



## CALENDAR YEAR 2011 SUMMARY

2011 was filled with challenges and opportunities for the Stoughton-Holbrook-Avon-Randolph Medical Reserve Corps. The year started with a mutual aid call for assistance to help staff shelters located in Whitman and in Brockton, and ended with a standby for a possible shelter to be opened in Randolph due to an extensive power failure. Along the way, the MRC managed to apply for grants, have representation at Regional and Statewide planning meetings, assist at flu clinics, and train...train.....train! In 2011, our members volunteered for an estimated 953 hours of time, for an estimated value of \$24,949.54.

### **OVERALL OPERATIONS**

The Stoughton-Holbrook-Avon-Randolph Medical Reserve Corps services the four mentioned towns, with an estimated population of 75,000 residents. The MRC has 60+ registered volunteers, and a very small budget. In Calendar year 2011, the SHAR MRC volunteers contributed an estimated 953 hours of volunteer time in four categories: Emergency Response; Public Service; Training; and Administration. These hours are estimated, as record keeping on some of the events were not available due to computer failures or incomplete records. This total also does not include a lot of time spent in routine administrative work such as writing grants, sending out emails, working on MaRespond issues, Photo Id and CORI checks, and similar work. The 953 hours of volunteer work comes out to \$24,949.54 according to a volunteer rate of \$26.18 per hour established by the non-profit organization Independent Sector. (Source: [http://independentsector.org/volunteer\\_time](http://independentsector.org/volunteer_time)) All of this was done at **ZERO EXPENSE** to the four serviced towns, and on a minimal budget provided by the Massachusetts Department of Public Health and the US Surgeon General, Division of the Civilian Volunteer Medical Reserve Corps. See Appendixes 1-4 for a breakdown on hours.

### **ABOUT THE STOUGHTON-HOLBROOK-AVON-RANDOLPH MEDICAL RESERVE CORPS**

***"Four Towns, One Team: Volunteers Working To Strengthen Our Communities"***

**Mission  
Statement:**

The mission of the SHAR Medical Reserve Corps is to develop a disaster resistant Community through effective use of medical and support personnel before, during and



after a public health or other related emergency or disaster.

- Goals/Objectives:**
1. Recruit quality personnel for the MRC
  2. To assist in public health related and other emergencies when called.
  3. To assist in public events which advance our members skillsets and response capabilities
  4. To train the core group of volunteers to be skilled response agents.
  5. To be seen as an example of community spirit.

As you can see from our Mission Statement and goals, we focus on community service! The MRC has over 60 registered volunteers with residents from all four towns, and few from out of town. The unit has a Board of Directors comprised of the Health Agents and the Emergency Management Directors of all four towns. For operational control, we have a Unit Coordinator and five assistant unit coordinators. A single equipment cache is maintained for better coordination, accountability, and maintenance.

**THE BOARD OF DIRECTORS FOR THE SHAR-MRC IN 2011**

| <b>COMMUNITY</b> | <b>HEALTH AGENT REPRESENTATIVE</b> | <b>EMERGENCY MANAGEMENT REPRESENTATIVE</b> |
|------------------|------------------------------------|--|
| STOUGHTON        | SANDRA GABRIEL                     | VACANT                                     |
| HOLBROOK         | BILL MURPHY                        | RICK REUSS                                 |
| AVON             | JEANMARIE JOYCE                    | CHIEF ROBERT SPURR                         |
| RANDOLPH         | JOHN McVEIGH                       | VACANT                                     |

**SENIOR LEADERSHIP OF THE SHAR-MRC**

|                                   |                            |
|-----------------------------------|----------------------------|
| <b>UNIT COORDINATOR</b>           | <i>RICK REUSS</i>          |
| <b>ASSISTANT UNIT COORDINATOR</b> | <i>SUE FERRETTI, RN</i>    |
| <b>ASSISTANT UNIT COORDINATOR</b> | <i>ALAN GOLDMAN</i>        |
| <b>ASSISTANT UNIT COORDINATOR</b> | <i>BARBARA MAHONEY, RN</i> |
| <b>ASSISTANT UNIT COORDINATOR</b> | <i>BONNIE MARSHALL</i>     |
| <b>ASSISTANT UNIT COORDINATOR</b> | <i>GENE SANTORELLI</i>     |

The Board of Directors has two vacancies, which are both Emergency Management related. In 2012, the MRC will make a greater effort to have these vacancies filled.



## **SELF DEPLOYMENT IS PROHIBITED!**

It must be understood by community leaders and by the SHAR-MRC volunteers that the SHAR-MRC will not self-deploy into a community without a direct request from Public Safety or Public Health Officials in our serviced communities. Departments and officials authorized to request MRC services include the Police, Fire, Emergency Management, and Public Health Departments. Without a request from one of these agencies, the MRC will not deploy into a serviced community for emergency service. The rationale for this is that these departments have the situational awareness information needed for a successful deployment, and this includes the safety of our MRC members. It also helps reduce the chance of a member being stopped by law enforcement who may not know that the Medical Reserve Corps is operating in the area. Individuals who self-deploy do so at their own risk and liability, and may be expelled from this Medical Reserve Corps unit.

