

2015 Vermont Emergency Preparedness Conference

Medical Reserve Corps: Vermont Volunteers Building Strong, Healthy and Prepared Communities

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Acknowledgements

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Today's Story Arc



- ★ State of the MRC Network
- ★ Vermont's Medical Reserve Corps Units
- ★ What's in store for us?

The Medical Reserve Corps (MRC) is a national network of volunteers, organized locally to improve the health and safety of their communities.

- Organized into community-based units located throughout the United States and its territories.
- Directed at the local, regional, state, and national levels.

- The national network of MRCs was founded in 2002 as a result of 9/11.
- Originally headquartered in the Office of U.S. Surgeon General.
- Enable credentialing and training of volunteers so that they are able to be utilized immediately during a disaster.
- Designed to be community-based to meet community needs.

- ★ Mission: Engage volunteers to strengthen public health, reduce vulnerability and disaster risk, build resiliency and adaptive capacity, and improve community preparedness, response and recovery capabilities
- ★ Keys to success:
 - ★ Dedicated volunteers and leaders
 - ★ Supportive housing organizations
 - ★ Strong partnerships



- ★ Composition
- ★ Administration
- ★ Impact

<http://www.naccho.org/topics/emergency/MRC/networkprofile>



INFOGRAPHIC THE 2013 NETWORK PROFILE OF THE MEDICAL RESERVE CORPS OVERVIEW



224 AVERAGE NUMBER OF VOLUNTEERS PER UNIT

3.6 LENGTH OF SERVICE OF UNIT LEADER IN YEARS*



SIZE OF VOLUNTEER CORPS **200,000+**



Mixed **48%** HOW YOU CLASSIFY THE JURISDICTION YOU SERVE

TOTAL NUMBER OF UNITS **ALMOST 1,000**

PERCENTAGE OF UNITS THAT ARE HOUSED WITHIN A LOCAL HEALTH DEPARTMENT **67%**

41% REPORTED THAT THEY PARTICIPATED IN AN EMERGENCY RESPONSE IN THE LAST YEAR

VOLUNTEER SCREENING METHODS: 89% use applications, 60% do background checks, 45% interview potential volunteers, 24% check volunteer references, 4% do not screen



TOP 3 PREPAREDNESS ACTIVITIES

- Communications/testing drill
- Personal preparedness information campaigns
- Training and exercises

TOP 3 PUBLIC HEALTH ACTIVITIES

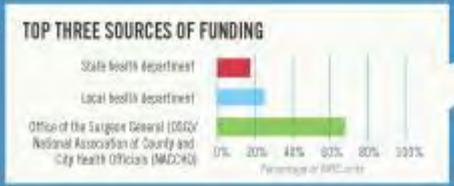
- Seasonal flu vaccination
- Community outreach events
- Health education

84% HAVE A TRAINING PLAN



TRAINING PARTNERS

- Local Health Department
- Emergency Management Agency
- American Red Cross
- Citizen Corps / CERT
- Fire / EMS



VOLUNTEER ACTIVATION

An e-mail distribution list is the most common method, followed by state-supported notification/activities, then a phone tree.

- TOP THREE RECRUITMENT METHODS**
- 90% word of mouth
 - 77% presentations
 - 71% MRC events

24% OF VOLUNTEERS PARTICIPATED IN AN MRC ACTIVITY QUARTERLY

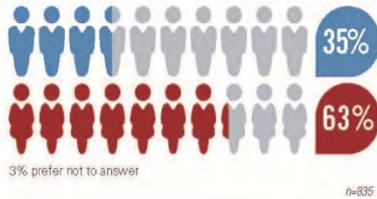
This information was prepared by NACCHO. The work that provided the basis for this publication was supported by funding from the Office of the Surgeon General. NACCHO is solely responsible for the accuracy of the statements and interpretations contained in this publication and such interpretations do not necessarily reflect the views of the United States Government. Infographic by The Tremendousness Collective: www.tremendo.us

Medical Reserve Corps unit leader and volunteer profile

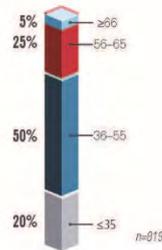
Unit leader profile

Unit volunteer profile

GENDER



AGE



TENURE

Leaders who were part of MRC prior to becoming leader

28%

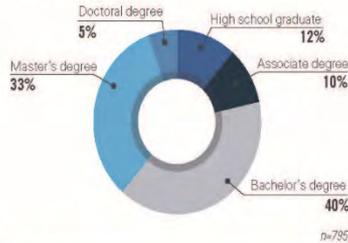
Average length of service in years

3.6

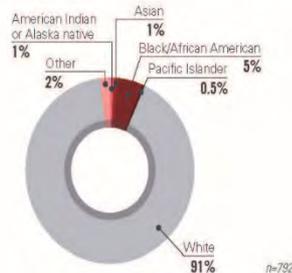
Units that have a succession plan in place for leader transitions or turnover

