

Galveston County Medical Reserve Corps

Orientation

Galveston County Health
District

2022





Why the MRC?

History of MRC

- 2002 State of the Union – President Bush calls for all Americans to offer volunteer service in their communities
 - Senior Corps
 - Peace Corps
 - Citizens Corps
 - Medical Reserve Corps
 - Civilian Emergency Response Team
 - Volunteers In Police Service
 - Fire Corps



MRC Concept

- Nationwide network
- Community-based
- Support existing programs and resources
- Improve health and safety of communities and the nation
- Identify, credential, train, and prepare volunteers
- Build community resilience



Mission of GCMRC

- Organize and utilize medical and non-medical volunteers to strengthen Galveston County's public health, emergency response and community resiliency.



Preparing for Anything

- Galveston County has many entities that respond to emergencies and disasters:
 - Office of Emergency Management
 - Galveston County Health District
 - Police Department
 - Fire Department
 - Public and private partners



MRC Core Competencies

- Personal/Family Protection Plan
- Personal Protection Protocols (PPP)
- Chain of Command
- Role of MRC in emergencies
- MRC Communication protocols
- Mental/Behavioral Health
- Volunteer Activation and De-Activation
- Personal Limitation Awareness

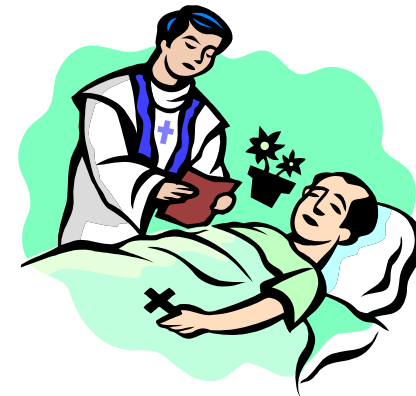


Who Can Volunteer?

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Public Health Services · Emergency Medical Services · Animal Resource Center · Coastal Health & Wellness
Protecting and promoting the optimal health and well-being of Galveston County.

MRC Offers Volunteers



Tiered Volunteering



What is Expected of Volunteers?

- **Volunteers should be willing to:**
 - Respond to emergencies when needed
 - Report as scheduled upon acceptance of assignment
 - Complete minimum training requirements
 - Adhere to the chain of command
 - Take steps to reduce liability risks
 - Respect the privacy and confidentiality of patients and public health records
 - Work as part of a team





What is Expected of Volunteers?

- **Volunteers should also:**
 - Have transportation to the designated site
 - Be able to work under stressful conditions during deployment
 - Have a personal/family emergency preparedness plan in place



What is Expected of Volunteers?

- **Media Relations**

- The Public Information Officer is the only person authorized to respond to media inquiries. Therefore, MRC volunteers should refer all media requests to the PIO. However, in certain situations, the PIO may ask you to grant an interview as a subject matter expert. That is the only instance in which a MRC volunteer should address the media.





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Benefits of Joining MRC

- First to receive prophylaxis to outbreak
- Free specialized training in emergency response
 - AHA BLS Provider certification
- Experience in disaster management and public health emergencies
- Involvement in the Community
- Resume Booster



MRC Service Area

- MRC volunteers will be called upon to assist with events/emergencies occurring within their jurisdiction; however...
 - Federal, State, and Regional MRC Coordinators may occasionally request assistance from the local MRC unit
 - Any assignment outside jurisdiction will be managed by that jurisdiction's coordinator
 - *The decision to accept/decline any assignment is always at the discretion of the volunteer*





GCMRC in action at drive thru COVID-19 Vaccination clinic.

MRC in Galveston County

MRC in Galveston County

Galveston County MRC volunteers active during Covid-19 vaccination clinics.





Operation LEAP

A joint exercise with CERT with participation of Galveston EMS, Beach Patrol and students from Hitchcock High School.

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MRC in Galveston County

What will I be asked to do?

- **During an emergency**
 - Augment medical and support staff shortages at medical or shelter facilities
 - Assist with the distribution or dispensing of equipment, supplies and/or medication
 - Assist with surveillance and/or disease investigation
 - Provide administrative support services
 - ****It is very important to identify limits to your own skills and never work beyond your scope of training****



What will I be asked to do?