## **MAJOR ACCOMPLISHMENTS**

---

### **ADMINISTRATIVE**

The SHAR-MRC has joined MaResponds, a state run database and recruitment system. MaResponds allows people to join to the SHAR-MRC via an automated registration page, and assists with background and licensure checks. It also operates as a database of the skills of the existing MRC members.

### **PUBLIC SERVICE**

The SHAR-MRC was able to respond to a request for shelter personnel in Whitman and in Brockton in January of 2011. We were also able to respond to many issues surrounding Tropical Storm Irene. Door to door checks in Randolph at the request and direction of the Randolph Health Department were successfully completed. We also went on standby in December 2011 due to a power failure in Randolph which could have resulted in the need for a shelter.

The MRC provided volunteers to help staff three seasonal flu clinics in Randolph, an Emergency Dispensing Site/Flu clinic in Stoughton, and a flu clinic in Avon.



Additional Volunteers were also provided for a household hazardous waste collection day in Randolph.

## **TRAINING**

Training is stressed in the SHAR MRC, and for good reason. It allows the unit members to learn new skills, maintain skills, and get to know each other. As we work to train our members in Core Competencies (See appendix 5) which have been created by the National MRC office, we expand our response capabilities.

In 2011, CPR and Psychological first aid were stressed. In 2012, we will continue CPR and hope to offer a First Aid or First Responder Course for our members. We are also going to stress Incident Command System 100, NIMS 700, and Emergency Operations Liaison Training, Emergency Dispensing Site training, and Shelter Operations.

In 2011, selected MRC members went to Dallas Texas and to Avon, Connecticut to attend training summits. This unit was very fortunate to awarded scholarships to these events.

---

## **SELF ASSESSMENT**

**ASSISTANT UNIT COORDINATORS:** The Assistant Unit Coordinators continue to provide highly valuable service.

In 2012 a greater emphasis will be placed on allowing the Assistant Unit Coordinators to run events and training.

**VOLUNTEER ATTENDANCE:** In Calendar year 2011, the SHAR MRC volunteers contributed an estimated 953 hours of volunteer time in four categories: Emergency Response; Public Service; Training; and Administration. These hours are estimated, as record keeping on some of the events were not available due to computer failures or incomplete records. This total also does not include a lot of time spent in routine administrative work such as writing grants, sending out emails, working on MaRespond issues, Photo Id and CORI checks, and similar work. The 953 hours of volunteer work comes out to \$24,949.54 according to a volunteer rate of \$26.18 per hour established



by the non-profit organization Independent Sector. (Source: [http://independentsector.org/volunteer\\_time](http://independentsector.org/volunteer_time))

In 2012, we will make an effort to record 1300 volunteer hours in all categories, with an emphasis on Volunteer Training and Public Service Events.

**TRAINING:** The training program for the first half of 2011 went very well. In the last half, the program did not go as expected. Several programs had to be rescheduled or cancelled. Overall, attendance by the membership was poor.

In 2012, the training program will be held on Thursdays to encourage more participation. A greater emphasis will be placed on Core competencies. The MRC has a large number of giveaway items to help encourage participation.

**RECRUITMENT:** In 2011, recruitment was poor. There wasn't time to start a major program.

In 2012, a recruitment drive will be done, possibly in coordination with the Massasoit Community College nursing program who has offered to help recruit in exchange for support of a special program they are offering.

**UNIT HANDBOOK AND POLICIES:** The unit handbook had major deficiencies and has been withdrawn due to these deficiencies. An effort to revamp the handbook was postponed due to Tropical Storm Irene and several flu clinics.

In 2012, the Unit Handbook and Policies will be updated and reissued. Copies of other MRC handbooks and policies have been obtained and will be used for this effort.

**EQUIPMENT CACHE - STORAGE:** The equipment cache is has been organized and is kept ready at all times. There is major room for improvement as far as equipment storage and accessibility is concerned. Oxygen equipment and the generator are kept separately due to the risk of inadvertently causing a fire. There are also obstructions and a lack of lighting which make access difficult at times.

In 2012, the MRC will pursue a small equipment trailer, AND will work with Holbrook DPW to ensure easier access to the supplies. A full inventory of all equipment will be taken and distributed.

**EQUIPMENT CACHE – MEDICAL SUPPLIES:** The MRC has privacy curtains, an AED, O2 equipment, isolation gowns and masks, and first aid kits.

In 2012, the MRC will continue to expand the medical equipment with the advice of the Registered Nurses who volunteer for the MRC unit. Selected equipment will continue to be loaned out to Health Departments and EMA units subject to recall for emergencies.