46%

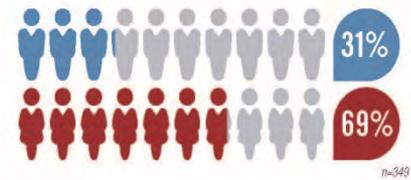
EDUCATION



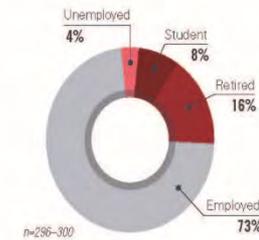
RACE



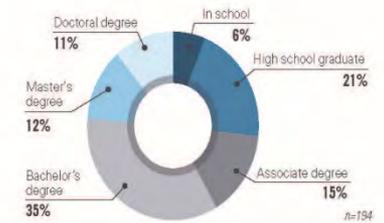
GENDER



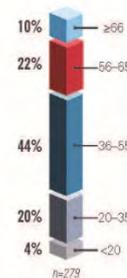
WORK STATUS



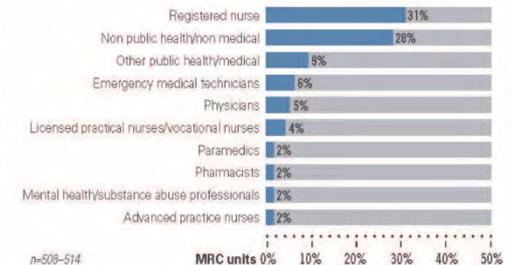
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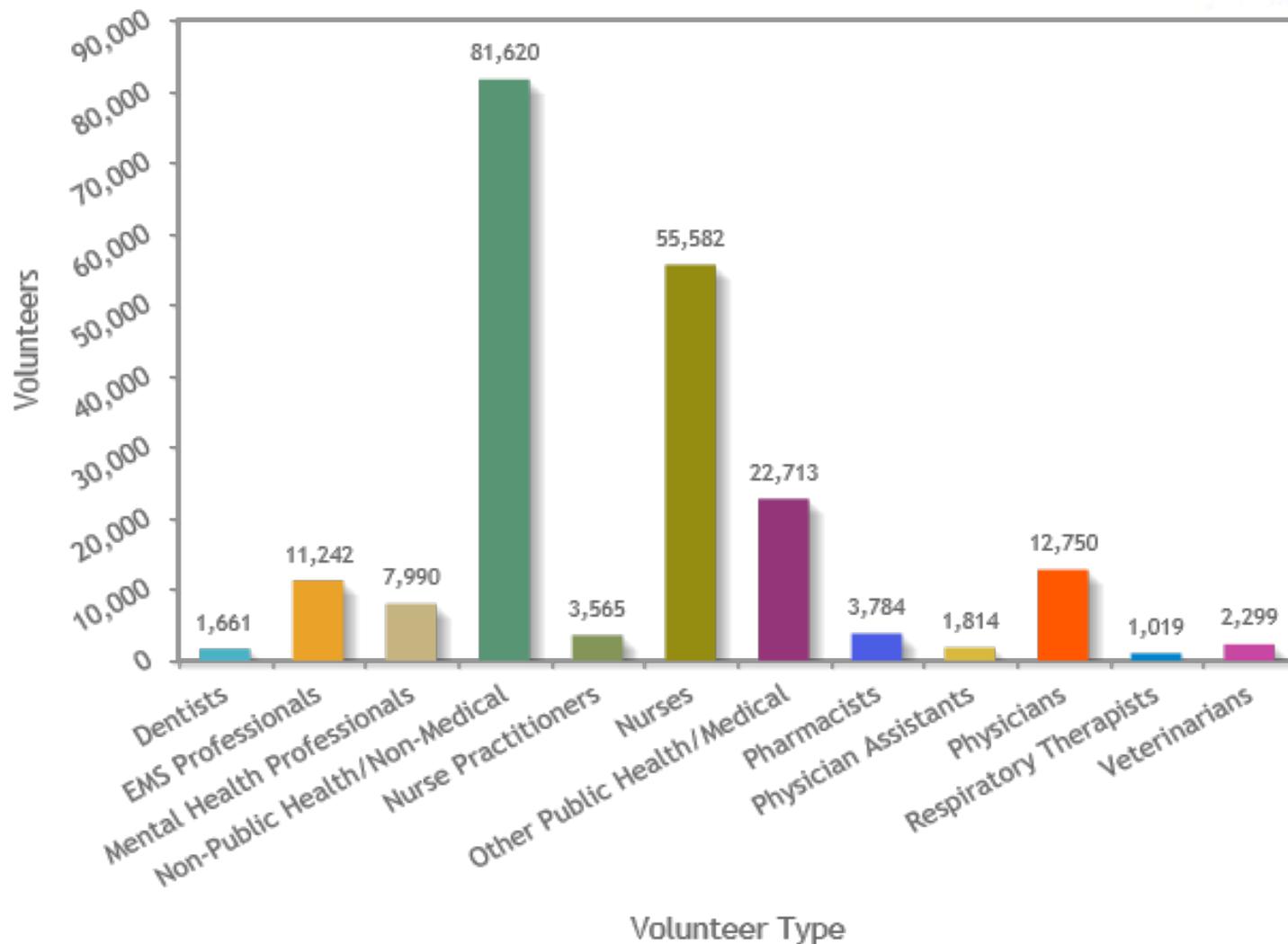
AGE



EXPERIENCE



MRC Volunteers Nationwide



MRCs at a National Level

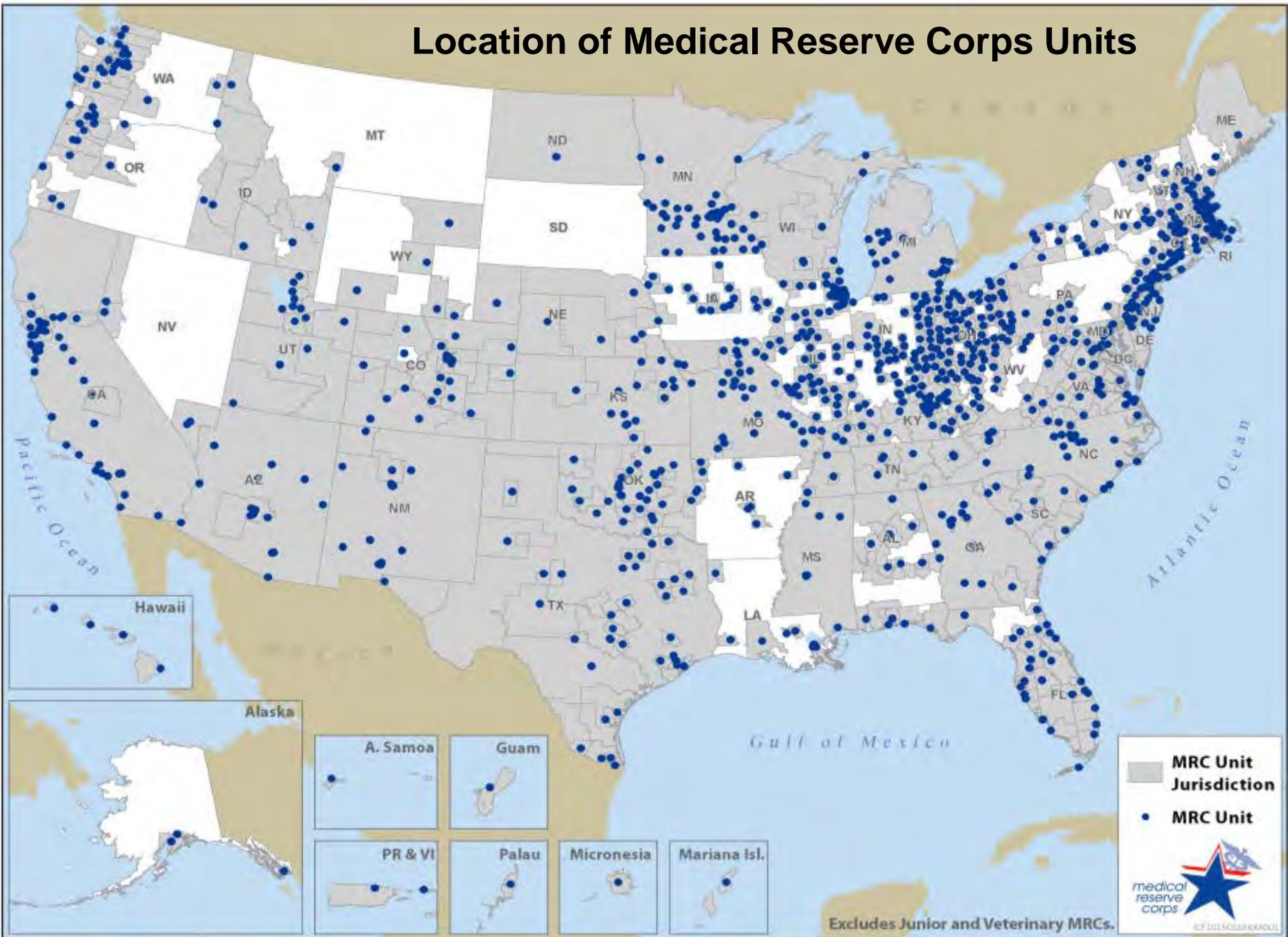


- **Medical Reserve Corps** is a partner program of the Citizen Corps.
- **Citizen Corps** is a national network of volunteers dedicated to ensure hometown security.
- The Medical Reserve Corps is fully operational under the ASPR in the Department of Health and Human Services.