- **During times of non-emergency**
 - Staff first aid areas at community events
 - Given opportunity to provide health education
 - Assist at immunization clinics
 - Assist with volunteer recruitment
 - Assist with volunteer training
 - Participate in disaster drills and exercises



What is a Point of Dispensing site (PODs) ?

- A mass medication dispensing location that is capable of providing pills, tablets, capsules or vaccinations (prophylaxis) to protect the general population within a given time period.
- PODs are spread throughout the county based on the population needs
- Drive-through vs. walk-through models
- Households can send one representative to pick up antibiotics for the entire household (and homebound neighbors or others unable to make it to the POD)



Mass Dispensing

- In certain emergency situations it may be necessary
- to provide antibiotics, vaccines or other
- medical countermeasures to a segment or all
- of the Galveston County population through
- the use of Point of Dispensing Sites (PODs)



How will volunteers be contacted?

- **Non-Emergency & Administrative Issues**
 - Email is the primary means of communication
 - Text messages
 - Occasional phone call





Volunteer Notification

- Never respond without being activated.
- As appropriate to the situation, information will be provided on:
 - The nature of the event
 - What you are being asked to volunteer for
 - Instructions on how to accept the assignment



Accepting An Assignment

Upon acceptance of an assignment, you will receive information on:

- When, where and to whom you should report
- Once you accept an assignment it is important that you report as scheduled
 - If you are unable to report as scheduled, you should contact the MRC Coordinator or designee as soon as possible so that a replacement can be located



Declining An Assignment

- Emergency
 - Automated call down system – no action is necessary
- Non-Emergency
 - Email – no action is necessary.
- Due to the large number of emails and phone calls received, please do not reply unless you are accepting the assignment.





MRC Notification System

- Bi-annual Drills are generally conducted between 9 a.m. and 6 p.m. on weekdays:
 - Volunteers receive e-mails
 - To respond, you must open the email and click one of the two options
 - No need to reply to the message
 - Drills are active for 12 hours
 - Drills occur in October and April



Volunteer Contact Information

- Information provided in the online volunteer database or paper application will be used to contact volunteers.
- It is the volunteer's responsibility to ensure that their contact information is current and complete in the GCHD and TDVR database.



How we prepare for the unexpected

- Exercises
 - Full scale exercises – e.g. Anthrax exercise, Mass Casualty exercise, Full Scale POD exercise
 - Tabletop exercises
- Use of Public Health events
- Following CDC guidelines
 - Learning “best practices” from other localities
 - Just-in Time training



How can I prepare myself?

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- Professional Licenses should be kept current
- Trainings
 - Attend Orientation training
 - Take AHA BLS/Stop the Bleed
 - Take Shelter Basics
 - Psychological First Aid
 - Take FEMA online courses
 - ICS 100
<http://training.fema.gov/EMIWeb/IS/IS100b.asp>
 - ICS 700 (NIMS)
<http://training.fema.gov/EMIWeb/IS/is700a.asp>
 - <https://www.gchd.org/about-us/public-health-preparedness/medical-reserve-corps/mrc-training>

ICS

- All disasters and emergencies utilize the Incident Command System.
 - Standardized way of structuring a response
 - Used nationwide
 - Imposes a command structure
 - Systematic approach





How do I take care of myself and my family?

- All volunteers are expected to have a Family Emergency Plan.
- Includes information about:
 - where you and your family will meet
 - Who will be your contact person outside of Galveston County
 - what you will do in case of an emergency
 - important phone numbers and other information



Go Bags

Prepare: “Go-Bags” and “Home Kits” contain important supplies you may need in an emergency

- Most supplies for the “Go-Bags” and “Home Kits” can be purchased at drug stores, discount stores such as Target, or home improvement stores such as Home Depot
- Complete “Go-Bags” and other supplies are available for sale through the American Red Cross Store at <https://www.redcrossstore.org/>



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Suggestions for a GO BAG

- Poncho
- thermal blanket;
- personal hygiene and medical first aid kits;
- signal mirror and whistle;
- compass and magnifying glass;
- leather work gloves;
- writing tablet and pen;
- multi tool
- 5-day supply of food and water
- Over the counter medications
- Copy of prescriptions and prescription medications
- Copies of important documents, such as passports, credit cards, drivers license
- Cash
- **waterproof cash and document bag**