**EQUIPMENT CACHE – COMMUNICATION EQUIPMENT:** The MRC has a UHF mobile radio for communicating with area police and fire departments, but it needs to be placed in a case and made ready for deployment. The MRC also has a ham radio mobile radio which can be used at a deployment indoors. It does not have the ability to be used unless there is commercial power available. The MRC uses portable radios which belong to the Holbrook EMA.

In 2012, the MRC will work to complete the mobile radios to make them fully deployable into locations without commercial power. This may include the purchase of a solar panel and large rechargeable batteries. The MRC will also explore the purchase of a Ham Radio repeater or a working agreement to use an existing ham radio repeater.

**EQUIPMENT CACHE – SHELTER SUPPLIES:** The MRC is designed to provide a medical component for an existing shelter, **NOT** to be the primary shelter operators. The MRC has very few cots for a shelter, and would have to rely on our partners to provide the cots and other needed supplies.

In 2012, the MRC will purchase four medical cots and four folding camping cots. The medical cots would be for individuals in need of service, and the four folding cots would be for our volunteers providing service at the shelter. Other supplies will be purchased with the advice of our members who are experienced in shelter operations.

**EQUIPMENT CACHE – GENERAL USE AND TRAINING:** The MRC has a number of general supplies available to provide service at emergencies, public events, and training. This includes a generator, lights and cords, and CPR dummies.



In 2012, the MRC will look at purchasing an instant canopy or something more substantial for outdoor events, and upgrading its training supplies.

**ACTIVATION AND COORDINATION:** The MRC uses the HHAN and Email for activation and coordination. We have a lack of trained staff who can be used away from an incident to handle phone calls, track personnel and material requests, and utilize the HHAN. These deficiencies were extremely evident during Tropical Storm Irene. We are also using AOL instant messenger, GMAIL, twitter, and skype for some communications.

In 2012, selected members will be given training and access to use the HHAN as dispatchers. In addition, a greater emphasis will be done on training with a goal of training members to help coordinate activations and events

**BACKGROUND CHECKS AND RELATED FILINGS:** Approximately 50% of the members have completed the CORI checks and had ID photos taken. We are working with Duxbury Bay Regional Medical Reserve Corps to create unit ID's for the MRC members.

By April 2012, members who have not completed the necessary background checks will be placed on provisional status no longer utilized for emergency responses and not invited to training events. They will remain on the email list to be encouraged to complete the needed procedural paperwork.

**OUTREACH TO COMMUNITIES – BOARD OF DIRECTORS:** The Board of Directors currently has six members, and has had very few meetings.

In 2012, the Unit Coordinator will make a better effort to encourage Stoughton and Randolph to appoint representatives to the Board of Directors to represent their Emergency Management Agencies, and will schedule a BOD meeting once per quarter.

**OUTREACH TO COMMUNITIES – SOUTHEAST NORFOLK COUNTY REGIONAL EMERGENCY PLANNING COMMITTEE:** The SouthEast Norfolk County Regional Emergency Planning Committee represents Holbrook, Avon, and Stoughton, and is



working to create shelter plans for the three towns, as well as address other common concerns. This REPC may also expand to other towns not served by our MRC.

In 2012, the MRC will work closely with the REPC to address areas where the MRC can be of assistance. Shelter Operations and Pandemic flu response will be of a high priority.

**OUTREACH TO COMMUNITIES - SHELTER OPERATIONS:** In 2011, the MRC participated in several shelter openings or was placed on standby in case a shelter was needed. The staffing and equipment which was available was minimal. Coordination of shelters was problematic at times.

In 2012, training for shelter operations will be emphasized, possibly using our curriculum developed inhouse. Additionally, the MRC will work with serviced communities to create realistic shelter plans which integrate our operations and capabilities whenever desired

**OUTREACH TO COMMUNITIES – ALL FOUR TOWNS:** The MRC participated in many events in Randolph, and had a presence in Holbrook, Avon, and Stoughton.

In 2012, the MRC will work with the four towns to have a greater role in public events such as parades, road races, and flu clinics as these act as training exercises for emergency deployments. They also help us develop our partnerships within the serviced communities and help us recruit new members. The MRC will also hold several home disaster preparedness classes to encourage disaster preparedness in the serviced towns. The MRC Unit Coordinator will also schedule visits with the Boards of Selectmen and Boards of Health in each serviced community to update them on our progress.

**MANAGEMENT INFORMATION SYSTEMS:** The MRC is participating in the HHAN, MaResponds, MaMedicalReserveCorps, and MedicalReserveCorps.gov. All of these programs provide useful benefits.

In 2012, a greater effort will be made to improve access to these systems and keep them updated with current information.



