

Guide for MRC Unit Leaders in Massachusetts

September 18, 2015

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Chapter 1 - Administration

The Medical Reserve Corps (MRC) is a national network of volunteers, organized locally to improve the health and safety of their communities. In Massachusetts, the MRC network is comprised of 46 units. Each unit is organized to best suit the unique challenges of its area. In all cases, MRC units are local assets and are deployed at the discretion of local MRC unit protocols.

Units are located in all regions of Massachusetts; they can be small (organized by cities or towns) or large (organized regionally).

Units function as part of local emergency preparedness teams. They supplement existing public health resources and emergency agencies such as Red Cross, local public health, fire, police and ambulance services. Units recruit, train, credential, and organize medical, public health, and non-medical volunteers to strengthen their communities through volunteerism.

MRC volunteers offer their expertise throughout the year by supporting local public health initiatives, such as immunization and prevention activities. When there is an emergency in the community, MRC volunteers work in coordination with local emergency response programs. Most MRC units work with other local and regional emergency preparedness groups.

Funding and Deliverables

For Budget Period 4 (July 1, 2015-June 30, 2016), the Massachusetts Department of Public Health (MDPH) Office of Preparedness and Emergency Management (OPEM) allocated \$769,000 in emergency preparedness state match funds to support the operation of the 46 federally recognized MRC units in Massachusetts. Approximately \$109,857 in MRC funding is distributed to the identified host agency in each of the seven Public Health Emergency Preparedness Regions. This funding is intended to enhance local, regional, and state public health preparedness by supporting recruitment and increase MRC coverage and services so 100% of the cities and towns in each Region are served by an MRC unit. These funds may be used only for approved activities relating to recruitment, training, deployment, and management of MRC units.

The Medical Reserve Corps Guidelines for Acceptance and Expenditure document outlines the eligibility requirements and conditions of funding (deliverables) for units. If you do not have a copy of this document, please contact Donna Quinn (see Appendix D).

Reporting

Unit leaders are required to file state and federal reports as part of their administrative activities.

STATE QUARTERLY REPORTS

Unit leaders are emailed a link to the quarterly report submission one month before the report deadline. If you do not receive a link to this submission, please contact Regan Checchio at Regina Villa Associates (see Appendix D). Leaders should complete the report by the deadline listed below. Copies of the reports are sent to the host agent in each region.

Reporting Period	Report Deadline
July 1 – September 30	October 15
October 1 – December 31	January 15
January 1 – March 31	April 15
April 1 – June 30	July 15

Users can save their report and come back to it later (see the button on the bottom of each page) and can export their responses as a Word or PDF document at the final submission (links are on the final page).

FEDERAL UNIT ACTIVITY MODULE

The next several pages provide instructions for completing the module and generating unit reports from the site. Appendix A provides supplemental information on this module including Frequently Asked Questions and Examples.

Completing the Module

1. Log in to the MRC website: <https://www.medicalreservecorps.gov/Account/Login.aspx>
2. Click on “Add/Edit Unit Activity” OR Click on “Unit” tab, then your unit name, then “Add/Edit Activity”
3. Click “Add an Activity”
4. Enter Type of Event (Emergency Response Incident or Non-Emergency/Public Health Event)
5. Enter the Start and End Date of the incident
6. Enter a Name for the incident you are adding
7. Select the mission that is most appropriate for the incident you are adding.
8. Select the Requesting Entity /Organization (Please note that this question refers to the entity or entities that requested volunteers and not the entity that activated the volunteers.)
9. Write the Description and Impact Statement (Include details such as what occurred, which types of agencies were present, what made it noteworthy, and why the activity was important or significant for your unit to conduct.)
10. Enter Volunteer Deployment Information
 - To enter the information, you have two options:
 - Enter the information manually by clicking your mouse in the box and entering data.
 - Click on the economic impact calculator icon and complete the necessary information. Once you have done that, the data will automatically populate on the report form and you can submit the report.
 - Enter the total number of volunteers by profession and the total number of hours served by each profession.
 - A subtotal will be automatically calculated and added to the total.
 - Once you have added all of the volunteers and the hours served at the event, click on the “Submit” button and your total will be automatically calculated and added to your report.
11. Note availability of After Action Report (If you have completed or are planning on completing an AAR for the incident, select “Yes.”)
12. Enter Subjective Evaluations (Evaluate the unit and the response using the 1–5 Likert scale. One is the weakest score, and 5 is the strongest.)

What is an Emergency Response Incident?

MRC volunteers are activated to respond to an all-hazards emergency (i.e. public health, biological, or natural event). Exercises, trainings, community events, and planned activations (even those related to preparedness and response) should be considered a Non-Emergency /Public Health Event.

Though it is not required on the federal site, MA DPH requires the same information to be submitted for Non-emergency/Public health events for MA units.

Generating Summary Reports

1. Go to the Reports Tab
2. Click on Summary Unit Activities
3. Enter the Dates of the Activity Period and Choose the Type of Chart

Parameters / Filters

* Activity Date Range : From To

Impact Chart Comparison Chart Contribution Chart

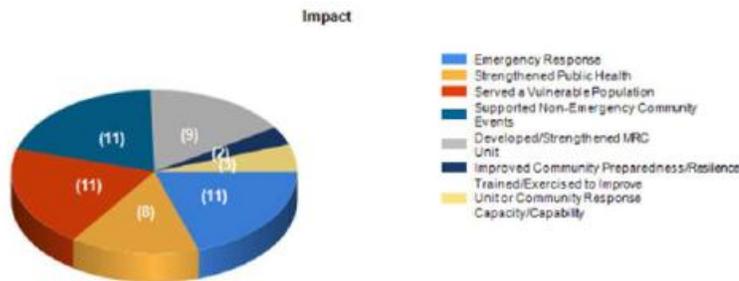
Report: Please choose the start date, end date and other filters for the report. Check/UnCheck the charts you want on the report

Reports can include summary numbers and a breakdown of categorization (see below). If you would like to request a breakdown of your volunteer hours by profession (using the cost calculation), you should contact Jennifer Frenette. That information is available as an Excel file by request.