ASPR: Resilient People. Healthy Communities.

Location of Medical Reserve Corps Units



MRCs in Vermont



- In Vermont, Medical Reserve Corps are supported by the **Vermont Department of Health**.



- Many of these volunteer organizations work together during incidents and events to provide a more efficient and effective response.



Vermont's Medical Reserve Corps Units



- Vermont currently has 7 MRC units.
 - 240+ volunteers
 - MRC units serve 85% of Vermont's population
 - Active in 10 of 14 Vermont counties.
 - Addison
 - Bennington
 - Chittenden
 - Franklin
 - Grand Isle
 - Rutland
 - Orange
 - Washington
 - Windham
 - Windsor
 - 1 bi-state MRC. The Upper Valley MRC serves both Vermont and New Hampshire

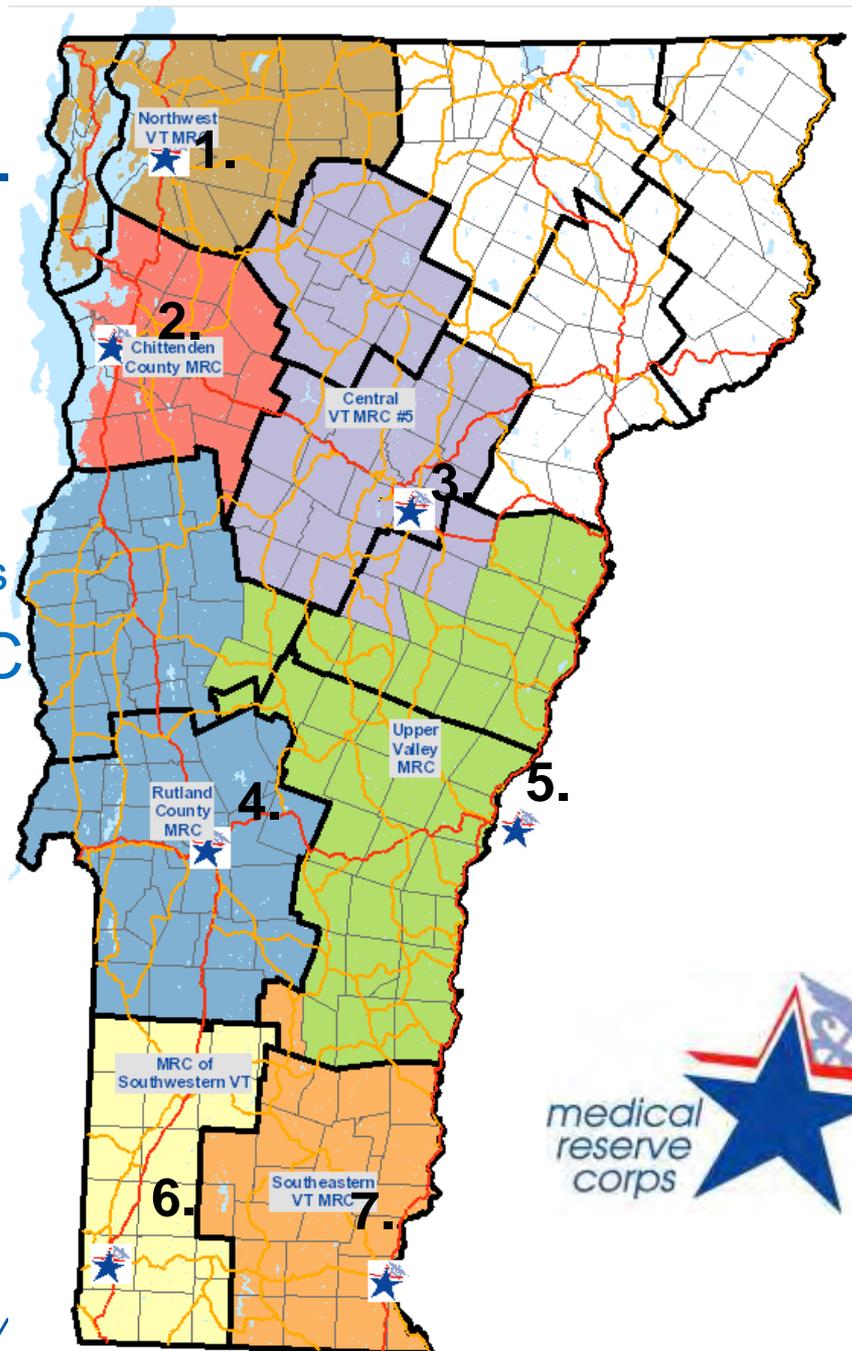
- These MRCs are partnered with:

- 8 of 16 Vermont hospitals
- 9 of 12 health department district offices
- Regional Planning Commissions, Police Departments, EMS agencies, Fire Departments



MRCs Serving Vermont

1. Northwest VT MRC
Serving Franklin & Grand Isle Counties
2. Chittenden County MRC
3. Central VT MRC
Serving Washington & Orange Counties
4. Rutland-Addison County MRC
5. Upper Valley MRC
Serving areas of Windsor & Orange county, VT and Grafton county, NH
6. MRC of Southwestern VT
Serving Bennington County
7. Southeastern VT MRC
Serving Windham County



State Level

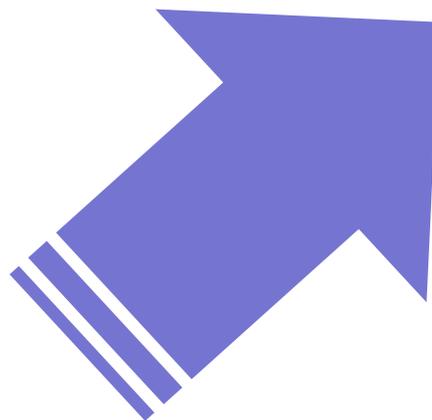
- MRC State Coordinator at Vermont Department of Health.
- Public Health Emergency Preparedness Specialists in the health department's local district offices.

Local Level

Management Structure for the each Vermont MRC Unit:

- Unit Coordinator
- Advisory Committee
- Fiscal Agent/Housing Agency

240 Registered Vermont MRC
Volunteers as of October 1st



39%
Increase

Increased from **173** on March 24th, 2015

OnCall for Vermont



**Protect the health of your community.
Join. Train. Respond.**



OnCall for Vermont



- EMS & MRC Recruitment and Retention Campaign
- Collaborative work from the Division of Emergency Preparedness, Response and Injury Prevention; Communications & HMC Advertising
- Exemplifies real Vermonters who volunteer
- Drives potential volunteers to [OnCallforVT.org](https://www.oncallforvt.org)

On Call for VT



EMS

- 2014 survey showed 67% of agencies felt understaffed.
- Licensure data shows 79% of agencies rely on volunteers.