**PUBLIC INFORMATION AND NOTIFICATION:** The MRC has a presence on Facebook and Twitter, and has a website. The presence on the internet has generated positive interest, but SPAM and unwanted communications is starting to be an issue.

In 2012, the MRC will make a stronger effort to expand our visibility on all the above systems, and encourage members to ask their family and friends to support our presence in the internet.

### **CLOSING REMARKS**

---

The MRC continues to make measurable improvements on an almost daily basis. Our experiences with events large and small help us adapt so we can better respond to future incidents and planned events.

Funding concerns are taking place at the Federal, State, Regional, and Local levels, and we hope that the minimal funding that we receive continues to reach us. As a volunteer driven organization, we have managed to do amazing things on a very small budget. As a regional entity, we have access to individuals and training supplies that have truly helped us serve our communities.

We look forward to working with all of our current and future partners in 2012.

Respectfully Submitted,

*Rick Reuss*

Richard Reuss, Unit Coordinator  
Stoughton-Holbrook-Avon-Randolph Medical Reserve Corps



**APPENDIX 1: EMERGENCY RESPONSE / STANDBY**

| DATE               | ACTIVITY  | LOCATION(S)                        | NUMBER OF MRC VOLUNTEERS | HOURS      |
|--------------------|---|------------------------------------|--------------------------|------------|
| 12/14/2011         | Emergency <b>standby</b> due to power outage; Vesey road area, Randolph   | Randolph                           | 8                        | 8          |
| 11/2/2011          | MRC conference call about ongoing emergency in state  | Statewide                          | 1                        | 1          |
| 8/31/2011          | Health and wellness checks on selected individuals identified as being at risk due to power failures, lack of communication, or lack of transportation due to hurricane Irene | Randolph                           | 11                       | 66         |
| 8/30/2011          | Health and Welfare checks in three elderly housing complexes in Randolph  | Randolph                           | 11                       | 66         |
| 8/28/2011          | MRC members assigned as Liaison to Holbrook EOC during hurricane Irene  | SHAR                               | 3                        | 42         |
| 8/27/2011          | Two conference calls to coordinate Hurricane Irene response   | Statewide                          | 2                        | 4          |
| 8/26/2011          | Conference call to assist with preparations for Hurricane Irene   | Statewide                          | 2                        | 2          |
| 8/25/2011          | Conference call to assist with preparations for Hurricane Irene   | Statewide                          | 2                        | 2          |
| 1/12/2011          | Sent volunteers to assist at a shelter at Whitman-Hanson High School <u>and</u> at Brockton West Middle School  | Mutual Aid to Whitman and Brockton | 5                        | 15         |
| <b>TOTAL HOURS</b> |   |                                    |                          | <b>206</b> |



**APPENDIX 2: PUBLIC HEALTH CLINICS / COMMUNITY SERVICE**

| DATE               | ACTIVITY  | LOCATION(S) | NUMBER OF MRC VOLUNTEERS | HOURS      |
|--------------------|---|-------------|--------------------------|------------|
| 11/03/2011         | AVON FLU CLINIC   | AVON        | 1                        | 4          |
| 10/24/2011         | RANDOLPH SEASONAL FLU CLINIC                                      | RANDOLPH    | 6                        | 24         |
| 10/20/2011         | STOUGHTON EMERGENCY DISPENSING SITE DRILL AND SEASONAL FLU CLINIC | STOUGHTON   | 7                        | 28         |
| 10/15/2011         | RANDOLPH HOUSEHOLD HAZARDOUS WASTE DAY                            | RANDOLPH    | 4                        | 24         |
| 10/12/2011         | SEASONAL FLU CLINIC FOR THE TOWN OF RANDOLPH                      | RANDOLPH    | 5                        | 15         |
| 10/5/2011          | RANDOLPH SEASONAL FLU CLINIC                                      | RANDOLPH    | 12                       | 36         |
| <b>TOTAL HOURS</b> |   |             |                          | <b>131</b> |