March 1, 2014 - June 30, 2014

89	Total Number of Activities Reported
1985	Total Number of MRC Participants

38985	Total Number of Hours Contributed
\$1,988,130.58	Economic Value of Contribution



Leadership

Unit leaders must provide MDPH 24/7 contact information for leaders who should be contacted in case of emergency. Changes in unit leadership should be reported to Jennifer Frenette and Donna Quinn as soon as the information is available. New unit leaders should also update their information on the federal website (see the Resources chapter for a detailed explanation on how to do this).

The federal website also has a **Guide to MRC Unit Leader Transitions** for outgoing and incoming unit leaders available here: <https://medicalreservecorps.gov/File/MRC-LeaderTransGuide-Final.pdf>.

Jurisdiction

Unit leaders must provide MDPH an annual list of communities covered by their unit. This information must be submitted to Donna Quinn by September 30. Changes in jurisdiction should be reported to Ms. Quinn immediately so the state website can be updated. Unit leaders must also update the unit information directly on the federal website (see the Resources chapter for a detailed explanation on how to do this).

Chapter 2 - Steering Committee

The Statewide MRC Coordination Steering Committee includes one representative from each Region's MRC Advisory Committee. Each Region's MRC Advisory Group shall submit the name of its representative to the State MRC Coordinator prior to the first meeting of the Coordination Steering Committee in each grant year.

The Committee, facilitated by the director of the Office of Preparedness and Emergency Management (OPEM) or her designee, meets at least quarterly to discuss and advise OPEM on topics including, but not limited to:

- Issues raised by MRC units and communities working with MRCs;
- Policy recommendations to promote consistency on recruitment, training, volunteer identification, and activation protocols for MRCs, and to encourage coordination with other volunteer programs such as MA Responds, CERT, etc.
- Logistical and administrative support
- Development of annual MRC deliverables for implementation
- Participation in the review of new statewide or regional MRC unit applications in Massachusetts.
- Participation in setting the agenda for statewide MRC meetings.

Each member of the Committee provides regular reports to his or her Region or Regional Coalition on the activities of the statewide MRC Coordination Steering Committee. The Committee meets (by phone or in person) approximately quarterly.

The current Steering Committee representatives are:

- Region 1: Corinne McKeown (Berkshire MRC)
- Region 2: Liz Foley (Worcester Regional MRC)
- Region 3: Sandy Collins (Upper Merrimack Valley MRC)
- Region 4A: Kitty Mahoney (Region 4A MRC)
- Region 4B: Alison Novak (Region 4B MRC)
- Region 4C: Mike Colanti (Boston MRC)
- Region 5: To Be Determined

Chapter 3 - MA Responds (maresponds.org)

MA Responds is an online registration system for health volunteers. This system is a partnership between the MDPH, local Medical Reserve Corps units, and other volunteer organizations in Massachusetts. Registering with MA Responds allows people to volunteer for a variety of public health events. The MA Responds system is maintained by MDPH and the Massachusetts Medical Society (MMS). Technical questions should be directed to MA Responds technical support or MMS staff (see Appendix D for contact information).

Requirements for Units Currently in MA Responds

To be a unit in good standing, the unit must have a signed Memorandum of Understanding (MOU) with MDPH. To check on the status of your MOU, please contact Donna Quinn at MDPH (see Appendix D). Unit leaders must also log into the system at least once a week – to check the status of their prospective volunteers.

Unit leaders must log into the system at least once a week – to check the status of their prospective volunteers.

TRAINING

At least one administrator needs to complete the first two MA Responds trainings. Trainings are posted on the state MRC website.

CHANGE IN LEADERSHIP

Upon a change in unit leadership, please complete an “Appendix C Change Form” (<http://mamedicalreservecorps.org/publicaccessfiles/Appendix%20C%20Change%20Form.pdf>) within 60 days of the change and contact Ms. Quinn at MDPH (see Appendix D).

Units Not in MA Responds

If your unit is not currently in the MA Responds system, and you are interested in joining, please contact Ms. Quinn at MDPH.

Frequently Asked Questions

Many MA Responds resources are available at the MA Responds website and on the Documents page of the state website (under “MA Responds”). A few highlights are shared below.

BACKGROUND CHECKS

All volunteers who apply to be part of MA Responds must undergo a CORI (Massachusetts Criminal Offender Record Information) check and a Validated Sex Offender Search (VSOS). The form can be found at http://www.mamedicalreservecorps.org/publicaccessfiles/CORI_Acknowledgement_Form_February_2015_FINAL.pdf. The form must be completed by the volunteer and witnessed by a unit leader and then mailed to DPH with the original wet signature on the form. In order to be considered a member of MA Responds, both checks must be resolved in a satisfactory manner. Both forms of background checks will be conducted in accordance with the policies outlined here:

http://mamedicalreservecorps.org/publicaccessfiles/CORI_SORI_POLICY-1.pdf. Volunteers who do not have a clean Validated Sex Offender Search and a satisfactory resolution of the CORI process cannot participate in missions.