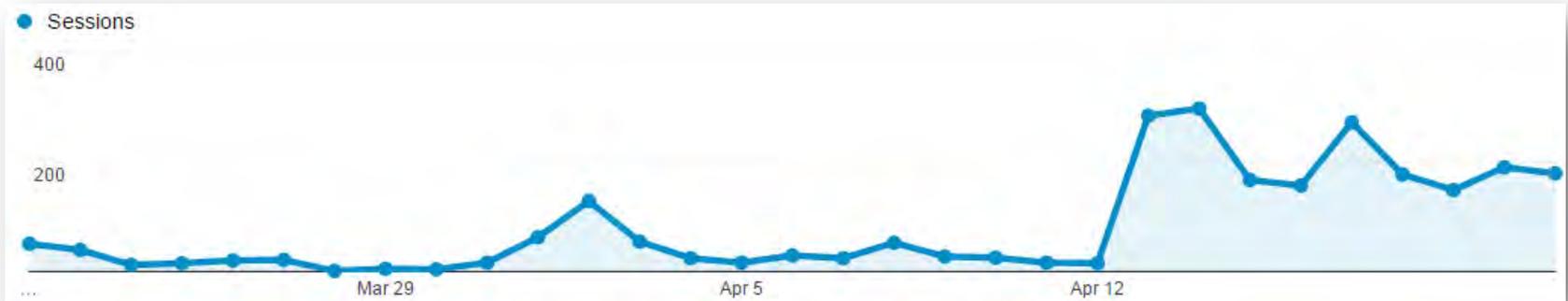
MRC

- Volunteer Response identified as PHEP gap
- Health response plans call for more staff
- National Health Security Preparedness Index below national average

MRC Opportunities

- **Join** one of VT's 7 MRC units
- **Train** in emergency preparedness and disaster response
- **Respond** to public health incidents





- >2000 unique users
- >20 direct inquiries to DEPRIP email
- MRC:

Page	Pageviews	% Pageviews
1. /	1,582	25.38%
2. /medical-reserve-corps/	919	14.74%
3. /emergency-medical-services/	702	11.26%
4. /emergency-medical-services/how-to-join/	347	5.57%
5. /medical-reserve-corps/how-to-join/	297	4.76%

- 173 registered in Responder Management System 3/24/15
- 200 registered as of 4/22/15: 16% increase



We need your help!



- **Join!**

- Contact your local EMS squad to learn about how their agency works and how you can make a difference
- Register with the MRC. Lots of responses support VDH, but lots support other public health events too!

- **Spread the word!**

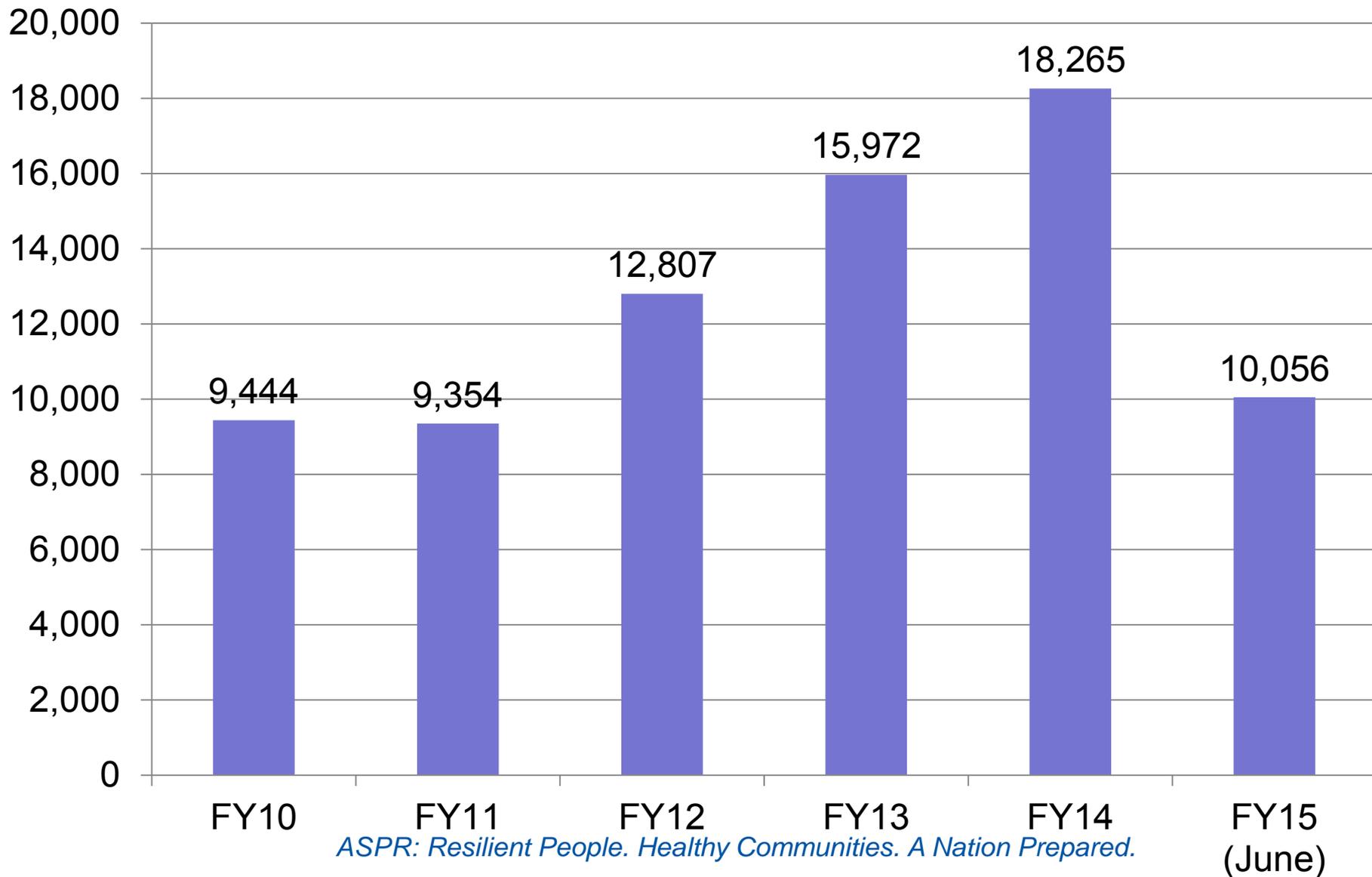
- Invite friends and acquaintances to join a squad or unit.
- Share local knowledge of EMS and MRC activities.
- Ask your local MRC leader how they can support your public health program.

Impact (So What?!)