**APPENDIX 3: TRAINING**

| DATE               | ACTIVITY  | LOCATION(S) | NUMBER OF MRC VOLUNTEERS | HOURS          |
|--------------------|---|-------------|--------------------------|----------------|
| 12/10/2011         | BLS CPR CLASS   | SHAR        | 2                        | 8              |
| 11/16-18, 2011     | REGION 1 AND REGION 2 SUMMIT  | -----       | 1                        | 24             |
| 9/22/2011          | HAZ-MAT DRILL AT SOUTH SHORE HOSPITAL   | SHAR        | 4                        | 24             |
| 7/19/2011          | HURRICANE AND EMERGENCY OPERATIONS CENTER EXERCISE  | SHAR        | 4                        | 12             |
| 6/20/2011          | BLS CPR / AED   | SHAR        | 8                        | 32             |
| 6/18/2011          | MASSACHUSETTS MRC REGION 5 TRAINING CONFERENCE  | DUXBURY     | 4                        | 20             |
| 6/13/2011          | MEMA / ARC REGIONAL SHELTER WORKSHOP AT STONEHILL COLLEGE   | EASTON      | 1                        | 7              |
| 5/21/2011          | PSYCHOLOGICAL FIRST AID 202 TRAIN-THE-TRAINER   | SHAR        | 8                        | 56             |
| 5/12/2011          | BLS CPR COURSE  | SHAR        | 2                        | 8              |
| 5/5/2011           | PSYCHOLOGICAL FIRST AID 101   | SHAR        | 5                        | 25             |
| 5/1-5/4            | MRC NATIONAL CONFERENCE   | -----       | 1                        | 24             |
| 4/19/2011          | BLS CPR FOR MRC MEMBERS.  | SHAR        | 8                        | 32             |
| 4/1/2011           | BUILDING SAFER COMMUNITIES FOR MRC MEMBERS  | DUXBURY     | 2                        | 14             |
| 3/22/2011          | PSYCHOLOGICAL FIRST AID 101   | SHAR        | 12                       | 48             |
| 3/8/2011           | UNIT TRAINING MEETING - OBSERVATIONS FROM SHELTER OPERATIONS IN LOUISIANA (KATRINA) AND DECEMBER/JANUARY STORMS | SHAR        | 7                        | 14             |
| 2/26/2011          | TRAIN-THE-TRAINER COMBO. TAKING CARE OF STRESS AND PEER TO PEER SUPPORT   | SHAR        | 9                        | 72             |
| 2/22/2011          | MRC TRAINING MEETING - DOT HAZMAT GUIDEBOOK   | SHAR        | 6                        | 12             |
| 2/8/2011           | EMERGENCY DISPENSING 1 TRAINING   | SHAR        | 14                       | 28             |
| 1/25/2011          | MRC UNIT MEETING  | SHAR        | 6                        | 12             |
| <b>TOTAL HOURS</b> |   |             |                          | <b>452 (E)</b> |



**APPENDIX 4: ADMINISTRATIVE**

| DATE               | ACTIVITY   | LOCATION(S) | NUMBER OF MRC VOLUNTEERS | HOURS          |
|--------------------|--|-------------|--------------------------|----------------|
| 11/08/2011         | MRC Region 5 meeting in Middleboro   | Middleboro  | 1                        | 4              |
| 10/19/2011         | MRC Region 5 conference call   | SHAR        | 1                        | 1              |
| 8/19/2011          | Public Display at the Marshfield Fair staffed with MRC members from various Plymouth county Units. SHAR MRC unit Coordinator attended daily. | Marshfield  | 14                       | 60             |
| 8/18/2011          | Setup and administrative work for the Marshfield Fair  | Marshfield  | 2                        | 12             |
| 8/17/2011          | Setup and administrative work for the Marshfield Fair  | Marshfield  | 2                        | 10             |
| 7/24/2011          | SHAR-MRC Volunteer Appreciation Day  | SHAR        | 16                       | 42             |
| 7/12/2011          | Community shelter Planning meeting   | Randolph    | 3                        | 6              |
| 7/12/2011          | Plymouth County MRC's meeting to discuss planning and response   | Middleboro  | 1                        | 4              |
| 6/16/2011          | Statewide MRC unit leaders meeting. 2 SHAR MRC members attended.   | Westboro    | 2                        | 10             |
| 4/26/2011          | MRC Region 5 Meeting   | Middleboro  | 1                        | 4              |
| 3/9/2011           | MRC Steering committee Conference Call   | SHAR        | 1                        | 1              |
| 3/3/2011           | Disabilities meeting in Brockton   | Brockton    | 1                        | 3              |
| 3/1/2011           | MRC state Steering committee   | Westboro    | 1                        | 4              |
| 2/17/2011          | MRC statewide meeting  | Westboro    | 1                        | 5              |
| 2/8/2011           | MRC Region 5 Meeting   | Middleboro  | 1                        | 4              |
| 1/19/2011          | MRC Members assisted local board of health with flu clinic administrative activities   | Randolph    | 1                        | 4              |
| 1/18/2011          | MRC Members assisted local board of health with flu clinic administrative activities   | Randolph    | 2                        | 8              |
| <b>TOTAL HOURS</b> |  |             |                          | <b>164 (E)</b> |