CREDENTIALING

- Integrates with, DEA, and OIG LEIE as well as DPL, DHPL, BORM and BSAS State licensure boards for verification of professional licenses when a volunteer first registers, monthly, and prior to a deployment
- Automatically assigns emergency credential level in accordance to federal ESAR-VHP standards

DATA SECURITY

- All communications with MA Responds are encrypted
- MA Responds is hosted in two Class A / Tier IV Data Center with redundant power and connectivity
- MA Responds meets the applicable security measures for all electronic records as provided in 201 CMR 17.00

NOTIFICATION FEATURES

The MA Responds system features an integrated two-way notification system that can be used to contact volunteers via phone (including extensions), SMS, pager, fax, email and TTD/TTY. While emails can be sent through the system at no cost, MDPH is charged for all other types of communication on a per use basis. DPH has pre-paid for a pool of minutes that can be requested by local units to use these features in an emergency (at no cost to the individual unit). Due to budget limitations, DPH has decided only to use the pool of minutes for these features in emergency situations. To request permission to use the non-email notification features of MA Responds, a unit administrator should contact Ms. Quinn at MDPH. If the request occurs during an emergency, and MDPH staff cannot be reached by the unit administrator, unit administrator must follow the Criteria for Emergency Use of Telephony Minutes available here: <http://mamedicalreservecorps.org/publicaccessfiles/Use%20of%20Notification%20Features%20Guidance.pdf>

CHANGING A VOLUNTEER'S PASSWORD

This is one of the most common questions from volunteers, although they can reset their password by using the password reset function at https://maresponds.org/pw_assist_request.php

1. Click on the Account Settings part of the profile and type in a new password in the two fields under the Reset Password bar at the top of the page.
2. After you have typed the new password twice, click on the “Change” button to save the information. An email will then be sent to your volunteer to notify them that the password has been changed, and the next time they log-in they will be required to change it again to something that they would like. Because of this security measure, you may want to reset all passwords to the same thing to make it easier.

RESOLVING DUPLICATE ACCOUNTS

To resolve duplicate accounts you can close one account. Please take the following steps to do so:

1. Look at the 2 accounts that are duplicate for a volunteer. Usually you will close the account without the CORI and VSOS results or the less percent complete account.
2. Make sure all information that is in the account you will close is also in the other (contact and licensing information, etc.) You can print out pages of the profile in order to enter in information to the account remaining open.
3. Close the account you have chosen to close by going under the Account Settings part of the profile and selecting “Closed” from the drop down menu under the Account Status bar.
4. Click on the Contact sub-tab under the Profile tab to remove the email from the account you will close so that the email address can be used by the account that remains open. The email can be removed by clicking on the button that says “Edit Information”, then clicking the “x” to the right of the Primary Email Address box, and then clicking the “Save Changes” button at the bottom of the screen.

SEARCHING FOR VOLUNTEERS WHO ARE READY TO BE ACCEPTED

1. On the search screen under "Memberships" section select the volunteer group you want to view from the "Organizations Selection" button. All organizations will be listed here, but you will only be able to see results from the organization(s) you have permission to see.
2. Select "Pending" from the Unit Status list that is also in the "Memberships" section (Note that you always have to select "Pending" to see pending volunteers, since the default search is to look for "Accepted" volunteers).
3. Under "the Background Check" section, select "CORI: Complete-Passed" and "VSOS: Complete-Passed" from the Status list, which will give you everyone who has completed their CORI and VSOS check. You will then have your list and can review each member's profile to make sure other information you want is included, and then change their status to "accepted" on the Affiliation part of their profile.

PERFORMING A BATCH ACCEPTANCE

This may be helpful if you are an organization that routinely runs large numbers of CORIs and then needs to accept all the CORI and VSOS passed volunteers at once to save time. It may also be helpful if you can't remember who've you've submitted CORIs for, but need to accept your volunteers.

1. Go to "Organizations" tab and click on the blue hyperlink "Dashboard" for your organization.
2. Once you are on the Dashboard for your organization click the "Members" tab from the left hand side of the screen.
3. Change the Display Filter (in the blue box) to show pending or researching (if you use this status) volunteers. *Note—organizations like to use "Researching" as a status to change volunteers to once they've collected their CORIs which is good for keeping track of volunteers. However, volunteers can be kept as "Pending" too until they're accepted*
4. Click on the "Check All" box and then pick "Select All Across All Pages" from the drop down menu that appears.
5. At the bottom left of the page select an Action of "Set to Accepted" and then click the "Submit Action" button.
6. All volunteers that have a CORI and VSOS status of "Complete-Passed" will be accepted and all others will pop up as an error since the system won't allow you to accept volunteers who haven't completed their CORI and VSOS checks.

REQUESTING MARKETING MATERIAL

To request marketing material, fill out an Order Request Form

(<http://mamedicalreservecorps.org/publicaccessfiles/MA%20Responds%20Marketing%20Material%20Order%20Form%20%20Updated%20July%202015.doc>) and submit to Johnna Coggin at MMS (see Appendix D).

Chapter 4 - Volunteer Management

Recruitment

Units must maintain and revise, as necessary, a written plan documenting unit policies and procedures for recruiting volunteers.