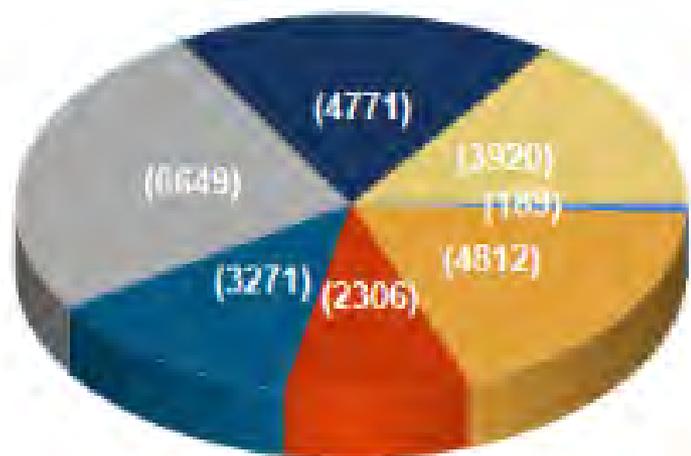


ASPR: Resilient People. Healthy Communities. A Nation Prepared.

MRC Activities



MRC Activities



- Emergency Response
- Strengthened Public Health
- Served a Vulnerable Population
- Supported Non-Emergency Community Events
- Developed/Strengthened MRC Unit
- Improved Community Preparedness/Resilience
- Trained/Exercised to Improve Unit or Community Response Capacity/Capability

Emergency Response

- ★ Medical Shelter Support
- ★ Disaster Behavioral Health
- ★ General Shelter Support (Human or Animal)
- ★ EOC Support
- ★ Vaccinations/Mass Dispensing
- ★ Hospital ACS/Med Surge
- ★ Wellness Checks
- ★ Radiological Reception Centers
- ★ Search and Rescue
- ★ Volunteer Reception Center
- ★ Mass Casualty
- ★ Evacuation
- ★ Call Center/Communications Support
- ★ Epidemiology/Surveillance Support



MRCs Supporting the Vermont Health Department

- Public Health Outreach
- Points of Distribution (PODs) and Mass Prophylaxis
- Medical Surge Events
- Public Health Incident Response



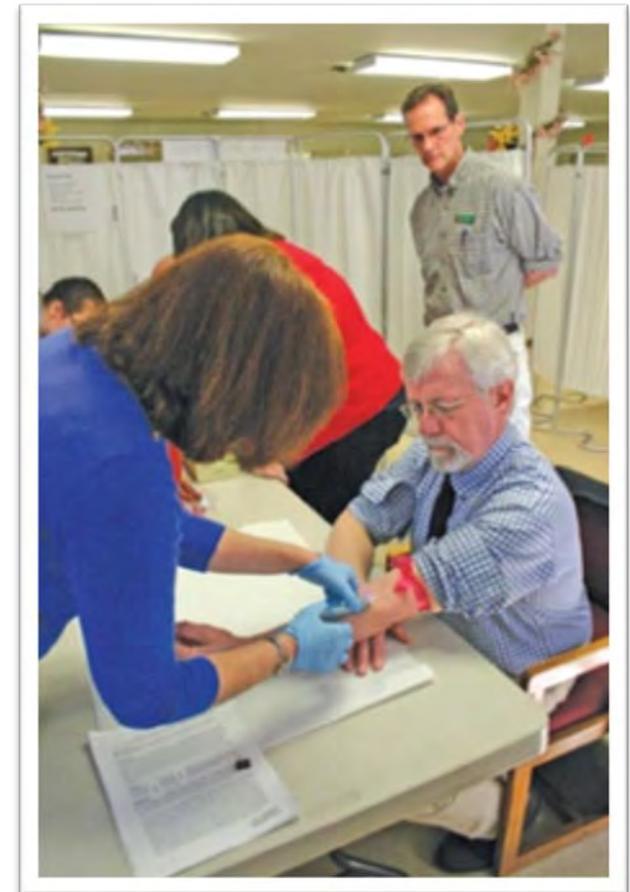
- MRC Volunteers can participate in a wide variety of public health activities, and are not limited to emergency incidents. Volunteers receive liability and worker's compensation coverage through the Vermont Department of Health when the Unit Coordinator notifies VDH of an activation.
- Possible Activations include:
 - Vaccination clinics – flu or other pandemic
 - Points of Distribution (PODs) for mass prophylaxis
 - Medical Surge – respond to hospital surge incidents at offsite location
 - Medical Aid Shelters during local festivals and events
 - Preventative Health Clinics
 - Sheltering

Responder Management System



- All members of an MRC in Vermont are registered to the Responder Management System
<https://rms.vermont.gov/>
 - This system captures your contact information so that we may request your help during an incident.
 - It also stores any license information you may hold, pre-credentialing you and enabling immediately response to a disaster.
 - Unit Coordinators utilize this system for unit communications and to send alerts.
 - RMS keeps track of trainings, skills, and activations you have completed.

- Eastern Equine Encephalitis (EEE) Clinics





- T-dap Vaccination Clinic – Pertussis Epidemic Response
 - Utilized MRC nurse volunteers
 - Provided Just-In-Time-Training provided for MRC volunteers



- Tuberculosis Investigation and Response
 - School and Day care setting
 - Multiple Tuberculin Skin Tests (TST) clinics



Pandemic Flu Mass Dispensing

- During a pandemic, medication may need to be administered to the population in a very short period. This may include vaccinations, antibiotics or other medications.
- MRCs trained on the Health Department's Points of Distribution (PODs) are able to assist in mass dispensing for prophylaxis of Vermont's population.
- Similar to medical surge, training in a task before an emergency allows for safe and efficient operation during an event.



Alexandria MRC, VA



Racine County MRC, WI

- During an extreme weather event, such as a flood, snow storm or an extended power outage, Medical Reserve Corps can help:
 - Set-up and assist in community shelters operations.
 - Train before a disaster with the Red Cross for shelter operations.
 - Vaccinate against tetanus.
 - Train community members on the proper use of Personal Protective Equipment (PPE) for cleanup.



26 OK MRC units responded to the Oklahoma tornados.



United Way of the Midlands MRC, NE

Assisting Vulnerable Populations

- MRCs can help vulnerable populations during disasters.
 - Identifying vulnerable persons within the community before a disaster enables MRC members to assist them when disaster strikes.
 - Alert persons of approaching or occurring event.
 - Provide transportation to shelters or clinics.
 - Support the medically fragile in shelters.
 - Those who might benefit from assistance include:
 - Sight or hearing impaired
 - Bed or wheelchair bound, mobility challenged
 - Individuals dependent on electrically powered medical devices



- Medical Reserve Corps can build community resiliency through preventative health clinics.
 - Clinics for seasonal influenza vaccines
 - Blood pressure and blood sugar screenings
 - Health and nutrition education for children
- Clinics can provide relationship building between the MRC and the community. This relationship allows for comfort and trust in the MRC during a stressful emergency.
- A healthy community is stronger and more resilient when disaster hits.



Washoe County MRC, NV



North Alabama's MRC, AL

Volunteer roles will depend on the incident and members' credentials, but may include:

- Medical Interviewing
- Medication Distribution
- Vaccine Administration
- Assisting Response Personnel
- First Aid, Education
- POD operations

Role of Volunteers



Vermont's Medical Reserve Corps (MRC) units are community-based groups of volunteers who supplement local emergency and public health resources with their existing skills.