Appendix 5: MRC Core Competencies

**Domain #1: Health, Safety, & Personal Preparedness**

| Specific Competency  | Knowledge  | Skill  | Attitude  | Suggested Trainings/Tools  | Assessment  |
|--|--|--|---|--|---|
| Describe the procedures and steps necessary for the MRC member to protect the health, safety, and overall well-being of themselves, their families, the team, and the community. | <ul style="list-style-type: none"> <li>Identify the key components of a personal and family preparedness plan</li> <li>Identify and recognize the potential barriers to executing the plans and identify contingencies</li> <li>Identify key components of a variety of preparedness kits (e.g., home kit, Go-Kit, work kit)</li> <li>Identify key components to keeping one’s self, family, team, and community safe from environmental and incident hazards and</li> </ul> | <ul style="list-style-type: none"> <li>Prepare a personal and family preparedness plan</li> <li>Review it with family, neighbors, and friends</li> <li>Set up occasions to implement the drill and measure its efficacy or need for revision</li> <li>Utilize recognized methods of protection (e.g., hand washing hygiene, cough etiquette, masks, and other personal protective measures)</li> </ul> | <ul style="list-style-type: none"> <li>Embrace and promote the value of personal, family, and work life preparedness</li> </ul> | <ul style="list-style-type: none"> <li><i>ARC Introduction to Disaster</i><br/><a href="http://www.redcross.org/flash/course01_v01/">http://www.redcross.org/flash/course01_v01/</a></li> <li><i>FEMA Independent Study Program: IS-22 Are you Ready? An In-depth Guide to Citizen Preparedness</i><br/><a href="http://training.fema.gov/EMIWeb/IS/is22.asp">http://training.fema.gov/EMIWeb/IS/is22.asp</a></li> <li><i>CERT-Module 1, Lesson 2: Family and Workplace Preparedness</i><br/><a href="https://www.citizencorps.gov/cert/IS317/">https://www.citizencorps.gov/cert/IS317/</a></li> <li><i>Ready.Gov</i><br/><a href="http://www.ready.gov/america/index.html">http://www.ready.gov/america/index.html</a></li> <li><i>Standard Precautions and Respiratory Hygiene</i>, Course ID: 1007977<br/><a href="https://www.mrc.train.org/DesktopModules/eLearning/CourseDetails/CourseDetailsForm.aspx?tabid=62&amp;CourseID=">https://www.mrc.train.org/DesktopModules/eLearning/CourseDetails/CourseDetailsForm.aspx?tabid=62&amp;CourseID=</a></li> </ul> | <ul style="list-style-type: none"> <li>Document that the MRC member has a personal and family preparedness plan in place (Yes or No)</li> <li>Possess a disaster kit (Yes or No)</li> </ul> |



**Stoughton Holbrook Avon Randolph Medical Reserve Corps**

“Four Towns, One Team: Volunteers Working To Strengthen Our Communities”

Find us on Facebook and Twitter

[www.holbrookemergencycenter.org](http://www.holbrookemergencycenter.org)

| Specific Competency   | Knowledge   | Skill  | Attitude   | Suggested Trainings/Tools   | Assessment   |
|---|---|--|--|---|--|
|   | risks   |  |  | <a href="#">1007977</a>   |  |
| <b>Describe the impact of an event on the mental health of the MRC member and their family, team, and others.</b> | <ul style="list-style-type: none"> <li>Identify the range of anticipated stress reactions experienced by disaster survivors, MRC members, responders, and others in the early aftermath of disaster</li> <li>Identify when, how, and where to refer disaster survivors, MRC team members, and others for additional mental health support and care</li> <li>Identify the basic elements of Psychological First Aid and the key ways to provide emotional care and comfort to disaster survivors,</li> </ul> | <ul style="list-style-type: none"> <li>Provide psychological first aid to disaster survivors, MRC members, and others</li> </ul> | <ul style="list-style-type: none"> <li>Acknowledge that disasters and other public health emergencies are stressful events</li> <li>Acknowledge that MRC members are in a unique role to provide emotional care and comfort to disaster survivors, MRC team members, and others</li> <li>Embrace the concept that providing emotional care and comfort in the early aftermath of disaster may mitigate short and long-term psychological consequences in disaster survivors, MRC team members, and others</li> </ul> | <ul style="list-style-type: none"> <li><i>Psychological First Aid: Field Operations Guide (MRC version)</i><br/><a href="http://www.medicalreservecorps.gov/File/MRC_Resources/MRC_PFA.doc">http://www.medicalreservecorps.gov/File/MRC_Resources/MRC_PFA.doc</a></li> <li><i>Psychological First Aid: Helping People Cope During Disasters and Public Health Emergencies</i><br/><a href="http://www.centerfordisastermedicine.org/disaster_mental_health.html">www.centerfordisastermedicine.org/disaster_mental_health.html</a></li> <li><i>Nebraska Psychological First Aid Curriculum</i><br/><a href="http://www.disastermh.nebraska.edu/psychfirstaid.html">http://www.disastermh.nebraska.edu/psychfirstaid.html</a></li> <li><i>Psychological First Aid: Helping Others in Times of Stress</i><br/>Contact your local American Red Cross Chapter</li> <li><i>Introduction to Mental Health Preparedness for Local Health Department Staff and Community</i></li> </ul> | <ul style="list-style-type: none"> <li>Document participation in a Psychological First Aid training (online or classroom)</li> </ul> |