Credentialing and Background Checks

Each MRC unit must credential volunteers in accordance with pre-established standards in MA Responds including completion of the MA criminal offender record information (CORI) check and the submission of a Validated Sexual Offender Search (VSOS) check. Units within MA Responds are considered in compliance with this requirement (see the MA Responds chapter for more information about credentialing and background checks).

Units not in MA Responds must submit a copy of their written procedures to meet the credentialing requirements annually (by September 30). Documentation must include a process for verifying medical licenses when appropriate, CORI and VSOS/SORI checks, and provisions for insuring all applicant personal data is maintained securely in accordance to state and federal laws.

Volunteers who have not completed the credentialing process will not be considered deployable through MDPH and will not be utilized for staffing of any MDPH activation.

Activations and Responses

Units should follow their own written policies and procedures when activating and responding to an emergency. Please ensure your volunteers understand your unit's policies.

REQUESTING VOLUNTEER ASSISTANCE FROM OTHER UNITS IN NON-EMERGENCIES

To request MRC assistance from another unit in non-emergencies, you may contact another local unit leader directly. If that local unit cannot provide all of the assistance you need, fill out a [Volunteer Request Form](#) (Appendix B) and send it to Regan Checchio, Regina Villa Associates, at rcheccchio@reginavilla.com. She will share the request with the statewide database of unit leaders.

REQUESTING VOLUNTEER ASSISTANCE DURING AN EMERGENCY

If you need MRC assistance from outside your jurisdiction in an emergency, and the ESF 8 desk is not staffed (or you are unsure) please contact the DPH 24/7 duty officer at 617-339-8351. This call could come from a community representative directly or from a unit leader on behalf of a community. If the ESF-8 desk is staffed during the emergency, please contact the desk directly¹.

Either the duty officer, the ESF-8 desk or members of the DPH's Office of Preparedness and Emergency Management (DPH OPEM) Volunteer Support Team (VST) will ask you a number of questions in order to fill out the Volunteer Request Form. ESF-8/VST staff will contact unit leaders statewide to see if the request can be filled.

RESPONDING TO A REQUEST FOR VOLUNTEERS FROM OUTSIDE YOUR JURISDICTION

Please comply with the Communications Protocol (Appendix C) to mobilize MRC volunteers across units or regional boundaries.

¹ Contact information for the ESF-8 desk will be shared with unit leaders when the desk is activated.

MA Responds Units:

- When receiving a request for volunteers from MDPH, units should send out a message using the MA Responds system within 2 hours of initial notification to all accepted volunteers to ask their availability.
- Units shall work with MDPH within 4 hours of initial notification to assign needed volunteers to requested roles/positions.
- Document large-scale/regional event responses, as requested.

Non-MA Responds Units:

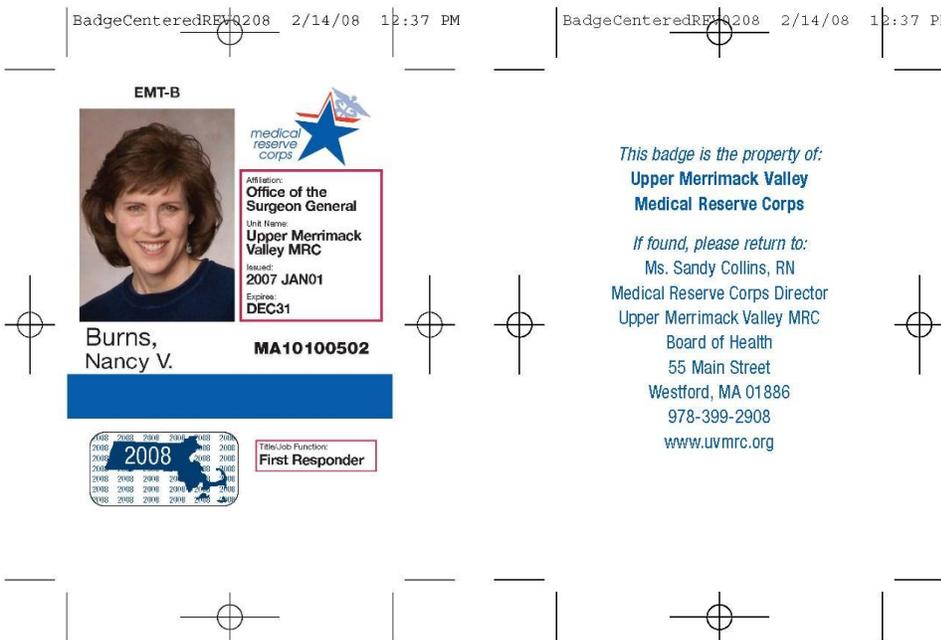
- When receiving a request for volunteers from MDPH, units should send out a message to all accepted and credentialed volunteers within 2 hours of initial notification to ask their availability.
- Units shall work with MDPH within 4 hours of initial notification to assign needed volunteers to requested roles/positions.
- Document large-scale/regional event responses, as requested.

Badging

In order to promote uniformity in statewide badging, representatives of local MA MRC units formed a Badging Committee to provide template recommendations. These recommendations were adopted by a unanimous vote of the MA MRC membership during a conference call in April of 2007.

There is not an official MA DPH or federal MRC badge policy; local units may choose to adopt this template.

SAMPLE BADGE TEMPLATE



LANGUAGE ON BADGE BACK

MDPH legal counsel recommended that the badge not include any language about the legal authority of MRC members. MRCs are likely to be deployed in many and varied situations around the state, for both routine situations and disasters. No single statement of authority would necessarily be accurate. If locally-based MRC

units want a statement of legal authority on their badges, leaders should consult with the town counsel or city solicitor for guidance on whether a statement is appropriate and if so, what it should say.

