROTECTIONS WHILE VOLUNTEERING WITH THE MRC



Liability Protection

FEDERAL

- ❑ Volunteer Protection Act 1997 – Protects a volunteer from liability when the volunteer is:
 - ❑ Acting within the scope of their responsibilities
 - ❑ Properly licensed, certified, or authorized to undertake the activities in question
 - ❑ The harm was not caused by willful or criminal misconduct, gross negligence, reckless misconduct, or a conscious, flagrant indifference to the right or safety of the individual(s) harmed; and
 - ❑ The harm was not caused by a volunteer operating a vehicle that requires an operator's license or insurance

STATE – ADDITIONAL UTAH LAWS TO PROTECT VOLUNTEERS

- ❑ Utah Code § 78-11-22, Good Samaritan Act
- ❑ Utah Code § 26A-1-126 Medical Reserve Corps
- ❑ Utah Code § 78-19-2 Utah Volunteer Protection Act
- ❑ If you have any questions about the laws in your state contact your MRC Coordinator



Exceptions to Liability Protections

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

- 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.”



Workers Compensation

- ❑ When activated by the Bear River Health Department, MRC members will be covered under Utah's Workers Compensation Fund.
- ❑ If you are involved in any incident, whether injury occurs or not be sure to notify the supervisor so an Incident Report can be properly filled out.



Questions??



If you run into any questions, problems, or concerns please contact the MRC Coordinator, Shelbie Kaczmarczyk

☐ shelbiek@brhd.org

☐ Office: 435-792-6526

☐ Cell: 503-798-5186



Completion

To mark this orientation complete you must take a quiz. Access the quiz via the link below or the QR code to the right.

[Orientation Quiz](#)

