



This PowerPoint is an orientation for the Chattanooga-Hamilton County Health Department's Medical Reserve Corps Volunteer Program. Thank you for becoming a volunteer with Public Health!

## About the Medical Reserve Corps

- The MRC is a national network of volunteers, organized locally to improve the health and safety of their communities.
- The MRC network is comprised of 991 community-based units with almost 200,000 volunteers throughout the U.S. and its territories.
- The MRC consists of both medical and non-medical volunteers.

Source <https://mrc.hhs.gov>

The MRC was founded by the federal government shortly after September 11, 2001. The MRC was launched in 2002 as a way for medical, public health and other volunteers to improve the health and safety of their communities. The MRC falls under the Office of the Surgeon General.

## About the Medical Reserve Corps

- MRC units engage volunteers to strengthen public health, improve emergency response capabilities and build community resiliency.
- Volunteers prepare for and respond to natural disasters, such as wildfires, hurricanes, tornados, blizzards, and floods, as well as other emergencies affecting public health, such as disease outbreaks.

### Mission Statement

***The mission of the MRC is to engage volunteers to strengthen public health, emergency response and community resiliency.***

Source <https://mrc.hhs.gov>

## Role of Chattanooga-Hamilton Co. MRC Volunteer Program

- The CHCHD MRC supplements the existing emergency response systems in place during times of bioterrorism attacks, non-terror threats and natural disasters.
- One of MRC Unit's focuses is Point of Dispensing Clinics (PODs) (*See Points of Dispensing PowerPoint*). Public Health will open and operate PODs when it has been determined that there is an outbreak of disease or a biological release. Staff at the PODs will vaccinate or dispense medications to the residents of Hamilton County.
- Medical volunteers will also provide surge support to area hospitals during a disaster.

Pre-planning for emergency events is crucial for an organized and efficient response in an emergency.

## Additional Roles of Volunteers:

- Assist in Providing Community Education on Personal Preparedness through Readys! Program
- Participate in Trainings
- Assist with Flu Clinics
- Help at Special Events
- Provide Support During Outbreaks
- Participate in Drills/Exercises
- Assist Community Partner Agencies in Need

Since you are a volunteer, it is not mandatory that you participate every time we ask you to. We love participation of our volunteers but know that while one person may be interested in participating in a drill, another person would rather help with a flu clinic!

# Reasons to Activate the MRC

## Pandemic Flu Outbreak



There are many job functions to fill during a flu clinic, such as forms to be filled out and reviewed, screenings to be done, and people to direct individuals to the right location. Medical volunteers may be asked to dispense medications and give shots to patients. Flu clinics are busy, hectic clinics and require a lot of staff to help keep it running smoothly.

# Reasons to Activate the MRC

## Flooding



During floods, the American Red Cross may open emergency shelters for families that are displaced. The local health department assists at the shelters in a variety of ways, and depending on the duration, may need many staff members and volunteers to help keep the shelter operating properly.

# Reasons to Activate the MRC

## Tornado



In case of tornadoes, shelters may be opened and in need of manpower, there may be door-to-door work to be done, etc. For every individual situation, it may vary on what is needed of our volunteers. After the tornadoes in 2011, our volunteers collected donated hand sanitizer and sunscreen to give to emergency responders who were assisting with local recovery.



# Reasons to Activate the MRC

## Terrorist Attack



Volunteers may assist with medical surge at hospitals, participate in door-to-door assessments, or other community needs; however, MRC volunteers will never be sent into hazardous situations. Responder safety is included in all planning processes for emergency situations.

## Activation of Volunteers

- Our MRC volunteers can be activated (called to respond) to any of the situations you have just seen, as well as in other instances.
- Volunteers will be contacted about through Tennessee Volunteer Mobilizer (*see next slide*).
- If volunteers are available, they will be directed to report to a specific duty site or to a Staging Area (gathering place for volunteers awaiting assignment).

## Activation of Volunteers

- Tennessee Volunteer Mobilizer is the system where all individuals interested in becoming MRC volunteers apply.
- It is very important that your current contact information (phone number(s), email, and mailing address) is in Tennessee Volunteer Mobilizer because this is how we contact you regarding emergencies, as well as trainings, exercise drills, etc.
- To access Volunteer Mobilizer to apply or update your contact information, please visit:  
<http://www.tnmrc.org>.

# Protection From Legal Liability

- Federal Volunteer Protection Act of 1997
  - people who volunteer for governmental entities cannot be held liable for any harm that they may cause while engaged in volunteer activity
  - *exceptions are harm caused by operation of a motor vehicle or a harm caused by criminal conduct or gross or reckless misconduct*
- For more information, please visit:  
<https://www.gpo.gov/fdsys/pkg/PLAW-105publ19/pdf/PLAW-105publ19.pdf>

# MRC Volunteer Core Competencies

- Volunteer Preparedness
  - Demonstrate personal and family preparedness for disasters and public health emergencies.
  - Demonstrate knowledge of personal safety measures that can be implemented in a disaster or public health emergency.
- Volunteer Response
  - Demonstrate knowledge of one's expected role(s) in organizational and community response plans activated during a disaster or public health emergency.
  - Communicate effectively with others in a disaster or public health emergency.
  - Demonstrate knowledge of surge capacity assets consistent with one's role in organizational, agency, and/or community response plans.
  - Demonstrate knowledge of principles and practices for the clinical management of all ages and populations affected by disasters and public health emergencies, in accordance with professional scope of practice.

# MRC Volunteer Core Competencies

- Volunteer Leadership
  - Demonstrate situational awareness of actual/potential health hazards before, during and after a disaster or public health emergency.
  - Demonstrate knowledge of public health principles and practices for the management of all ages and populations affected by disasters and public health emergencies.
- Volunteer Support for Community Resiliency
  - Demonstrate knowledge of ethical principles to protect the health and safety of all ages, populations, and communities affected by a disaster or public health emergency.
  - Demonstrate knowledge of legal principles to protect the health and safety of all ages, populations, and communities affected by a disaster or public health emergency.
  - Demonstrate knowledge of short- and long-term considerations for recovery of all ages, populations, and communities affected by a disaster or public health emergency.

# Required MRC Trainings

- MRC Orientation – *You have almost completed it!*
- Incident Command Training:
  - IS-100.b: Intro to Incident Command System
  - IS-200.HCa (medical volunteers only)
  - IS-700.a: National Incident Management System
- Points of Dispensing (POD)
- Strategic National Stockpile
- Personal Preparedness
- Mental Health

Each of the trainings listed above are required for all MRC volunteers. This is the MRC Orientation PowerPoint. You can find links for the other required trainings at [http://health.hamiltontn.org/EmergencyPreparedness/MedicalReserveCorps\(MRC\)/VolunteerTrainingInformation.aspx](http://health.hamiltontn.org/EmergencyPreparedness/MedicalReserveCorps(MRC)/VolunteerTrainingInformation.aspx).

Please complete the trainings as soon as you can. Once completed, please contact Maegan Kerr at [MaeganK@HamiltonTN.gov](mailto:MaeganK@HamiltonTN.gov) for your volunteer profile to be updated.

# Questions?

- Contact Maegan Kerr at (423) 209-8068 or [MRCProgram@HamiltonTN.gov](mailto:MRCProgram@HamiltonTN.gov)
- Visit our webpage at:  
[http://health.hamiltontn.org/EmergencyPreparedness/MedicalReserveCorps\(MRC\).aspx](http://health.hamiltontn.org/EmergencyPreparedness/MedicalReserveCorps(MRC).aspx)
- Check us out on Facebook:
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