The final recommended language is as follows:

This badge is the property of

[Unit Name]

[Unit Address]

If found, please return to:

[Mailing Address/contact info]

COLOR CODING

The committee recommended a basic color coding scheme: Red for Medical Personnel; Green for Non-Medical Personnel; and Purple for Mental Health Personnel. Local units can choose their own colors for any other categories they wish to employ (pink for child care, for example).

BADGE RENEWALS AND EXPIRATION STICKERS

The committee recommended using a sticker system for renewal. The badge itself would contain the DAY/MONTH of expiration, while the sticker would state the expiration year. Non-licensed volunteers would renew the badges every two years, while licensed volunteers would renew annually.

To request expiration stickers, please contact Rachel Hammerman at Regina Villa Associates (Appendix D). To place an order, please indicate the year of the sticker, quantity, and your mailing address.

Training

Per the BP4 Medical Reserve Corps Deliverables, MRC Units should recruit, train, and retain members specifically to enhance public health preparedness activities related to Emergency Dispensing Site (EDS) operations and public health programs and emergencies. Units are required to:

- Maintain records of completion of EDS-related trainings by MRC members;
- Maintain copies of training agendas and attendees to submit to OPEM through the MRC contractor (quarterly)
- Offer trainings for unit members and ensure core competencies are achieved, as appropriate.

The Federal Program Office has also developed a core competency guides for Disaster Medicine and Public Health:

Medical Reserve Corps Volunteer Core Competencies:

Disaster Medicine and Public Health – MRC Framework

<http://mamedicalreservecorps.org/publicaccessfiles/Factsheet-DMPH-Competencies-with-MRC-Framework-Final.pdf>

Disaster Medicine and Public Health – Learning Paths

<http://mamedicalreservecorps.org/publicaccessfiles/Factsheet-MRC-DMPH-and-Learning-Paths-final.pdf>

MA Responds:

For information on MA Responds training, please see Chapter 3.

Drills and Exercises

Per the BP4 Medical Reserve Corps Deliverables, units must participate in at least two MDPH-sponsored drills in the fiscal year.

- Drills for units within MA Responds will be conducted through that system.
- For units not within MA Responds, they will participate using their unit's written policies and procedures.
- Each unit will be required to report back to MDPH specific elements outlined at the time of the drill.

Per the Deliverables, units are required to complete at least two additional drills or call-downs. MDPH will organize four drills for units who wish to participate in additional MDPH-sponsored drills. Drills/exercises that are not sponsored by MDPH require advanced notification (at least 30 days prior to the exercise) of Roberta Crawford, MDPH Exercise and Training Manager (see Appendix D).

Resources

Federal MRC Website (<https://medicalreservecorps.gov/HomePage>)

The federal MRC website, maintained by the Division of the Civilian Volunteer Medical Reserve Corps (DCVMRC), offers many resources for unit leaders and volunteers. Unit leaders are expected to update information about their unit on the federal site. If you have technical questions about the site, please contact the Webmaster (see Appendix D- Important Contacts).

MRC DIRECTOR/COORDINATOR

To register to use the interactive features of the MRC Web Site, select the “Register” link on the header and follow the instructions.

- Enter your e-mail address, and select a username and password.
- Complete your contact information. Ensure to select MRC Director or MRC Coordinator and your unit’s state and name (or “New Unit” if registering a new MRC unit).
- The system will display that your information has been submitted and that you will receive an authorization e-mail in 5–7 days.

Once approved, you will receive one e-mail indicating your basic account is approved and another e-mail if you are approved as an MRC Director or Coordinator. Note: you may receive a phone call from a member of the DCVMRC prior to approval to verify your position as Director or Coordinator.

Once approved as a registered Director or Coordinator, you will have access to your and your unit's personal account information. Please verify that everything is correct with your MRC unit information by following the “Updating Unit Information” link on the website, and update the information at least quarterly. As the Director or Coordinator, we advise that you update your unit information to include your volunteer numbers and major unit activities. You may receive quarterly reminders to review and update the information.

UPDATING UNIT INFORMATION ON THE FEDERAL WEBSITE

As a registered MRC Coordinator or Director, you have permission to change the contact information for your unit. To make adjustments to your unit's contact information, log on to the website site using the LOGIN link above and the username and password you created at registration. Once logged in, you will see "Edit MRC Unit" in the User Panel of the website. Click on this link. The next page will include the fields for your MRC unit, which you should maintain and keep accurate. After making any corrections, simply click “Submit” button at the bottom of the page.

Please review your profile often for accuracy and completeness, including the following fields:

- Basic Unit Information including Jurisdiction Information (guidance on developing unit descriptions is available on the website: https://medicalreservecorps.gov/File/Unit_Descriptions.pdf)
- Regular and Emergency Contact Information
- Volunteer Counts
- Unit Activities (examples can be found on the Activity Reporting page: <https://medicalreservecorps.gov/leaderFldr/ActivityReporting>)
- Additional Unit Information

Note: Only the MRC Program Office staff and you can see the emergency contact and activation process information. This will not be shared with other users of the website.

State MRC Website (www.mamedicalreservecorps.org)

The state MRC website is maintained by the Department of Public Health and Regina Villa Associates. If you have technical questions about the website, please contact staff at Regina Villa Associates (see Appendix D – Important Contacts).