Volunteer Safety and Liability

- Your safety is a top priority
- Volunteers serve at their own risk – but we want to help lower the risk
- Volunteers are not covered by workers' compensation
- Work in teams/pairs
- “See something, say something.” Incidents or unsafe conditions should be reported to:
 - Immediate supervisor
 - On-site Safety Officer
 - GCMRC Unit Coordinator





Volunteer Safety and Liability

- **Article 6701d, Vernon's Civil Statutes ; Chapter 74, Civil Practice and Remedies Code Section 74.001 LIABILITY FOR EMERGENCY CARE**
- (a) a person who in good faith administers emergency care at the scene of an emergency or in a hospital is not liable in civil damages for an act performed during the emergency unless the act is willfully or wantonly negligent.
- (b) This section does not apply for care administered:
 - for of in expectation of remuneration;
 - by a person who was at the scene of the emergency because he or a person he represents as an agent was soliciting business or seeking to perform a service for remuneration;
 - by a person who regularly administers emergency care in a hospital or emergency room; or
 - by an admitting physician or a treating physician associated by the admitting physician of a patient bringing a health-care liability claim.



Volunteer Safety and Liability

Section 74.002. UNLICENSED MEDICAL PERSONNEL

- Persons not licensed in the healing arts who in good faith administer emergency care as emergency medical service personnel are not liable in civil damages for an act performed in administering the care unless the act is willfully or wantonly negligent. This section applies without regard to whether the care is provided for or in expectation of remuneration.



Reference Materials

Most courses are available in multiple formats to fit into your busy schedule:

- GCMRC training – <https://www.gchd.org/about-us/public-health-preparedness/medical-reserve-corps/mrc-training>
- MRC TRAIN – nearly all courses offered at: <https://www.train.org/mrc/home>
 - Get registered today!
- In person trainings are offered throughout the year at meetings and through email notification.
- Written materials may be provided by your MRC Coordinator.



Need for Volunteer Training

- Reduce liability risks
 - Lack of training can result in costly mistakes
- Enhance response capabilities
 - Decrease learning curve
- Decrease stress
 - Feel more confident in performing duties





Training Documentation

- A copy of your certificate of completion for all TRAIN and FEMA courses should be given to the local MRC Coordinator.
- Training records are kept for all volunteers.



Administrative Issues

- Galveston County Medical Reserve Corps Handbook
- available online by MRC Coordinator
 - Confidentiality/Waiver Form
 - Background Check
 - TRAIN registration (<http://mrc.train.org>)
- Identification Badge – issued by MRC Coordinator



In a Nutshell - Response



Wait to be contacted – do not self deploy



Show up for the shift/location you sign up for



Sign in and sign out!
You may be reassigned when you check out



Bring picture ID



Bring a go-bag for a real activation



Let us know what time you made it back to your “home base”





Thank You

The Galveston County Medical Reserve Corps Appreciates Your Willingness to Volunteer Your Service To the Community!!!



Public Health Services · Emergency Medical Services · Animal Resource Center · Coastal Health & Wellness
Protecting and promoting the optimal health and well-being of Galveston County.

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Questions



Quiz



The Medical Reserve Corps is sponsored by what Federal agency?

- a. Department of Defense
- b. Homeland Security
- c. Office of the Assistant Secretary for Preparedness & Response



Quiz



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Quiz



True or False: Medical Reserve Corps volunteers should never respond without being activated.



Quiz



True or False: Medical Reserve Corps volunteers should never respond without being activated.

True!



Quiz



Any media inquiry should be directed to:

- a. A fellow MRC volunteer
- b. Public Information Officer (PIO)
- c. Whoever has been working the longest at the scene



Quiz



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Quiz



MRC volunteers may be called upon to assist with:

- a. Mass dispensing
- b. General and Special Needs shelters
- c. Health Fairs
- d. All of the above



Quiz



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Quiz



Who should receive copies of your FEMA and TRAIN certificates?

- a. Your boss
- b. Spouse
- c. MRC Coordinator
- d. Governor



Quiz



Who should receive copies of your FEMA and TRAIN certificates?

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Quiz



True or False: It is very important to identify limits to your own skills and never work beyond your scope of training.



Quiz



True or False: It is very important to identify limits to your own skills and never work beyond your scope of training.

Very True!