**Stoughton Holbrook Avon Randolph Medical Reserve Corps**

*“Four Towns, One Team: Volunteers Working To Strengthen Our Communities”*

*Find us on Facebook and Twitter*

*[www.holbrookemergencycenter.org](http://www.holbrookemergencycenter.org)*

| Specific Competency | Knowledge  | Skill | Attitude | Suggested Trainings/Tools  | Assessment |
|---------------------|--|-------|----------|--|------------|
|                     | MRC members, and others in the early aftermath of disaster |       |          | <i>Volunteers</i><br><a href="http://nccphp.sph.unc.edu/mental_health_prep/">http://nccphp.sph.unc.edu/mental_health_prep/</a> |            |



## Domain #2: Roles & Responsibilities of Individual Volunteers

| Specific Competency  | Knowledge  | Skill  | Attitude   | Suggested Trainings/Tools   | Assessment  |
|--|--|--|--|---|---|
| Describe the MRC member’s communication role(s) and processes with response partners, media, the general public, and others. | <ul style="list-style-type: none"> <li>Understand the role of the Public Information Officer (PIO) or other authorized agent</li> <li>Understand an individual MRC member’s role and responsibilities in communicating with response partners, media, the general public, and others</li> <li>Understand legislative requirements related to the sharing of protected information (e.g., HIPPA, personal information, etc.)</li> </ul> | <ul style="list-style-type: none"> <li>Perform your roles and responsibilities in the position you are assigned</li> <li>Communicate effectively with response partners, media, the general public, and others.</li> </ul> | <ul style="list-style-type: none"> <li>Respect privacy and confidentiality</li> <li>Promote consistent and approved messaging</li> <li>Embrace high ethical standards</li> </ul> | <ul style="list-style-type: none"> <li><i>IS 100: Introduction to the Incident Command System</i></li> <li>-OR-</li> <li><i>IS 100: Introduction to the Incident Command System for Healthcare/Hospitals</i></li> <li><i>Hospital Incident Command System (HICS)</i><br/><a href="http://health.state.mn.us/oep/training/docs/HICSTrainingRecommendationsMar2007.pdf">http://health.state.mn.us/oep/training/docs/HICSTrainingRecommendationsMar2007.pdf</a></li> </ul> | <ul style="list-style-type: none"> <li>Document the completion of IS 100 or equivalent</li> <li>Document the completion of a HIPAA training or equivalent</li> <li>Document the participation in a interpersonal communication skills training or equivalent</li> </ul> |



**Stoughton Holbrook Avon Randolph Medical Reserve Corps**

*“Four Towns, One Team: Volunteers Working To Strengthen Our Communities”*

Find us on Facebook and Twitter

[www.holbrookemergencycenter.org](http://www.holbrookemergencycenter.org)

| Specific Competency  | Knowledge   | Skill  | Attitude   | Suggested Trainings/Tools  | Assessment  |
|--|---|--|--|--|---|
| <p><b>Demonstrate the MRC member’s ability to follow procedures for assignment, activation, reporting, and deactivation.</b></p> | <ul style="list-style-type: none"> <li>Describe the local MRC guidelines or procedures for assignment, activation, reporting, and deactivation</li> </ul>   | <ul style="list-style-type: none"> <li>Participate in a drill, exercise, or public health activity</li> </ul>                                | <ul style="list-style-type: none"> <li>Embrace the mission of the MRC</li> <li>Honor a sense of duty</li> <li>Develop a commitment to personal accountability</li> </ul>                           | <ul style="list-style-type: none"> <li>Local unit-specific training</li> <li>Drill, exercise, training, or actual event</li> <li>Public health activities (e.g., participating in health fairs, disease screenings, and community education events)</li> </ul> | <ul style="list-style-type: none"> <li>Document the completion of local unit-specific training</li> <li>Direct observation of compliance</li> </ul> |
| <p><b>Identify limits to own skills, knowledge, and abilities as they pertain to MRC role(s).</b></p>                            | <ul style="list-style-type: none"> <li>Identify the physical and emotional challenges for various types of duties, assignments, and activities</li> <li>Identify personal and professional liability</li> <li>Identify gaps in own knowledge-base and training needs</li> </ul> | <ul style="list-style-type: none"> <li>Engage in a self-assessment</li> <li>Communicate limitations when appropriate or necessary</li> </ul> | <ul style="list-style-type: none"> <li>Have realistic expectations</li> <li>Accept one’s limitations</li> <li>Accept responsibility for personal or professional growth and development</li> </ul> | <ul style="list-style-type: none"> <li>Local unit orientation</li> <li>Drill, exercise, training, or actual event</li> </ul>   | <ul style="list-style-type: none"> <li>Volunteer screening</li> </ul>   |