FIND AN MRC UNIT

This feature allows volunteers and unit leaders to search for an MRC unit by zip code. It also contains contact information (and website, if applicable) for local MRC unit leaders. If information about your unit (jurisdiction covered, contact information) needs updating, please email Rachel Hammerman (see Appendix D).

DOCUMENTS

The Documents page provides many resources for MRC unit leaders. In addition to forms and protocols, it also is a repository for trainings and contains a unit leader toolbox that is updated monthly. If you would like to add a training to this page, please just email Ms. Hammerman, and we are happy to post and share it. Please visit the Documents page regularly to stay up-to-date on new resources and forms.

CALENDAR

The Massachusetts MRC website (www.mamedicalreservecorps.org) features a statewide calendar. This calendar has a number of important features:

- MRC unit leaders and volunteers can register themselves as “basic users”
- Basic users can register for any event where online registration is available.
- Basic users can view events for which they are registered
- Users can edit their contact information and/or password.
- Designated MRC unit leaders and coordinators can manage events and trainings for their unit or region (track registrations, post events) via a “MRC unit leader” level of admin.

Administrator Privileges

Each unit can designate which individuals from their unit will have “MRC unit leader” admin access. (Note: These users must already have accounts on the website.) Once the unit has sent their admin list to Regina Villa Associates, staff will process this information and send an email to the designated individual, confirming admin access.

Create an Event (MRC Administrators only)

Go to www.mamedicalreservecorps.org

Login to the system. Enter your username and password (select the "click here to login" link at the bottom). If you do not have a username and password, create an account.

1. Select "Events" in the top navigation bar.
2. Enter all of the information about the event. Choose the event type.
3. Be sure to include the contact name for the event – that person will receive confirmation emails once someone has registered for a mission.
4. Click Submit.
5. Review the event details. If it is correct, click submit again. If it is incorrect, hit reset and re-enter the information.

To Register Volunteers (in batches) for an Event (Administrators)

MRC unit leaders can register multiple volunteers for an event.

To add volunteer registrations click on “Batch Registration” on the sidebar.

1. Click on an event that you would like to register volunteers for.
2. Click on volunteers that you would like to register. (Note: Volunteers must first be registered as basic users.)
3. To select multiple volunteers, hold the CTRL key and click on the volunteers you would like to register. Click Submit. You will have click submit again on the Confirm page.

Event Registration and Attendance Reports

This feature allows you to track event registrations and attendance for each event. To check registrations for an event, click on Registration on the Sidebar. Choose an event and click on it to view who has registered. You open the list of registrations in a printable window by clicking on the link above the list of names. If you would like to record a registered volunteer as having attended the event, click on the user name and click on submit on the next page.

Volunteers

Registering For a Mission/Event directly

1. Go too to www.mamedicalreservecorps.org.
2. Login to the system. Enter your username and password (select the "Log In" button on the upper right of the screen). If you do not have a username and password, create an account.
3. Click the “Calendar” tab.
4. Click on the event you wish to attend. It will take you to the Event Detail page.
5. Confirm your registration.

MRC Federal Listservs

The federal program office offers two MRC Listservs. The first option is the one-way listserv (medicalreservecorps-l), which is used by the DCVMRC to share information on upcoming events, new resources, changes to the Web site, and major announcements. The second option is the two-way listserv that allows for those active in the program to share ideas, resources, best practices, and lessons learned. This listserv is conversational and allows for great interaction between units, the DCVMRC, and others involved in the program. All subscribers must review the MRCLeaders-l Rules and Regulations before subscribing.

To subscribe the one-way listserv (email notifications), do the following:

- Go to the MRC Listserv homepage at <https://list.nih.gov/cgi-bin/wa.exe?SUBED1=MEDICALRESERVECORPS-L&A=1>
- To register for the one-way listserv, select the link under the one-way listserv section.
- On the next page, enter your e-mail address, full name, and then select “Join the List”.
- You will receive an e-mail message to confirm your request to join the listserv.

To register for the two-way listserv:

- Go to the two-way listserv rules and regulations page: <https://www.medicalreservecorps.gov/leaderFldr/ListservRulesRegulations>
- Review this page.
- Then, select the hyperlinked sentence “By clicking on this link, I agree to abide by these Rules of Conduct.”

- On the next page, enter your e-mail address, full name, and then select “Join the List”.
- You will receive an e-mail message to verify your subscription to the list.

Use of the MRC Logo

The DCVMRC offers registered units the opportunity to request use of the official MRC logo. The logo may be used on unit developed items identified in your logo authorization application.

The MRC logo is a trademarked logo, and therefore units must request logo authorization *prior* to using the logo on items.

To request logo authorization:

- Select the “Login” link above, enter your username and password.
- Select the “Logo Request/New Use” link from the My Info tab.
- Select the “Online Form” link to complete the authorization online.
- Select the Unit that will be using the logo, or complete the Other Organization information.

Please read the logo authorization carefully; it also is advisable to print a copy of the Logo Agreement for your records. If you agree to the terms of the agreement, select the “I Agree” button.

Complete all fields on the logo authorization details screen. You must state specific logo uses in the “Description/Quantity” field. For example, if you plan to use the logo on letterhead, business cards, and postcards, state this in the description box along with the expected quantity of each.

Upon completing the logo authorization, you have temporary access to three MRC logo file formats that can be used for 30 days pending approval by the DCVMRC. For your convenience, you will be able to download the logo files from the website, including a vector file, which is a higher resolution version of the logo.