Liability and Worker's Compensation Protections for Volunteers

Qualified volunteers receive the same **liability protections and workers' compensation coverage** as state employees when they are training for or responding to a public health event or emergency when serving at the request of and under the direction and control of a state agency, such as the Department of Health.

Available Trainings



- To prepare for these vulnerabilities, MRCs may offer trainings that include:
 - Personal Preparedness and Family Readiness
 - Incident Command & the National Incident Management System
 - First Aid and CPR Certification
 - American Red Cross Shelter Operations
 - Disaster Life Support
 - Points of Distribution/Mass Dispensing Site
 - Medical Surge/Mass Care Response
 - Psychological First Aid



A successful Vermont Medical Reserve Corps Unit is able to:

- ✓ Hold recruitment events
- ✓ Orient new members
- ✓ Be trained in compliance with the MRC national core competencies
- ✓ Hold advisory committee meetings
- ✓ Improve public health throughout Vermont through health promotion and disease prevention
- ✓ Participate in exercises, events, and responses in support of VDH
- ✓ Act in a supporting role to public health organizations in the community
 - Collaborate with area hospitals and other healthcare facilities
 - Support planning and response activities
 - Medical surge capabilities
- ✓ Conduct preparedness education activities; focus on at-risk populations



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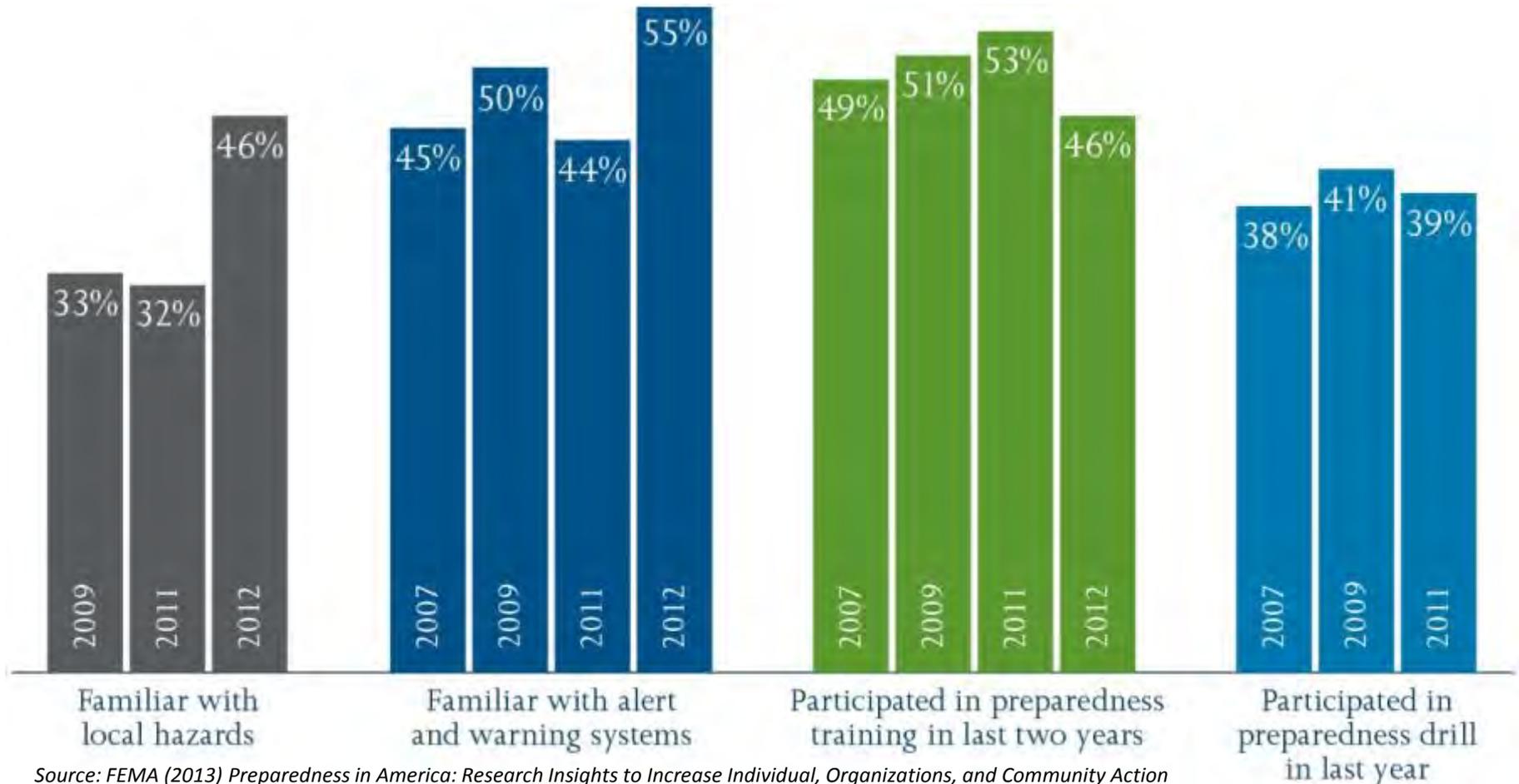


<http://1.usa.gov/1FM99Tf>

How Prepared Are We?



The percentage of survey respondents taking recommended preparedness actions remains largely unchanged since 2007



Source: FEMA (2013) Preparedness in America: Research Insights to Increase Individual, Organizations, and Community Action

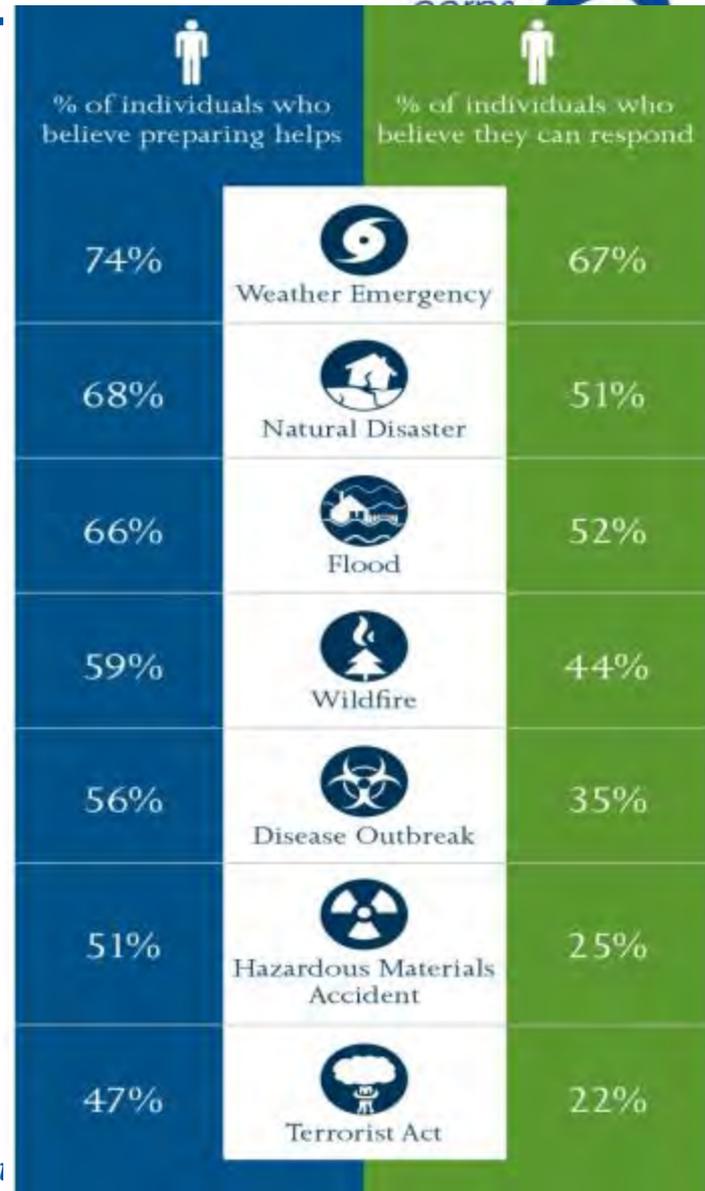
Beliefs About Risk and Efficacy by Hazard