**Stoughton Holbrook Avon Randolph Medical Reserve Corps**

*“Four Towns, One Team: Volunteers Working To Strengthen Our Communities”*

*Find us on Facebook and Twitter*

*[www.holbrookemergencycenter.org](http://www.holbrookemergencycenter.org)*

| <b>Specific Competency</b> | <b>Knowledge</b> | <b>Skill</b> | <b>Attitude</b> | <b>Suggested Trainings/Tools</b> | <b>Assessment</b> |
|----------------------------|------------------|--------------|-----------------|----------------------------------|-------------------|
|                            |                  |              |                 |                                  |                   |



### Domain #3: Public Health Activities & Incident Management

| Specific Competency  | Knowledge   | Skill  | Attitude   | Suggested Trainings/Tools  | Assessment  |
|--|---|--|--|--|---|
| Describe the chain of command (e.g., Emergency Management System, ICS, NIMS), the integration of the MRC, and its application to a given incident. | <ul style="list-style-type: none"> <li>Understand NIMS &amp; NIMS Compliance</li> <li>Understand the role of the MRC in ICS</li> <li>Understand how ICS is interdisciplinary and organizationally variable</li> <li>Identify the five ICS Management Functions</li> <li>Understand the Principles of Span of Control</li> <li>Identify the roles &amp; responsibilities of key ICS positions</li> <li>Identify the key facilities and locations described in ICS</li> </ul> | <ul style="list-style-type: none"> <li>Operate within the structure of the incident command system</li> <li>Notify the Chain of Command when safety action is necessary</li> </ul> | <ul style="list-style-type: none"> <li>Respect the command structure by relinquishing personal authority to operational authority</li> </ul> | <ul style="list-style-type: none"> <li><i>IS 100: Introduction to the Incident Command System</i></li> <li>-OR-</li> <li><i>IS 100: Introduction to the Incident Command System for Healthcare or Hospitals</i></li> <li><i>IS-700: National Incident Management System (NIMS), An Introduction</i></li> <li><i>Hospital Incident Command System (HICS)</i></li> </ul> | <ul style="list-style-type: none"> <li>Successful completion of IS-700 or equivalent</li> <li>-AND-</li> <li>Successful completion of :               <ul style="list-style-type: none"> <li><i>IS 100: Introduction to the Incident Command System</i></li> <li>-OR-</li> <li><i>IS 100: Introduction to the Incident Command System for Healthcare or Hospitals</i></li> <li>-OR-</li> <li><i>Hospital Incident Command System (HICS)</i></li> <li>-OR-</li> <li>Equivalent for one of the preceding three courses</li> </ul> </li> </ul> |



**Stoughton Holbrook Avon Randolph Medical Reserve Corps**

“Four Towns, One Team: Volunteers Working To Strengthen Our Communities”

Find us on Facebook and Twitter

[www.holbrookemergencycenter.org](http://www.holbrookemergencycenter.org)

| Specific Competency   | Knowledge   | Skill   | Attitude  | Suggested Trainings/Tools   | Assessment   |
|---|---|---|---|---|--|
|   |   |   |   |   |  |
| <p><b>Describe the role of the local MRC unit in public health and/or emergency response and its application to a given incident.</b></p> | <ul style="list-style-type: none"> <li>Understand your community’s public health system and the role of the MRC in local public health activities</li> <li>Understand the public health role of the MRC in emergency response</li> <li>Understand who has the authority to activate and authorize the local MRC unit</li> </ul> | <ul style="list-style-type: none"> <li>Perform your roles and responsibilities in your MRC as they integrate within the public health or emergency response system</li> </ul> | <ul style="list-style-type: none"> <li>Respect the command structure by relinquishing personal authority to operational authority system</li> </ul> | <ul style="list-style-type: none"> <li><i>Public Health 101 Online Pennsylvania and Ohio Public Health Training Center</i><br/><a href="https://www.mrc.train.org/DesktopModules/eLearning/CourseDetails/CourseDetailsForm.aspx?tabid=62&amp;CourseID=1000546">https://www.mrc.train.org/DesktopModules/eLearning/CourseDetails/CourseDetailsForm.aspx?tabid=62&amp;CourseID=1000546</a></li> <li>Local unit-specific training</li> </ul> | <ul style="list-style-type: none"> <li>Successful completion of a local Points of Dispensing (POD) or Strategic National Stockpile (SNS) training</li> <li>Successful completion of a public health training, where appropriate</li> </ul> |

- All Competencies may be observationally assessed in the context of drills and exercises in which your unit participates



***Stoughton Holbrook Avon Randolph Medical Reserve Corps***

*"Four Towns, One Team: Volunteers Working To Strengthen Our Communities"*

*Find us on Facebook and Twitter*

*[www.holbrookemergencycenter.org](http://www.holbrookemergencycenter.org)*

---