An automated email will be sent to you at your e-mail address within 30 days of your application submittal, informing you of your approval or rejection to use the MRC logo permanently.

Logo uses should be updated any time you are adding the logo to a new item for which authorization was not previously granted.

To update your logo use on items:

- Follow the same process as above.
- If your unit or organization has an approved or pending authorization on file, you will be able to add additional Logo Uses to your online record.

Appendix A - Federal Reporting Module Supplemental Information

FREQUENTLY ASKED QUESTIONS

Can I select more than one mission?

You can select all missions that apply to the activity. You may also want to consider reporting multiple missions as separate incidents.

Why is my mission not listed?

You can select “Other” and a text box will appear for you to enter the mission. Keep the text you enter to a minimum. Only select “Other” as a last option.

Can I select more than one entity?

You can select more than one entity if multiple agencies requested activation of volunteers for the same incident.

What if the entity is not listed?

Select “Other” and a text box will appear for you to enter the appropriate requesting entity. Only select “Other” as a last option.

Should I count the unit coordinator in the total number of volunteers?

Only if he or she serves in that role as a volunteer and is donating his/her time.

Do I count the hours served by paid staff?

No.

What if a medical volunteer is serving in a non-medical capacity during a response?

That volunteer’s hours should be added under the Non-Public Health/Non-Medical category.

What if I don’t know the professional breakdown of the volunteers?

All the data should be entered under the Non-Public Health/Non-Medical category.

Do I have the ability to edit the subtotal or total amounts shown in the economic impact calculator?

No.

Do I have the ability to edit hourly rate and benefit within the calculator?

Yes, but please do not. It is important that hourly rates and benefits be uniform across units for standardization.

How should volunteers be categorized for trainings?

They should be listed as Non-Public Health /Non-Medical category for all trainings. Professions should only be listed for deployments in the appropriate category

Do I need to be the lead agency completing the AAR to select “Yes?”

You do not.

EXAMPLES

Types of Events

1. MRC volunteers were activated to work in a general population shelter following a winter storm.
(Selection: Emergency Response Incident)

2. Relay For Life requested MRC volunteers to work a first aid tent. (Selection: Non-Emergency /Public Health Event)
3. MRC volunteers received training on their emergency response activation protocols and completed a full-scale exercise to test understanding of the protocols. (Selection: Non-Emergency /Public Health Event)
4. MRC Unit Coordinator attended a state-sponsored seminar on Emergency Response and Public Health. (Selection: Non-Emergency /Public Health Event)
5. During an outbreak of a novel strain of influenza, a public health institution setup a Point of Dispensing site and MRC volunteers served as vaccinators and provided administrative support. (Selection: Emergency Response Incident)

Start and End Date

1. Completed wellness checks for first responders during search and rescue event (Start Date: 10/15/2013; End Date: 10/15/2013)
2. Provided medical support in a shelter during tornado response (Start Date: 05/06/2014; End Date: 5/07/2014)
3. Provided support at local Emergency Operations Center during flooding event (Start Date: 04/20/2014 ; End Date: 04/25/2014)

Name of an Incident

1. MRC volunteers provided tetanus vaccinations following a tornado. (Incident Name: Tetanus Vaccinations for County Tornado Response)
2. MRC volunteers worked in an alternate care site following a measles outbreak. (Incident Name: Measles Alternate Care Site Activation)
3. MRC volunteers assisted with evacuation during hurricane. (Incident Name: Hurricane Sandy Evacuation Assistance)

Missions

1. Mental health MRC volunteers provided Psychological First Aid following an earthquake. (Mission Selection: Disaster Behavioral Health)
2. MRC volunteers provided first responder support and assisted efforts during a search-and-rescue incident. (Mission Selection: Wellness Checks and Search and Rescue)
3. MRC volunteers sorted and moved tree limbs and other trash following a tornado. (Mission Selection: Other—Debris Management)
4. Following a hurricane, MRC volunteers assisted with evacuation; 3 days later volunteers were requested to work in a general shelter. (Mission Selection: Enter as two separate incidents—Evacuation and General Shelter Support)

Entities

1. The Local County MRC volunteers were activated to respond to a search-and-rescue incident. Local first responders were searching for an elderly woman who was missing from the local retirement home. Local emergency management requested MRC volunteers to provide wellness checks for first responders because it was very hot. Volunteers also acted as searchers. MRC volunteers discovered that two first responders had to receive additional medical attention from heat exhaustion. Eventually, the woman was found unharmed.
2. Following a devastating tornado, a flood of unaffiliated volunteers arrived onsite. The Local Emergency Operations Center was unsure of how to handle the sudden influx of volunteers and

requested MRC volunteers to manage a Volunteer Reception Center. MRC and AmeriCorps volunteers managed an estimated 1,200 unaffiliated volunteers over a 3-week period. The unaffiliated volunteers were able to be used in an appropriate manner and were encouraged to join volunteer groups, like the MRC or CERT, in their own communities.

3. This spring, our community experienced a severe flood that forced several local families to evacuate their homes for a general population shelter. The floods also ruined several crops, which many families rely on for their income. The American Red Cross had enough volunteers to work in the shelter, but the shelter manager became concerned about the mental well-being of the occupants. Knowing our work with mental health in disasters training, the ARC requested MRC volunteers to work in the shelter. Seven MRC volunteers, all mental health professionals, split shifts over a 2 week period in the shelter and visited with 10 different families. Two families were referred on to receive additional mental health attention.