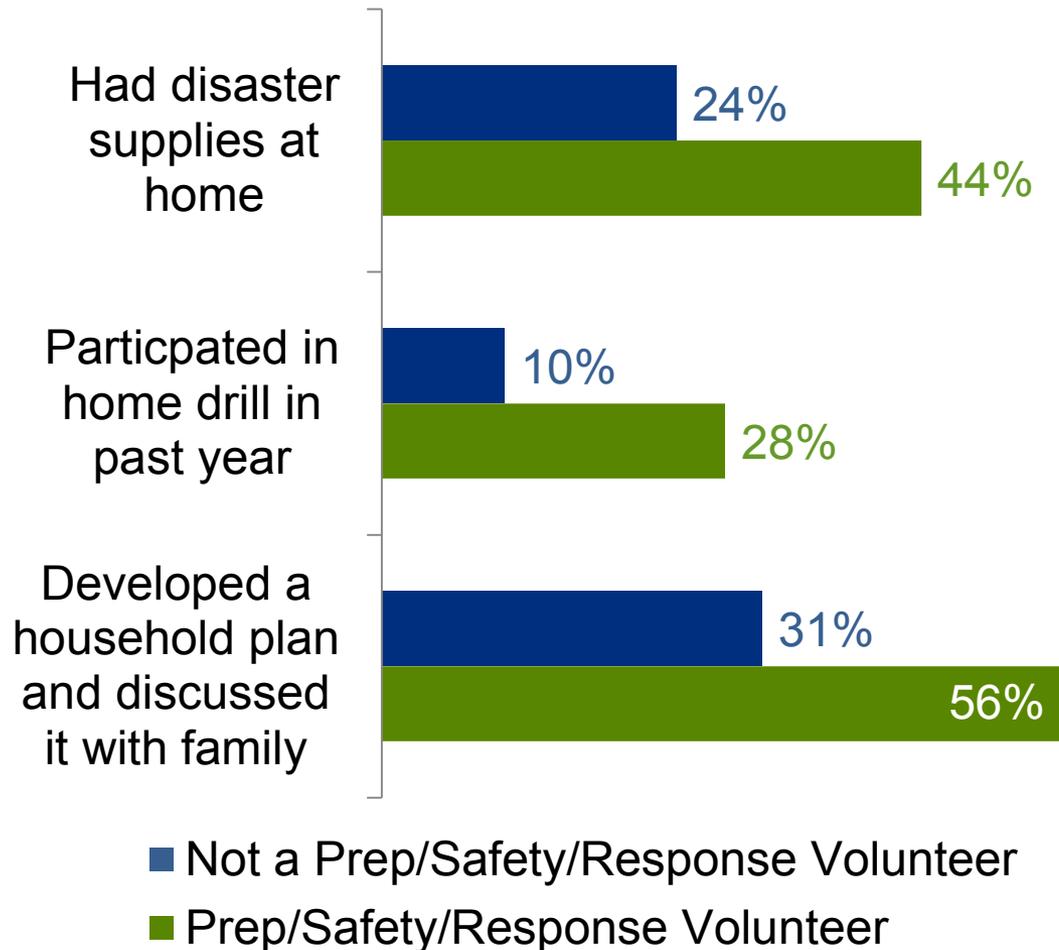
- ★ Individuals believed they were at risk for natural disasters, and preparing for them would be helpful.
- ★ Individuals believed terrorist acts, hazmat accidents, and disease outbreaks were less likely, more severe, and that preparedness would not be as helpful.



*Each percentage represents responses "likely"/"very likely" for Perceived Risk and "severe"/"very severe" for Perceived Severity.



Volunteering Can Influence Preparedness



Volunteers reported more confidence in their knowledge of what to do for different disaster types.

Volunteers believed preparing for specific disasters could make a difference in helping them handle a situation.

Communities can encourage residents to become involved in preparing for and responding to disasters.

Source: FEMA (2013) *Preparedness in America: Research Insights to Increase Individual, Organizations, and Community Action*

MRC Preparedness



$$\text{Risk} = H \times V$$

$$\text{where } V = (E \times S) / R$$

H = Hazard

V = Vulnerability

E = Exposure to the hazard

S = Susceptibility to the hazard

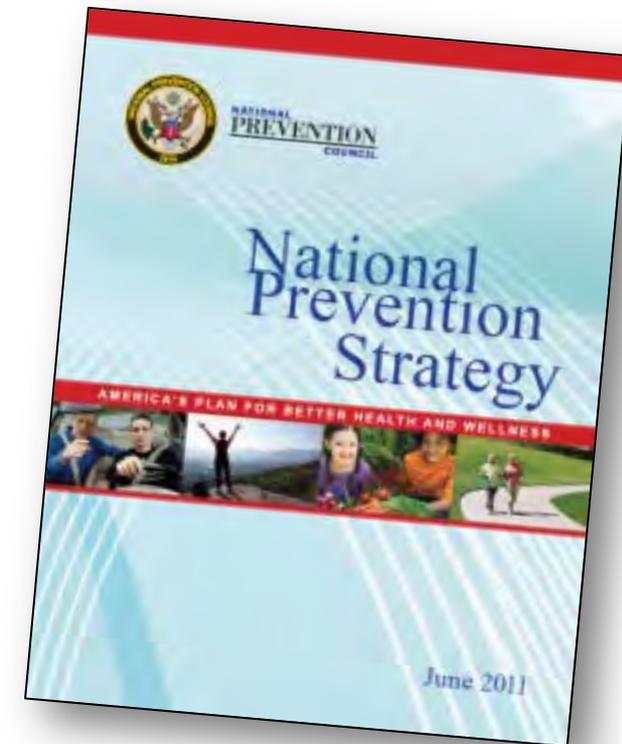
R = Resilience



- ★ Build resilience ($\uparrow R$)
- ★ Reduce exposure ($\downarrow E$)
- ★ Reduce susceptibility ($\downarrow S$)



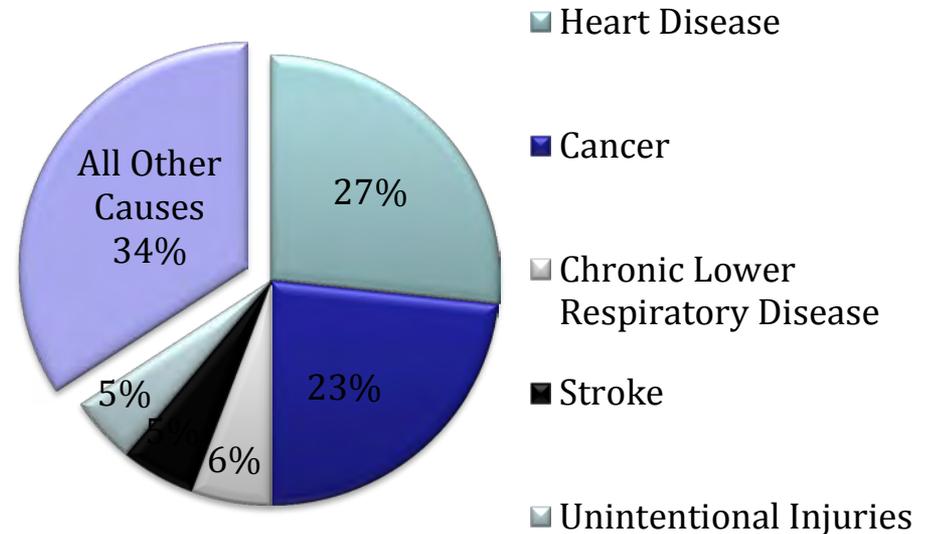
- ★ Goals, priorities, recommendations, and measures for improving health through prevention
- ★ Evidence-based practices drive recommendations
- ★ Aligns and focuses prevention and health promotion efforts, including
 - ★ Healthy People 2020
 - ★ National Quality Strategy
 - ★ Let's Move!





- ★ Tobacco Free Living
- ★ Preventing Drug Abuse and Excessive Alcohol Use
- ★ Healthy Eating
- ★ Active Living
- ★ Mental and Emotional Well-being
- ★ Reproductive and Sexual Health
- ★ Injury and Violence Free Living

Five Causes Account For 66% of All Deaths



Source: National Vital Statistics Report, CDC, 2008

Vision

A nation that is secure and resilient in the face of diverse incidents with health consequences, with people in all communities enjoying a high level of security against threats to their health and well-being

Goal

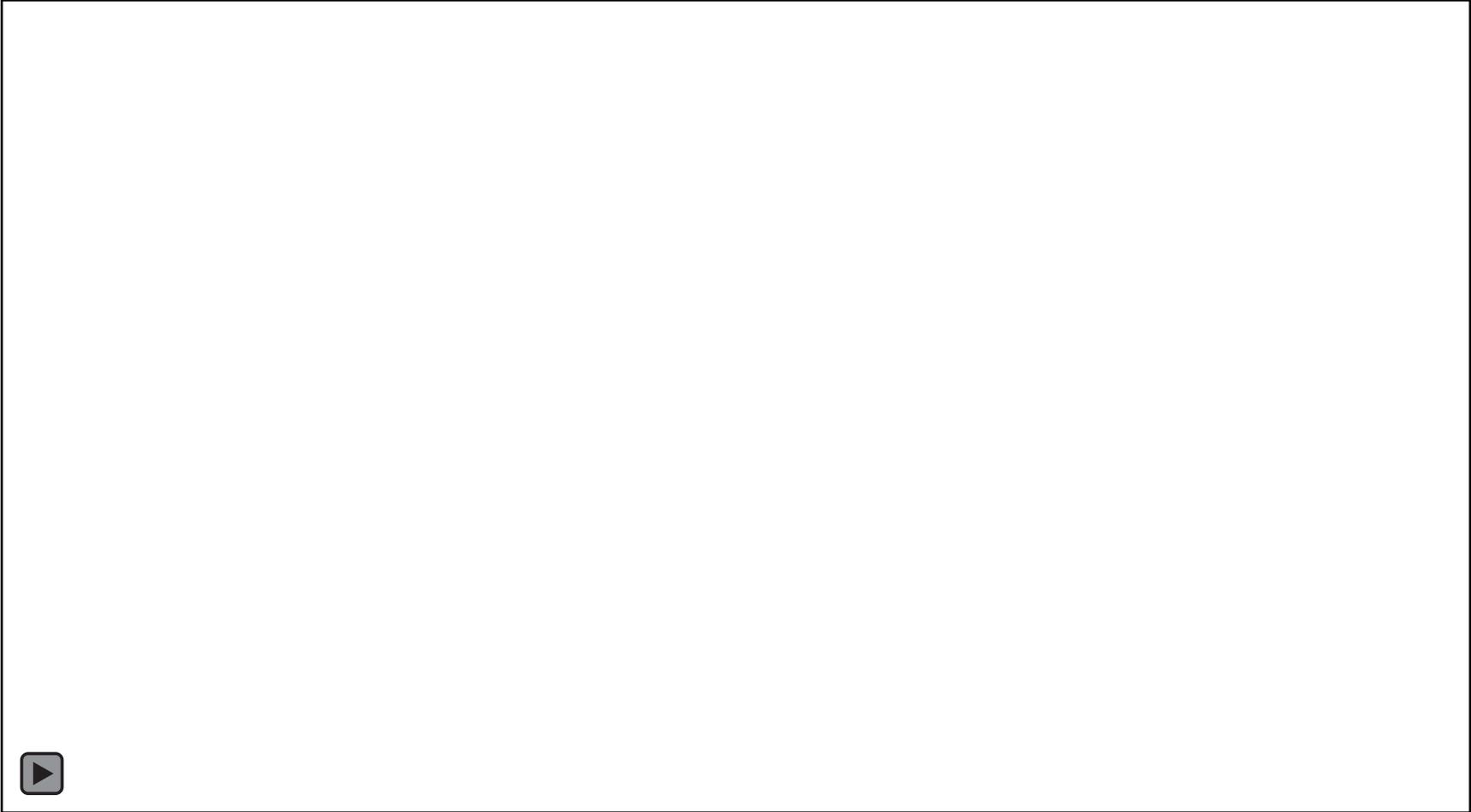
To strengthen and sustain communities' abilities to prevent, protect against, mitigate the effects of, respond to, and recover from incidents with negative health consequences



What is National Health Security?



Closing Comment



How to get involved



Are you interested in learning more about your local MRC?
Do you know someone who might be?

The handout lists Vermont's Medical Reserve Corps units
and how to reach each Unit Coordinator.

Visit: <http://OnCallforVT.org>

Visit the National Medical Reserve Corps website at:
<https://www.medicalreservecorps.gov>

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