AAR Examples

1. Local emergency management completed an AAR following an evacuation with which MRC volunteers from the local health department assisted. (AAR Response: Yes)
2. Local public health has just finished managing an influenza outbreak, in which MRC volunteers assisted as vaccinators. An AAR will likely be done, but it has not yet been completed. (AAR Response: Yes)
3. MRC volunteers assisted another volunteer organization with a volunteer reception center. The volunteer organization is not planning on completing an AAR. (AAR Response: No)
4. MRC volunteers were requested by the state health department to assist with dispensing tetanus shots following a tornado. You are unsure if the state will complete an AAR. (AAR Response: Unsure)

Subjective Evaluations

1. During a mass dispensing operations, the Incident Command System (ICS) was utilized by the local health department to manage the situation. Most of the MRC volunteers had received the appropriate ICS training, but there were a few who were confused and lost in the management structure. (ICS Appropriately Used Response: 4)
2. Following a winter snow storm, emergency management requested 10 volunteers to assist with disaster mental health in a shelter. Due to poor communication and the weather, the request could not be filled for several operational shifts. (Timeliness of the Response: 1)

Appendix B - Communications Protocol

COMMUNICATIONS PROTOCOL FOR COORDINATION OF VOLUNTEER REQUESTS FOR A CROSS-JURISDICTIONAL EVENT

QUICK REFERENCE GUIDE FOR MRC UNIT LEADERS

REQUESTING ADDITIONAL VOLUNTEERS WHEN SEOC IS ACTIVATED:

If the SEOC ESF-8 desk is activated, the DPH Office of Preparedness and Emergency Management (OPEM) will notify MRC Unit Leaders via the HHAN or email¹ if volunteers are needed and volunteers may be asked by Unit Leaders to standby.

1. Requesting agencies will call the ESF-8 desk² requesting volunteers, ESF-8 staff should ask the following questions to fill out the Volunteer Request Form:
 - a. Number and type (Medical/Non-Medical) of volunteers needed
 - b. Particular professions and skills of volunteers needed, with job descriptions included if available
 - c. Date/Time/Duration of shift(s) requested and check in time
 - d. Address and location of mission (for example, a shelter); Include directions
 - e. Name/Phone number of Point of Contact at site and who volunteers report to
 - f. Other relevant information (transportation provided, supplies needed, meals provided, sleeping facilities, safety mechanisms in place etc.)
 - g. The requester's contact information in case further information is needed
 - h. Job Action sheets relevant to the request
2. ESF-8 sends request to Volunteer Support Team (VST)³. VST contacts MRC Unit Leaders through the MA Responds (for MA Responds units) and phone/email (for non-MA Responds units) with staffing requests. VST will first ensure that the unit in the requesting agency's jurisdiction has been contacted and then make every attempt to contact those units with geographic proximity. Based on how quickly a response is needed, VST may begin contacting units out-of-region.
3. MRC Unit Leaders follow their own protocols for activating volunteers.
4. MRC Unit Leaders provide the VST with a response to the request (indicating if they can or cannot fill it), including the following information:
 - a. Names and contact information of volunteers
 - b. Availability of volunteers
 - c. Type of volunteers available
5. VST utilizes MA Responds to assign volunteers to appropriate tasks/shifts and notifies the volunteer and Unit Leader as well as the requestor of assignments. The VST will also notify the requestor if no volunteers are available. This will be done in accordance with the Deployment Protocol.

¹ Please update this information at least quarterly, or more often if your unit leader changes. If you are unsure the 24/7 contact information for your unit is up-to-date, please contact Regan Checchio at rchecchio@reginavilla.com.

² MRC leaders may also choose to contact another MRC unit within region for immediate assistance. Please notify the ESF-8 desk if your unit is deploying cross-jurisdictionally so staff can track activity.

³ The Volunteer Support Team includes the MRC State Coordinator and additional staff as needed from OPEM. See "About the Volunteer Support Team" for more information.

Appendix C - Volunteer Request Form



Massachusetts Volunteer Request Form



Description of event: _____

_____ Region _____

Local MRC leader _____ Has local MRC been contacted? Yes No

Requesting Agency Information	
Date:	
Requestor's name:	
Requestor's telephone:	
Requestor's email:	

Event Information	
Date:	
Address/Location:	
Point of Contact at Site:	Number:
Type of event? <input type="checkbox"/> Shelter <input type="checkbox"/> Emergency _____ <input type="checkbox"/> Other _____	
How quickly is response needed?	

Volunteer Information	
Description of Volunteer Duties:	Job Descriptions included? <input type="checkbox"/> Yes <input type="checkbox"/> No
Type of volunteers needed (medical/non-medical)?	
How many of each?	
Professions & skills needed:	
Date/time/duration of shift(s) and check-in time:	
Who do volunteers report to?	Number:
Additional Info(meals, supplies, lodging, transportation, parking, etc)	
Directions	

Appendix D - Important Contacts

MA Department of Public Health

Donna Quinn
Health Volunteer Program Coordinator
donna.quinn@state.ma.us

Roberta M. Crawford
Exercise and Training Manager
617-624-5721
roberta.crawford@state.ma.us

Division of the Civilian Volunteer Medical Reserve Corps (DCVMRC)

Jennifer Frenette
Regional Coordinator
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General Email: MRCCContact@hhs.gov

Webmaster: MRCWebmaster@icfi.com

MA Responds

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